

**SPOT CHECK RESULTS
FISCAL YEAR 2006**

EVERCARE – 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	To Live	# Options	Hold Time	Call Limited?	Final Result	Outcome If Not Completed	Compliance Percent
								Voice from Initial Answer	Voice from Last Prompt						
15	Appeal Procedures	Friday	7/14/06 5:29 PM	2794	Evercare	0:06:09	0:00:01			1	0:04:27	No	Pending	ICHP Abandon (ExtHold)	33.3%
18	Urgent Care	Sunday	7/16/06 9:19 AM	2799	Evercare	0:01:16	0:00:01	0:00:57	0:00:34	3	0:00:00	Yes	Completed	Answering Service	0.0%
19	Emergency Care	Sunday	7/16/2006-no call	No #	Evercare								Completed	Answering Service	0.0%
14	Cultural/Linguistic	Monday	7/17/06 5:23 PM	2801	Evercare	0:04:18	0:00:02	0:01:50	0:01:23	2	0:00:00	No	Pending		66.7%
14	Cultural/Linguistic	Monday	7/17/06 5:31 PM	2802	Evercare	0:07:08	0:00:03	0:03:12	0:00:56	4	0:02:22	No	Completed		100.0%
15	Appeal Procedures	Monday	7/17/06 5:43 PM	2803	Evercare	0:03:55	0:00:01	0:01:50	0:01:23	3	0:00:07	No	Completed		66.7%
16	Value-Added	Monday	7/17/06 6:00 PM	2805	Evercare	0:01:42	0:00:01	0:00:15	0:00:04	2	0:01:13	No	Pending	Call Drop (SysFailure)	33.3%
16	Value-Added	Tuesday	7/18/06 11:11 AM	2806	Evercare	0:06:07	0:00:02	0:03:51	0:03:25	3	0:01:58	No	Completed		100.0%
17	Routine Care	Tuesday	7/18/06 11:22 AM	2807	Evercare	0:07:17	0:00:01	0:03:44	0:03:21	3	0:02:11	No	Completed		100.0%
20	Community Based	Tuesday	7/18/06 11:44 AM	2809	Evercare	0:09:58	0:00:01	0:05:56	0:05:28	3	0:05:03	No	Completed		66.7%
20	Community Based	Tuesday	7/18/06 12:00 PM	2810	Evercare	0:02:22	0:00:02			4	0:00:11	No	Pending	Call Drop (SysFailure)	0.0%
21	Behavioral Health	Tuesday	7/18/06 12:11 PM	2811	Evercare	0:06:28	0:00:02			3	0:05:47	No	Pending	ICHP Abandon (ExtHold)	0.0%
21	Behavioral Health	Tuesday	7/18/06 2:54 PM	2812	Evercare	0:06:47	0:00:01	0:01:34	0:00:04	4	0:06:48	No	Pending		0.0%
21	Behavioral Health	Tuesday	7/18/06 3:06 PM	2813	Evercare	0:02:00	0:00:01			3	0:17:34	No	Pending	Machine Answered	0.0%
21	Behavioral Health	Tuesday	7/18/06 3:15 PM	2815	Evercare	0:12:07	0:00:01	0:05:54	0:05:13	4	0:07:28	No	Completed		100.0%
22	Long Term Care	Tuesday	7/18/06 3:34 PM	2816	Evercare	0:05:08	0:00:01	0:02:35	0:02:08	3	0:01:35	No	Completed		66.7%
						1:22:42	0:00:21	0:31:38	0:23:59		0:56:44	%			
						15	15	11	11		15	Unlimited			
EVERCARE - ALL CALLS (Average)						0:05:31	0:00:01	0:02:53	0:02:11	3.0	0:03:47	93.8%			

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								Voice from Initial Answer	Voice from Last Prompt						
18	Urgent Care	Sunday	7/16/06 9:19 AM	2799	Evercare	0:01:16	0:00:01	0:00:57	0:00:34	3	0:00:00	Yes	Completed	Answering Service	0.0%
19	Emergency Care	Sunday	7/16/2006-no call	No #	Evercare								Completed	Answering Service	0.0%
14	Cultural/Linguistic	Monday	7/17/06 5:31 PM	2802	Evercare	0:07:08	0:00:03	0:03:12	0:00:56	4	0:02:22	No	Completed		100.0%
15	Appeal Procedures	Monday	7/17/06 5:43 PM	2803	Evercare	0:03:55	0:00:01	0:01:50	0:01:23	3	0:00:07	No	Completed		66.7%
16	Value-Added	Tuesday	7/18/06 11:11 AM	2806	Evercare	0:06:07	0:00:02	0:03:51	0:03:25	3	0:01:58	No	Completed		100.0%
17	Routine Care	Tuesday	7/18/06 11:22 AM	2807	Evercare	0:07:17	0:00:01	0:03:44	0:03:21	3	0:02:11	No	Completed		100.0%
20	Community Based	Tuesday	7/18/06 11:44 AM	2809	Evercare	0:09:58	0:00:01	0:05:56	0:05:28	3	0:05:03	No	Completed		66.7%
21	Behavioral Health	Tuesday	7/18/06 3:15 PM	2815	Evercare	0:12:07	0:00:01	0:05:54	0:05:13	4	0:07:28	No	Completed		100.0%
22	Long Term Care	Tuesday	7/18/06 3:34 PM	2816	Evercare	0:05:08	0:00:01	0:02:35	0:02:08	3	0:01:35	No	Completed		66.7%
						0:52:56	0:00:11	0:27:59	0:22:28		0:20:44	%	Completed Compliance:		66.7%
						8	8	8	8		8	Unlimited			
EVERCARE - COMPLETED CALLS (Average)						0:06:37	0:00:01	0:03:30	0:02:48	3.3	0:02:36	88.9%			

Note: Scenario 19 - Call was not attempted as call made first (Scenario 18) reached answering service, and caller was told all calls on weekend are referred back to PCP.

