**CALL CENTER PERFORMANCE**

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| **Bidder Name:** |  |

**Instructions**

Enter the requested data for three programs. Include data for the most recent available 12-month period. If you collect and report rates by contract year, you may instead include data for the most recent complete contract year. If there is no data available for a standard, enter “N/A”. If you are unable to provide call center data for the benchmark contract population (i.e., your data is aggregated across multiple programs/payers) enter “N/A”. Provide any clarifying information in the comments section.

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|  | **Program 1** | **Program 2** | **Program 3** |
| **Program Name** |  |  |  |
| **Number of calls received** |  |  |  |
| **Average speed to answer** |  |  |  |
| **Average wait time** |  |  |  |
| **Blocked call rate** |  |  |  |
| **First call resolution rate** |  |  |  |
| **Percent of calls re-routed to overflow center** |  |  |  |

**Comments**

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