

Engaging in Member and Provider Outreach in Hoosier Healthwise
 The data shown below represents the trends from Q1 to Q4 2023 reports submitted by each MCE.

What does the OMPP Measure?

OMPP's Target

Exceeding the Target

On Target
(within 0.5%)

How are the MCEs Doing on these Measures?

Below the Target

Measure	Target	Anthem				CareSource <i>(within 0.5%)</i>				MDwise				MHS				QR-Item	Score	Weight	Notes	
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2023	Q2 2023	Q3 2023	Q4 2023					
Member Services Helpline																						
Percent of Calls Answered Live within 30 Seconds	85%	94.21%	92.51%	94.53%	94.17%	97.07%	97.78%	97.86%	96.07%	96.36%	94.22%	94.48%	94.58%	87.52%	93.23%	97.67%	93.87%	QR-M1, Item 5	0.85	0.85	0.855	
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.62%	0.59%	0.47%	0.24%	0.51%	0.41%	0.65%	0.61%	0.76%	1.14%	1.20%	1.01%	1.93%	1.60%	0.99%	1.16%	QR-M1, Item 7	0.06	0.05	0.045	note this is the inverse; below 4% means exceeds
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	QR-M1, Item 9	1.00	1.00	1.00	
Percent of Calls Resolved within the Initial Call	85%	91.83%	92.12%	90.75%	91.97%	98.21%	96.95%	90.50%	94.51%	96.23%	96.77%	95.07%	96.91%	89.53%	89.89%	89.81%	90.57%	QR-M1, Item 11	0.85	0.85	0.86	
Provider Services Helpline																						
Percent of Calls Answered Live within 30 Seconds	85%	92.78%	89.97%	94.57%	94.39%	97.37%	97.57%	95.57%	96.07%	96.73%	90.94%	93.67%	94.71%	87.64%	92.73%	98.62%	93.17%	QR-P1, Item 5	0.85	0.85	0.86	
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.22%	0.49%	0.39%	0.34%	1.05%	1.01%	1.07%	0.61%	0.38%	1.00%	0.88%	0.79%	1.72%	1.51%	0.49%	0.74%	QR-P1, Item 7	0.06	0.05	0.045	note this is the inverse; below 4% means exceeds
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	QR-P1, Item 9	1.00	1.00	1.00	
Assessing Member Health Needs																						
Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE	50%	25.76%	23.14%	20.46%	14.07%	66.31%	72.60%	73.45%	76.21%	52.74%	50.63%	62.01%	59.82%	51.22%	48.78%	53.64%	57.00%	QR-HS1, Item 7	0.50	0.50	0.51	