AMERIGROUP – STAR+PLUS

Summary of All Calls

Scenario Number	Scenario Name	Call Day	Call Date/Time	Call Number	Health Plan	Call Length	To Answer	To Live Voice from Initial Answer	To Live Voice from Last Prompt	# Options	Hold Time	Call Limited?	Final Result	Outcome If Not Completed	Compliance Percent
15	Appeal Procedures	Thursday	7/13/06 5:32 PM	2787	Amerigroup	0:20:42	0:00:09	0:01:51	0:00:39	3	0:16:45	No	Completed		66.7%
16	Value-Added	Friday	7/14/06 4:13 PM	2788	Amerigroup	0:07:14	0:00:02	0:01:10	0:00:05	3	0:00:00	No	Completed		100.0%
17	Routine Care	Friday	7/14/06 4:26 PM	2790	Amerigroup	0:08:26	0:00:02	0:01:49	0:00:40	3	0:00:06	No	Completed		66.7%
20	Community Based	Friday	7/14/06 4:41 PM	2791	Amerigroup	0:03:40	0:00:01	0:02:33	0:00:48	6	0:00:00	No	Completed		100.0%
21	Behavioral Health	Friday	7/14/06 4:48 PM	2792	Amerigroup	0:04:56	0:00:04	0:00:53	0:00:02	2	0:00:08	No	Completed		100.0%
22	Long Term Care	Friday	7/14/06 5:00 PM	2793	Amerigroup	0:22:34	0:00:01	0:01:48	0:00:03	5	0:19:00	No	Completed		100.0%
18	Urgent Care	Sunday	7/16/06 8:43 AM	2796	Amerigroup	0:10:57	0:01:19	0:01:03	0:00:03	4	0:08:22	No	Completed		100.0%
19	Emergency Care	Sunday	7/16/06 9:00 AM	2798	Amerigroup							No	Completed		100.0%
14	Cultural/Linguistic	Monday	7/17/06 5:00 PM	2800	Amerigroup	0:16:54	0:03:01	0:01:34	0:00:23	3	0:05:23	Yes	Pending	ICHP Abandon (ExtHold)	66.7%
14	Cultural/Linguistic	Tuesday	7/18/06 3:47 PM	2817	Amerigroup	0:10:52	0:00:02	0:03:43	0:02:06	4	0:07:04	No	Completed		100.0%
						1:46:15	0:04:41	0:16:24	0:04:49		0:56:48	%			
						9	9	9	9		9	Unlimited			
		AMERIGROUP - ALL CALLS (Average)				0:11:48	0:00:31	0:01:49	0:00:32	3.7	0:06:19	90.0%			

Scenario Number	Scenario Name	Call Day	Call Date/Time	Call Number	Health Plan	Call Length	To Answer	To Live Voice from Initial Answer	To Live Voice from Last Prompt	# Options	Hold Time	Call Limited?	Final Result	Outcome If Not Completed	Compliance Percent
15	Appeal Procedures	Thursday	7/13/06 5:32 PM	2787	Amerigroup	0:20:42	0:00:09	0:01:51	0:00:39	3	0:16:45	No	Completed		66.7%
16	Value-Added	Friday	7/14/06 4:13 PM	2788	Amerigroup	0:07:14	0:00:02	0:01:10	0:00:05	3	0:00:00	No	Completed		100.0%
17	Routine Care	Friday	7/14/06 4:26 PM	2790	Amerigroup	0:08:26	0:00:02	0:01:49	0:00:40	3	0:00:06	No	Completed		66.7%
20	Community Based	Friday	7/14/06 4:41 PM	2791	Amerigroup	0:03:40	0:00:01	0:02:33	0:00:48	6	0:00:00	No	Completed		100.0%
21	Behavioral Health	Friday	7/14/06 4:48 PM	2792	Amerigroup	0:04:56	0:00:04	0:00:53	0:00:02	2	0:00:08	No	Completed		100.0%
22	Long Term Care	Friday	7/14/06 5:00 PM	2793	Amerigroup	0:22:34	0:00:01	0:01:48	0:00:03	5	0:19:00	No	Completed		100.0%
18	Urgent Care	Sunday	7/16/06 8:43 AM	2796	Amerigroup	0:10:57	0:01:19	0:01:03	0:00:03	4	0:08:22	No	Completed		100.0%
19	Emergency Care	Sunday	7/16/06 9:00 AM	2798	Amerigroup							No	Completed		100.0%
14	Cultural/Linguistic	Tuesday	7/18/06 3:47 PM	2817	Amerigroup	0:10:52	0:00:02	0:03:43	0:02:06	4	0:07:04	No	Completed		100.0%
						1:29:21	0:01:40	0:14:50	0:04:26		0:51:25	%		**Completed Compliance:**	92.6%
						8	8	8	8		8	Unlimited			
		AMERIGROUP - COMPLETED CALLS (Average)				0:11:10	0:00:12	0:01:51	0:00:33	3.8	0:06:26	100.0%			

Note: Scenario 19 - call was not saved in database - no timing data available; other results from caller worksheet.

