

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

**MCE Name:** Southeastrans  
**Version:** 2020.01  
**Report Name:** Member Call Center Performance  
**Report Code:** MO-MCC1  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(B)

**Experience Period >>** 01/01/2021 - 01/31/2021

Item No.	Data Description	Data Entry
1	Number of Calls Received	33698
2	Number of Calls Reaching the Call Center Menu within Three (3) Rings or Fewer	33698
3	Percent of Calls to Reach Call Center Menu Within Three Rings or Fewer	100.00%
4	Monthly Average Speed to Answer Calls in Seconds	15
5	Total Number of calls Abandoned	1358
6	Percent of Calls Abandoned	4.03%
7	Number of Calls Received After Hours	392
8	Number of After Hours Calls Attempted to Return within the Next Business Day	392
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	32340
11	Percent of Member Calls Resolved During the Initial Call	95.97%
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	#DIV/0!
15	Number of Calls Receiving a Busy Signal	0
16	Call Center Busy Rate	0.00%