

Engaging in Member and Provider Outreach

The data shown below represents the average from Q1 to Q4 2023 reports submitted by each MCE.

What does the OMPP Measure?

The OMPP requires the MCEs to report on these statistics quarterly and tracks MCE results.

Member Services Helpline

Percent of Calls Answered Live within 30 Seconds

Percent of Calls Abandoned (too long of a wait time)

Percent of Calls Received After Hours in Which the MCE Responded (or Attempted to) the Next Day

Percent of Calls Resolved within the Initial Call

Provider Services Helpline

Percent of Calls Answered Live within 30 Seconds

Percent of Calls Abandoned (too long of a wait time)

Percent of Calls Received After Hours in Which the MCE Responded (or Attempted to) the Next Day

Assessing Member Health Needs

Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE

OMPP's Target

How are the MCEs Doing on these Measures?

Exceeding the Target

On Target

Below the Target

(within 0.5%)

#

Hoosier Healthwise				Healthy Indiana Plan				Hoosier Care Connect		
Anthem	CareSource	MDwise	MHS	Anthem	CareSource	MDwise	MHS	Anthem	MHS	UHC*
93.85%	97.20%	94.91%	93.07%	94.48%	97.09%	94.91%	92.79%	94.75%	93.35%	99.28%
0.48%	0.55%	1.03%	1.42%	0.38%	0.44%	0.65%	1.50%	0.55%	0.96%	0.10%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
91.67%	95.04%	96.24%	89.95%	90.21%	95.08%	90.49%	89.94%	94.78%	89.93%	93.01%
92.93%	96.64%	94.01%	93.04%	93.13%	95.99%	95.14%	92.62%	93.99%	92.23%	98.08%
0.36%	0.93%	0.76%	1.11%	0.31%	0.88%	0.51%	1.10%	0.36%	1.20%	0.23%
N/A	100.00%	100.00%	100.00%	N/A	100.00%	100.00%	100.00%	N/A	100.00%	100.00%
20.86%	72.14%	56.30%	52.66%	36.56%	68.79%	57.24%	62.32%	50.12%	63.77%	67.60%

QR-M1, Item 5

QR-M1, Item 7

QR-M1, Item 9

QR-M1, Item 11

QR-P1, Item 5

QR-P1, Item 7

QR-P1, Item 9

QR-HS1, Item 7

0.845

0.85

0.855

0.055

0.05

0.045 note this is the inverse; below

0.995

1.00

1.00

0.845

0.85

0.855

0.845

0.85

0.855

0.055

0.05

0.045 note this is the inverse; below

0.995

1.00

1.00

0.495

0.50

0.505