Date and Time of Call: 7/13/2006 5:32:55 PM   **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl   **Health Plan Representative:** Arthur
Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2787			
Day of week: Thursday **Holiday:** NO	**Live voice available**	**Final Call Outcome:** Completed **SCENARIO COMPLIANCE:** 66.7%	**Outcome, if not completed:**
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	**Total length of call**: 0:20:42 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:09 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:00:39 Length of time from initial answer to live voice: 0:01:51 4. Length of time on hold during the call: 0:16:45 5. Did the plan limit the length of the call? No	
Appeal Procedures Articles 8.6; 8.7.2	**Guide:** **If a member called you with this situation, how would you respond?** "I received a letter denying services that I requested. It says that I can ask for an appeal. Can you help me? How long will it take for you to make a decision?"	1. Was the caller referred to a Member Advocate to start the appeal process? No – Incorrect Response 2. Was the Member Advocate able to explain the appeal process? Yes 3. Was the caller referred to STARLine? No	Caller suggested that there might be someone to advocate for the member to help with the appeal. The Representative consulted his supervisor and explained that the described Representative would document details of the grievance and forward it to the appropriate State covering the member's plan. The plan would call the member back and work with the member to resolve the grievance. Representative stated that it usually takes 30 days to resolve.

Date and Time of Call: 7/14/2006 4:13:05 PM   **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl   **Health Plan Representative:** Louann
Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2788			
Day of week: Friday *Holiday:* NO	*Live voice available*	*Final Call Outcome:* Completed **SCENARIO COMPLIANCE:** 100%	*Outcome, if not completed:*

REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	***Total length of call*:** 0:07:14 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:02 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:00:05 Length of time from initial answer to live voice: 0:01:10 4. Length of time on hold during the call: 0:00:00 5. Did the plan limit the length of the call? No	

Value-Added Services
 	
Articles 6.1.6; 6.1.6.2; 6.1.6.3; 6.1.6.1.2
	Guide:
	If a member called you with this situation, how would you respond?
	
	Age: >21 yrs old
	
	"I have a bad toothache; will I be covered if I go to a dentist? Should I go to the ER?"
		1. Did the plan know whether the services were covered?
		     Yes
		
		2. Was the caller referred to the dental organization?
		     Yes
		
		3. Was the caller advised to go to the ER?
		     Yes
		
		   (Both HMOs have Dental as a Value-Added Service.)
			The Representative goes through the verification process and checks for other coverage. Then, she refers to the Dental Care vendor in the area of the caller. Representative states the plan will not pay for the ER and does not refer patients to the ER.

Date and Time of Call: 7/14/2006 4:26:35 PM   **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl   **Health Plan Representative:** Nikita
Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2790			
Day of week: Friday **Holiday:** NO	*Live voice available*	*Final Call Outcome:* Completed **SCENARIO COMPLIANCE:** 66.7%	*Outcome, if not completed:*
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	*Total length of call*: 0:08:26 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:02 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:00:40 Length of time from initial answer to live voice: 0:01:49 4. Length of time on hold during the call: 0:00:06 5. Did the plan limit the length of the call? No	

Routine Care
 	
 Articles 6.1.5; 6.16.4
	Guide:
	 If a member called you with this situation, how would you respond?
	
	 Age: >21 yrs old and on SSI
	
	 "I need to have my annual exam. Is this covered? Who do I need to see? "
		1. Did the plan know whether the services were covered?
		      Yes
		
		 2. Was the caller referred to his/her PCP?
		      Yes
		
		 3. Did the plan know that the annual exam should be within 2 weeks?
		      No – Incorrect Answer
			The Representative indicated that the annual exam would be as soon as the PCP named on the member card can give an appointment. If the member wants it sooner, she can set up a conference call with another PCP office to get the appointment sooner.

Date and Time of Call: 7/14/2006 4:41:25 PM   **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl   **Health Plan Representative:** Corinne
Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2791			
Day of week: Friday **Holiday:** NO	**Live voice available**	**Final Call Outcome:** Completed **SCENARIO COMPLIANCE:** 100%	**Outcome, if not completed:**
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	**Total length of call:** 0:03:40 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:01 2. # of selected options prior to live voice: 6 3. Length of time from last prompt to live voice: 0:00:48 Length of time from initial answer to live voice: 0:02:33 4. Length of time on hold during the call: 0:00:00 5. Did the plan limit the length of the call? No	

Community-Based Services
 	
Article 6.1.3
	Guide:
	If a member called you with this situation, how would you respond?
	
