

Office of Medicaid Policy and Planning  
Non-Emergency Medical Transportation Reports

**MCE Name:** Southeastrans  
**Version:** 2.0  
**Report Name:** Member Call Center Performance  
**Report Code:** MO-MCC1  
**Submission Date:** 02/28/2020  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(B)

Experience Period >> 01/01/20-01/31/20

Item No.	Data Description	Data Entry
1	Number of Calls Received	54750
2	Number of Calls Reaching the Call Center Menu within Three (3) Rings or Fewer	54750
3	Percent of Calls to Reach Call Center Menu Within Three Rings or Fewer	100.00%
4	Monthly Average Speed to Answer Calls	20
5	Total Number of calls Abandoned	1227
6	Percent of Calls Abandoned	2.24%
7	Number of Calls Received After Hours	38
8	Number of After Hours Calls Attempted to Return within the Next Business Day	38
9	Percent of After Hours Calls Returned (attempted) Within the Next Business Day	100.00%
10	Number of Member Calls Resolved during the Initial Call	53523
11	Percent of Member Calls Resolved During the Initial Call	97.76%
12	Number of Emergency Requests Received	0
13	Number of Emergency Requests Directed to 911 or Appropriate Local Emergency (ambulance Service)	0
14	Percent of Emergency Requests Directed to 911 or Appropriate Local Emergency (ambulance) Services	0.00%
15	Number of Calls Receiving a Busy Signal	0
16	Call Center Busy Rate	0.00%
	Mark an 'X' if updated from previous report version	
<b>Comments</b> (as needed):		

Note: Data reflects call center performance for the reporting month.