**Call Center Personnel**

**Recent Updates in Recipient Personnel:**

**Call Center**

**Other Recipient Call Center topics**

**Outstanding Cherwell Tickets: - Melinda**

**MCO Changes per Memo 161293 from Conduent**

**MCO Change requests week ending 12/28/2018**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MCOS** | **12/28/2018** | **12/21/2018** | **12/14/2018** | **12/7/2018** |
| **Blue Cross Blue Shield** | 0 | 0 | 0 | 0 |
| **Molina** | 0 | 0 | 0 | 0 |
| **Presbyterian** | 0 | 0 | 0 | 0 |
| **United Healthcare** | 0 | 0 | 0 | 0 |

**CYFD Requests**

**CYFD requests week ending 12/28/2018**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **12/28/2018** | **12/21/2018** | **12/14/2018** | **12/7/2018** |
| **CYFD Request Received** | 0 | 0 | 0 | 0 |
| **CYFD Request Completed** | 0 | 0 | 0 | 0 |
| **Opened CRNs** | 0 | 0 | 0 | 0 |

**QC**

**Conduent Follow-up:**

**State Follow-up:**

**Weekly Reports: SLAs OOC**

**Week Ending 12/28/2018**

* ISD CSC Call Center Abandonment rate –5.73%

(MAD English, MAD Spanish, NM ACA MEH English, NMMMIS ACA MEH Spanish, NM IC Waiver/Provider, NM IC Waiver/Recipient, NM PED English, NM PED Spanish, NM SNAP English, NM SNAP Spanish, NM Status English, NM Status Spanish, NM TANF English, NM TANF Spanish, NM YES English, NM YES Spanish)

**Weekly Report Stats: NON SLA Concerns**

**Week Ending 12/28/2018**

**CRM: Top Call Categories week ending 12/28/2018**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **12/28/2018** | **12/21/2018** | **12/14/2018** | **12/7/2018** |
| **1095-B** | 0 | 0 | 0 | 0 |
| **CCO – Info** | 0 | 0 | 0 | 0 |
| **CCO Call Ctr. – Can’t Reach Anyone** | 0 | 0 | 0 | 0 |
| **CMS** | 3 | 0 | 0 | 0 |
| **Compliment** | 1 | 0 | 0 | 0 |
| **Complaint** | 0 | 0 | 0 | 0 |
| **Presumptive Eligibility** | 0 | 0 | 0 | 0 |
| **Eligibility** | **1908** | **3593** | **3720** | **3527** |
| **Eligibility Issue** | 33 | 76 | 45 | 57 |
| **General Questions** | 414 | 605 | 679 | 595 |
| **Open Enrollment – MCO Selection** | 1 | 1 | 2 | 7 |
| **MCO Selection** | 37 | 91 | 184 | 203 |
| **Other** | 24 | 41 | 74 | 151 |
| **Provider Access-Unable to find** | 0 | 0 | 0 | 0 |
| **QMB Applications Mailed** | 9 | 6 | 11 | 12 |
| **Policy Questions** | 0 | 6 | 21 | 11 |
| **Replacement Cards** | 5 | 11 | 51 | 49 |
| **Research** | 1 | 0 | 0 | 0 |
| **Test Calls** | 0 | 0 | 0 | 1 |
| **Transfer Calls** | 3 | 0 | 19 | 19 |
| **90 day MCO Retro** | 0 | 0 | 0 | 0 |
| **IC Waiver Call** | 0 | 0 | 0 | 0 |
| **MAD -Dropped Calls** | 7 | 14 | 15 | 10 |
| **Molina Switches** | 1 | 21 | 97 | 108 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOTALS** | **2443** | **4465** | **4918** | **4750** |

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