EDS Call Center - Provider/Claims Call Center M-F 7:30am-5:30pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	33656	3:28	822	34478	:47	:49	10679	4881	14.50%
10/1/2010	33422	3:20	599	34021	:52	:37	11384	5245	15.69%
11/1/2010	33512	3:10	1141	34653	:53	1:25	12597	5447	16.25%
12/1/2010	33747	3:07	1147	34894	:51	:53	12615	5737	17.00%
1/1/2011	35254	3:07	2783	38037	:48	1:24	12989	5843	16.57%
2/1/2011	26401	3:13	1414	27815	:46	:51	9207	4379	16.59%
3/1/2011	36946	3:11	1094	38040	:46	:54	13185	6490	17.57%
4/1/2011	34194	3:13	1449	35643	:50	:55	11670	5332	15.59%
5/1/2011	33281	3:13	1294	34575	:49	:53	11257	4963	14.91%
Averages	33379	3:13	1305	34684	:49	1:02	11731	5369	16.08%
Insure Oklahoma Call Center M-F 8am-5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	12438	3:23	489	12927	:44	1:16	1822	967	7.77%
10/1/2010	13370	3:29	346	13716	:47	1:05	2152	1160	8.68%
11/1/2010	11931	3:24	137	12068	:42	:59	1839	1015	8.51%
12/1/2010	11669	3:21	122	11791	:44	:44	1881	1045	8.96%
1/1/2011	12787	3:25	196	12983	:44	1:10	2046	1078	8.43%
2/1/2011	10066	3:22	214	10280	:42	1:09	1470	831	8.26%
3/1/2011	13907	3:15	85	13992	:34	:42	1995	1196	8.60%
4/1/2011	12023	3:18	33	12056	:32	:34	1723	878	7.30%
5/1/2011	13259	3:18	68	13327	:28	:39	1995	1097	8.27%
Averages	12383	3:22	188	12571	:39	1:04	1880	1030	8.31%

EDS Call Center - Provider/Claims Call CenterSpanish Assistance (Member), M-F 7:30am-5:30pm									
Month Starting	ACD Calls	Avg ACD Time	Aban Calls	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	410	4:45	109	519	:52	2:15	122	41	10.00%
10/1/2010	488	4:52	107	595	:52	1:39	176	58	11.89%
11/1/2010	525	4:08	81	606	:41	2:03	234	78	14.86%
12/1/2010	428	4:42	89	517	:46	3:44	172	96	22.43%
1/1/2011	494	5:14	109	603	:47	2:08	206	142	28.74%
2/1/2011	339	4:49	59	398	:46	2:53	120	82	24.19%
3/1/2011	530	4:48	105	635	:50	2:35	156	104	19.62%
4/1/2011	444	4:37	90	534	:51	2:02	148	111	25.00%
5/1/2011	504	4:25	95	599	:46	2:44	183	122	24.21%
Averages	462	4:42	94	556	:48	2:25	169	93	20.10%

Online Enrollment Helpdesk, M-F 8am-5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	4955	2:16	577	5532	:10	1:51	2901	2194	44.28%
10/1/2010	6532	2:07	1988	8520	:08	2:08	4307	3050	46.69%
11/1/2010	5786	2:04	2836	8622	:08	3:26	3857	2989	51.66%
12/1/2010	6216	2:13	2018	8234	:07	3:12	4040	3084	49.61%
1/1/2011	6298	2:24	2431	8729	:07	3:32	3598	2526	40.11%
2/1/2011	4950	2:24	860	5810	:08	2:26	2767	1924	38.87%
3/1/2011	7688	2:18	1816	9504	:07	2:25	4371	2962	38.53%
4/1/2011	7413	2:16	501	7914	:09	3:11	4501	2822	38.07%
5/1/2011	7380	2:07	929	8309	:08	2:39	4371	2583	35.00%
Averages	6358	2:14	1551	7908	:08	2:55	3857	2682	42.54%
Online Enrollment Spanish, M-F 8am-5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	82	2:59	3	85	:14	1:02	57	41	50.00%
10/1/2010	59	2:49	10	69	:10	4:01	37	48	81.36%
11/1/2010	81	2:24	24	105	:11	4:03	59	44	54.32%
12/1/2010	40	1:57	13	53	:10	4:29	30	18	45.00%
1/1/2011	130	2:55	12	142	:11	3:14	68	35	26.92%
2/1/2011	95	2:45	3	98	:09	3:12	39	25	26.32%
3/1/2011	200	2:55	9	209	:08	3:08	104	71	35.50%
4/1/2011	180	2:39	3	183	:10	2:06	97	73	40.56%
5/1/2011	152	2:56	3	155	:10	:16	66	50	32.89%
Averages	113	2:46	9	122	:10	3:32	62	45	43.65%
SoonerCare Help Line, M-F 8am-5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	49682	2:18	5508	55190	:12	1:16	20982	14104	28.39%
10/1/2010	51282	2:39	19028	70310	:08	2:00	26307	18460	36.00%
11/1/2010	49203	2:33	25667	74870	:07	3:12	26616	20225	41.11%