	"My attendant is not showing up and doesn't perform the assigned duties. How long will it take to replace him/her?"
		1. Was the caller referred to his/her Care Coordinator?
		   Yes
		
		2. Was the caller advised of the option to change his/her attendant?
		   Yes
		
		3. Was the caller informed of the length of time to replace the attendant?
		   Yes	

Date and Time of Call: 7/14/2006 4:48:52 PM

Health Plan: Amerigroup

ICHP Caller: Ruckstuhl

Health Plan Representative: Melissa

Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2792			
Day of week: Friday *Holiday:* NO	*Live voice available*	*Final Call Outcome:* Completed **SCENARIO COMPLIANCE:** 100%	*Outcome, if not completed:*
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	*Total length of call*: 0:04:56 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:04 2. # of selected options prior to live voice: 2 3. Length of time from last prompt to live voice: 0:00:02 Length of time from initial answer to live voice: 0:00:53 4. Length of time on hold during the call: 0:00:08 5. Did the plan limit the length of the call? No	

Behavioral Health Services
 	
Articles 6.6.1; 6.6.3; 6.6.6
	Guide:
	If a member called you with this situation, how would you respond?
	
	"I believe there is something wrong with my spouse. He looks sad; he's lost weight and won't eat. Are we covered for this type of service?"
	
	If Plan refers to PCP, ask:
	"Do I have to see the PCP?"
		1. Did the Plan Representative know that BH services were covered?
		      Yes
		
		2. Was the caller told he/she could self-refer to any in-network BH provider?
		      Yes
		
		3. Was the caller provided the 800# for a BH provider?
		      Yes
			The call went directly to an automated system and bypassed some of the options offered in the menu on prior calls. The Representative offered the 24 hour crisis line, to talk to a BH Case Manager between 8:30 AM and 6:00 PM, and a list of BH providers at 1-800 number.

Date and Time of Call: 7/14/2006 5:00:36 PM **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl **Health Plan Representative:** Maria

Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2793			
Day of week: Friday **Holiday:** NO	*Live voice available*	*Final Call Outcome:* Completed **SCENARIO COMPLIANCE:** 100%	*Outcome, if not completed:*
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	*Total length of call*: 0:22:34 *Note: Format for times – h:mm:ss* (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:01 2. # of selected options prior to live voice: 5 3. Length of time from last prompt to live voice: 0:00:03 Length of time from initial answer to live voice: 0:01:48 4. Length of time on hold during the call: 0:19:00 5. Did the plan limit the length of the call? No	
Long Term Care Services Articles 6.1.3; 6.14.8; 6.14.9; 6.14.10	*Guide:* *If a member called you with this situation, how would you respond?* "I have been advised by my mother's doctors that she should be put in a nursing home. What do I need to do?"	1. Was the caller referred/transferred to the Care Coordinator? Yes 2. Did the Plan limit the caller to a specific list of nursing facilities within the network? No 3. Was the caller referred to DADS for determination of the member's eligibility and level of care? No	Member Services Line Representative, Teresa, answered questions, and then she transferred to the Director of Case Management and then finally to Maria, a Social Worker, who answered the questions as documented above. There were repeated interruptions (providers, etc.) of people who needed to talk to Maria.

Date and Time of Call: 7/16/2006 8:43:00 AM

Health Plan: Amerigroup

ICHP Caller: Ruckstuhl

Health Plan Representative: Charlotte

Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2796			
Day of week: Sunday *Holiday:* NO	*Live voice available*	*Final Call Outcome:* Completed **SCENARIO COMPLIANCE:** 100%	*Outcome, if not completed:*
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	*Total length of call*: 0:10:57 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:01:19 2. # of selected options prior to live voice: 4 3. Length of time from last prompt to live voice: 0:00:03 Length of time from initial answer to live voice: 0:01:03 4. Length of time on hold during the call: 0:08:22 5. Did the plan limit the length of the call? No	

Urgent Care
 	
Article 7.2.3.1
 	
MAKE CALL BETWEEN 6:00 PM TO 5:00 AM OR ON WEEKEND.
	Guide:
	If a member called you with this situation, how would you respond?
	
	"My spouse stepped off the curb and twisted his/her ankle. It is swelling up. Should I take him to the ER?"
		1. Was the caller connected to the Nurseline?
		     Yes
		
		2. Was the caller informed that the member should be able to make an appointment within 24 hours (within 1 day)?
		     Yes
		
		3. Was the caller educated regarding urgent care procedures available after hours?
		     Yes
		
		   (Nurseline is a Value-Added benefit for both HMOs.)	

