Volumetrics

Area / Subarea	Total Calls	Calls Answered	Avg Call Length (Secs)	After Call Work (:ss)	Average Time to Abandon (mm:ss)	% Escalated to Tier 2
OHCA Call Units						
Beneficiary Services						
Insure Oklahoma Employer	2,943	2,881	237	:06	1:52	0.07%
Member Services Spanish						
OHCA DHS	444	322	388	:10	7:02	5.26%
Online Enrollment Applications	16,326	12,856	435	:10	11:09	2.55%
Online Enrollment Applications Spanish	1,013	972	435	:05	7:14	0.76%
Provider Enrollment						
Provider Services	3,919	3,787	354	1:16	1:08	5.11%
HP Call Units						
HP Call Center	34,684	33,379	194	:49	1:02	16.08%
Insure Oklahoma	12,571	12,383	202	:39	1:04	8.31%
Spanish Assistance	556	462	282	:48	2:25	20.10%
LifeCare Call Units						
SoonerCare Help Line	66,574	52,419	158	:09	2:40	33.73%
Online Enrollment Help Line	7,908	6,358	134	:08	2:55	42.54%
Online Enrollment Spanish	122	113	167	:10	3:32	43.65%
Patient Advice Line	3,139	3,028	67	:00	1:20	N/A
SoonerCare Behavioral Health						
SoonerCare Spanish	3,929	3,472	179	:10	3:38	32.05%