

Cost Proposal Assumptions

Our staffing model is based on various factors, including the need to cover the phone lines for 12 hours, five days a week. Our experience with similar services is that limiting the time a person spends answering the phones to 4 hours is optimal. Due to the issues that will arise with the members, staff will use the additional 3 1/2 hours of their work day to provide follow-up services and mediation with the managed care entities. We are also concerned that the initial call volume will be higher than the estimated volume provided by the State based on the experience of our colleagues in North Carolina. Our experience working with elderly individuals and Medicaid recipients is that call lengths and the need for extensive assistance will significantly increase the average time needed to be committed to a case.