Date and Time of Call: 7/16/2006 9:00:39 AM   **Health Plan:** Amerigroup

ICHP Caller: Ruckstuhl   **Health Plan Representative:** Charlotte
Telephone No. Called: 800-600-4441

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2798			
Day of week: Sunday **Holiday:** NO	**Live voice available**	**Final Call Outcome:** Completed **SCENARIO COMPLIANCE:** 100%	**Outcome, if not completed:**
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	**Total length of call:** **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? n/a 2. # of selected options prior to live voice: n/a 3. Length of time from last prompt to live voice: n/a Length of time from initial answer to live voice: n/a 4. Length of time on hold during the call: n/a 5. Did the plan limit the length of the call? No	Save function in timing database did not work – caller entered scenario responses from worksheet; no timing data available.
Emergency Care Articles 6.5.1; 6.5.3 **MAKE CALL BETWEEN 6:00 PM TO 5:00 AM OR ON WEEKEND.**	**Guide:** **If a member called you with this situation, how would you respond?** "My spouse is having chest pain and shortness of breath. He/She doesn't want me to call an ambulance. Can you help?"	1. Was the caller advised to call 911 or referred to the ER? Yes 2. Was the caller referred to clinic staff/Nurseline? Yes 3. Was the caller referred to his/her PCP before accessing the ER? No	

Date and Time of Call: 7/17/2006 5:00:26 PM

ICHP Caller: Ruckstuhl
Telephone No. Called: 800-600-4441

Health Plan: Amerigroup

Health Plan Representative: Lida

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2800			
Day of week: Monday **Holiday:** NO	**Live voice available**	**Final Call Outcome:** Pending **SCENARIO COMPLIANCE:** 66.7%	**Outcome, if not completed:** ICHP Abandon (Extensive Hold)
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	**Total length of call:** 0:16:54 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:03:01 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:00:23 Length of time from initial answer to live voice: 0:01:34 4. Length of time on hold during the call: 0:05:23 5. Did the plan limit the length of the call? Yes	

Cultural & Linguistic Services (including interpreters)
 	
Articles 3.7.1(4); 8.8.3
	Guide:
	If a member called you with this situation, how would you respond?
	
	"I have an appointment with my doctor in two weeks. I don't speak English and can't find anyone to talk for me. What do I do?"
	
	IN SPANISH
		1. There was an option for: Spanish
		    Yes
		
		2. Did the Plan offer to provide an interpreter?
		    No – Incorrect Answer
		
		3. Did the Plan inform the caller of the need to provide his/her own interpreter?
		    No
			The Representative checked if she could answer and returned to say she could not take time for questions because she was to service members. Any surveys needed to go to them through the mail. She placed me on hold for a supervisor. Dropped call after 5 minutes hold. Questions #2 and #3 were not asked, but the fields are mandatory.

Date and Time of Call: 7/18/2006 3:47:07 PM

ICHP Caller: Ruckstuhl
Telephone No. Called: 800-600-4441

Health Plan: Amerigroup

Health Plan Representative: Janie

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2817			
Day of week: Tuesday **Holiday:** NO	***Live voice available***	***Final Call Outcome:*** Completed **SCENARIO COMPLIANCE:** 100%	***Outcome, if not completed:***
REQUIREMENT	**PROBES**	**COMPLIANCE TO STANDARD**	**COMMENTS**
Member Services Response Time Articles 3.7; 3.7.1; 3.7.2; 3.7.2.1 (80% of all calls must be answered by a live person within 30 seconds.)	***Total length of call:*** 0:10:52 **Note: Format for times – h:mm:ss** (hours:minutes:seconds)	1. Call answered within how many seconds? 0:00:02 2. # of selected options prior to live voice: 4 3. Length of time from last prompt to live voice: 0:02:06 Length of time from initial answer to live voice: 0:03:43 4. Length of time on hold during the call: 0:07:04 5. Did the plan limit the length of the call? No	

Cultural & Linguistic Services (including interpreters)
 	
Articles 3.7.1(4); 8.8.3
	Guide:
	If a member called you with this situation, how would you respond?
	
	"I have an appointment with my doctor in two weeks. I don't speak English and can't find anyone to talk for me. What do I do?"
	
	IN SPANISH
		1. There was an option for: Spanish
		          Yes
		
		2. Did the Plan offer to provide an interpreter?
		          Yes
		
		3. Did the Plan inform the caller of the need to provide his/her own interpreter?
		          No	