12/1/2010	50401	2:35	17591	67992	:08	2:59	26765	20344	40.36%
1/1/2011	51438	2:53	21954	73392	:07	3:17	24058	16246	31.58%
2/1/2011	40078	2:47	7931	48009	:09	2:20	18190	12242	30.55%
3/1/2011	61951	2:46	16683	78634	:08	2:19	28555	19747	31.88%
4/1/2011	58636	2:40	4514	63150	:10	2:36	28494	19180	32.71%
5/1/2011	59100	2:33	8519	67619	:09	2:15	27585	18310	30.98%
Averages	52419	2:38	14155	66574	:09	2:40	25284	17651	33.73%
SoonerCare Spanish, M-F 8am-5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	2747	2:52	159	2906	:13	1:59	1054	903	32.87%
10/1/2010	3850	3:13	637	4487	:10	3:08	1830	1405	36.49%
11/1/2010	3785	2:58	903	4688	:09	4:23	1863	1292	34.13%
12/1/2010	3343	2:58	569	3912	:11	3:44	1606	1155	34.55%
1/1/2011	3497	3:08	674	4171	:10	4:11	1616	1071	30.63%
2/1/2011	2844	3:02	254	3098	:10	3:20	1206	880	30.94%
3/1/2011	4028	2:58	489	4517	:09	3:02	1667	1164	28.90%
4/1/2011	3537	2:52	158	3695	:10	2:36	1545	1121	31.69%
5/1/2011	3620	2:44	270	3890	:10	3:39	1536	1021	28.20%
Averages	3472	2:58	457	3929	:10	3:38	1547	1112	32.05%

Patient Advice Line, M-F 5pm-8am, All day on Saturday and Sunday and State Holidays									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	2957	:58	115	3072	:00	1:29	n/a	n/a	n/a
10/1/2010	3018	1:18	114	3132	:00	1:23	n/a	n/a	n/a
11/1/2010	2876	:59	82	2958	:00	:51	n/a	n/a	n/a
12/1/2010	3112	1:17	109	3221	:00	1:08	n/a	n/a	n/a
1/1/2011	3893	1:02	172	4065	:00	1:25	n/a	n/a	n/a
2/1/2011	3068	1:13	174	3242	:00	1:45	n/a	n/a	n/a
3/1/2011	2952	1:05	90	3042	:00	1:02	n/a	n/a	n/a
4/1/2011	2718	1:02	67	2785	:00	:51	n/a	n/a	n/a
5/1/2011	2655	1:05	76	2731	:00	1:29	n/a	n/a	n/a
Averages	3028	1:07	111	3139	:00	1:20	n/a	n/a	n/a

Online Enrollment Applications, M-F 8am to 5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	8509	8:00	2428	10937	:14	5:56	1200	565	6.64%
10/1/2010	11499	8:01	6494	17993	:11	9:59	1302	309	2.69%
11/1/2010	10736	8:29	9950	20686	:14	14:41	659	181	1.69%
12/1/2010	11832	8:27	8079	19911	:11	12:37	556	208	1.76%
1/1/2011	15101	7:15	1073	16174	:09	5:49	942	306	2.03%
2/1/2011	10991	6:33	409	11400	:08	2:55	769	247	2.25%
3/1/2011	16666	6:27	645	17311	:09	3:57	1157	354	2.12%
4/1/2011	14969	6:48	1692	16661	:07	4:27	1012	278	1.86%
5/1/2011	15400	6:18	457	15857	:10	7:33	1122	298	1.94%
Average	12856	7:15	3470	16326	:10	11:09	969		
Online Enrollment Applications Spanish, M-F 8am to 5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
12/1/2010	631	7:12	52	683	:02	6:36	22	5	0.79%
1/1/2011	1176	7:41	64	1240	:04	8:31	37	10	0.85%
2/1/2011	818	7:17	49	867	:05	8:42	30	7	0.86%
3/1/2011	1134	7:00	30	1164	:05	6:52	45	7	0.62%
4/1/2011	1065	7:03	36	1101	:05	5:51	40	7	0.66%
5/1/2011	1005	7:17	17	1022	:07	3:48	39	8	0.80%
Average	972	7:16	41	1013	:05	7:14	36	7	0.76%
OHCA DHS (Elgibility, Family Planning, and BBC Unit), M-F 8am to 5pm									
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Total Calls	Avg ACW Time	Avg Aban Time	# Xfer (total)	# Xfer to Tier II	% Xfer to Tier II
9/1/2010	1030	7:09	291	1321	:13	4:33	148	57	5.53%
10/1/2010	368	7:09	356	724	:08	7:31	50	16	4.35%
11/1/2010	222	7:16	267	489	:08	11:17	20	12	5.41%
12/1/2010	368	6:44	104	472	:08	4:49	41	23	6.25%
1/1/2011	208	5:24	18	226	:14	1:36	38	4	1.92%
2/1/2011	151	4:45	14	165	:10	1:07	31	13	8.61%
3/1/2011	211	5:04	17	228	:09	4:18	43	12	5.69%
4/1/2011	150	5:06	28	178	:08	3:52	30	4	2.67%
5/1/2011	187	5:09	6	193	:09	1:11	40	13	6.95%

Average	322	6:28	122	444	:10	7:02	49	17	5.26%