

New York Health Benefit Exchange

Blueprint Summary for Section 2.0 Consumer and Stakeholder Engagement and Support October 26, 2012

<u>Item Number</u>	<u>Topic</u>
2.4	Call Center: Performance Standards from Enrollment Center RFP

Consolidated Call Center

- The Contractor must answer all calls within the first three rings, either in person or by the automated voice response. At least 80% of all callers during the regular or expanded hours of operation must be able to speak to a live person if they wish to.
- The average wait/hold time for a live voice must be less than 2 minutes.
- The Contractor's incoming call blockage rate (the percent of all calls that receive a busy signal) cannot exceed 10% of the monthly calls.
- 95% or more of all calls, received during regular business hours each month, in which a message was left, must be returned within 24 hours or the next business day.
- The Contractor shall meet industry standards for quality assurance. Any alteration of the frequency or strategy for monitoring the Call Center staff shall only be made with prior approval of the Department.
- The abandoned call rate must not exceed 5% of monthly calls.

Renewal Processing

The Contractor must:

- Maintain adequate records that clearly document actions taken during the renewal process.
- Process all renewals on a timely basis, before the expiration of the current authorization period.
- Send out requests for follow-up documentation within five business days.
- Follow industry quality assurance standards for enrollment processing.
- Check accuracy of all renewals. The Enrollment Center must achieve a 97% accuracy rate of all renewals.

Web-based Renewals

The Contractor must:

- Process web-based renewals within a timely fashion and before the expiration of the current authorization period.

- Send out confirmations of the web-based renewal and/or requests for follow-up documentation within two business days.
- Follow routine quality assurance standards for enrollment processing.
- Check accuracy of all renewals. The Enrollment Center must achieve a 97% accuracy rate of all web-based renewals.

New Applications

- The Contractor will accept the applications, log them in, and perform a quality assurance review on the applications for completeness within 2 business days of the receipt of the application.
- If the application is not complete, the Contractor shall send written notice within two business days of the review to inform the applicant of the reasons why the application is incomplete. As of day 2, the Contractor must make three attempts to contact the applicant via telephone, email, fax or any other communication method to notify the applicant of the missing information. Contact must be made at several different times during the day, including Saturday.
- If the applicant needs to submit documents, the Contractor shall pend the application and establish a process for attaching the documents to the application when received.
- The Contractor is responsible for accurate potential eligibility determinations based on the complete application prior to forwarding it to the State for the final eligibility determination.
- The Contractor shall be required to report quarterly on this project.