Date and Time of Call: 7/14/2006 5:29:42 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: None

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2794			
Day of week: Friday Holiday: NO	NO Live Voice	Final Call Outcome: Pending SCENARIO COMPLIANCE: 33.3%	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: 0:06:09 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: 1 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: 0:04:27 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 Answer 2. Was the Member Advocate able to explain the appeal process? No – Incorrect Answer 3. Was the caller referred to STARLine? No	Answers are mandatory to the program in order to save the record but are not reflective of a Representative's answers. Also note: Three times, the menu offered an option to choose between a number option or "stay on the line." For review purposes, the need was to stay on the line. Three "menu prompts" were added to the tables since staying on the line is actually a choice.

Date and Time of Call: 7/16/2006 9:19:39 AM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Answering Service

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2799			
Day of week: Sunday Holiday: NO	Answering Service	Final Call Outcome: Completed SCENARIO COMPLIANCE: 0%	Outcome, if not completed: Answering Service
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: 0:01:16 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: 3 3. Length of time from last prompt to live voice: 0:00:34 Length of time from initial answer to live voice: 0:00:57 4. Length of time on hold during the call: 0:00:00 5. Did the plan limit the length of the call? Yes	
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? No – Incorrect Answer 2. Was the caller informed that the member should be able to make an appointment within 24 hours (within 1 day)? No – Incorrect Answer 3. Was the caller educated regarding urgent care procedures available after hours? No – Incorrect Answer (Nurseline is a Value-Added benefit for both HMOs.)	Answering Service: Representative would not be in until Monday; person answering indicated that callers were to be instructed to call their PCP with questions related to care on the weekend.

Date and Time of Call: 7/16/2006 -no call

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Answering Service

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: No #			
Day of week: Sunday Holiday: NO	Answering Service	Final Call Outcome: Completed SCENARIO COMPLIANCE: 0%	Outcome, if not completed: Answering Service
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: n/a 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? n/a	Call was not made; therefore, there weren't any timing results.
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? No – Incorrect Answer 2. Was the caller referred to clinic staff/Nurseline? No – Incorrect Answer 3. Was the caller referred to his/her PCP before accessing the ER? Yes – Incorrect Answer	Answering Service: Representative would not be in until Monday. Caller did not attempt call because prior call to Health Plan resulted in notification that all calls on the weekend will be referred to the PCP for care.

Date and Time of Call: 7/17/2006 5:23:39 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Not ID

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2801			
Day of week: Monday Holiday: NO	Live voice available	Final Call Outcome: Pending SCENARIO COMPLIANCE: 66.7%	Outcome, if not completed: Representative referred to another number.
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: 0:04:18 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: 2 3. Length of time from last prompt to live voice: 0:01:23 Length of time from initial answer to live voice: 0:01:50 4. Length of time on hold during the call: 0:00:00 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? No – Incorrect Answer 3. Did the Plan inform the caller of the need to provide his/her own interpreter? No	Representative said that the number called, 888-887-9003, did not have the information about interpreters. Caller was given another number to call. Answers to #2 and #3 were not provided but entered into mandatory fields.

Date and Time of Call: 7/17/2006 5:31:16 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Claudia

Telephone No. Called: 800-964-2777

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2802			
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
<p>Day of week: Monday</p> <p>Holiday: NO</p>	<p>Live voice available</p>	<p>Final Call Outcome: Completed</p> <p>SCENARIO COMPLIANCE: 100%</p>	<p>Outcome, if not completed:</p>
<p>Member Services Response Time</p> <p>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.)</p>	<p>Total length of call:</p> <p>0:07:08</p> <p>Note: Format for times – h:mm:ss (hours:minutes:seconds)</p>	<ol style="list-style-type: none"> 1. Call answered within how many seconds? 0:00:03 2. # of selected options prior to live voice: 4 3. Length of time from last prompt to live voice: 0:00:56 Length of time from initial answer to live voice: 0:03:12 4. Length of time on hold during the call: 0:02:22 5. Did the plan limit the length of the call? No 	
<p>Cultural & Linguistic Services (including interpreters)</p> <p>Articles 3.7.1(4); 8.8.3</p>	<p>Guide: If a member called you with this situation, how would you respond?</p> <p>"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?"</p> <p>IN SPANISH</p>	<ol style="list-style-type: none"> 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 	<p>Interpreter is provided via telephone with verbal authorization of patient.</p>

Date and Time of Call: 7/17/2006 5:43:49 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Anthony

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2803			
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
<p>Day of week: Monday</p> <p>Holiday: NO</p>	<p>Live voice available</p>	<p>Final Call Outcome: Completed</p> <p>SCENARIO COMPLIANCE: 66.7%</p>	<p>Outcome, if not completed:</p>
<p>Member Services Response Time</p> <p>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.)</p>	<p>Total length of call:</p> <p>0:03:55</p> <p>Note: Format for times – h:mm:ss (hours:minutes:seconds)</p>	<ol style="list-style-type: none"> 1. Call answered within how many seconds? 0:00:01 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:01:23 Length of time from initial answer to live voice: 0:01:50 4. Length of time on hold during the call: 0:00:07 5. Did the plan limit the length of the call? No 	
<p>Appeal Procedures</p> <p>Articles 8.6; 8.7.2</p>	<p>Guide: If a member called you with this situation, how would you respond?</p> <p>“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?”</p>	<ol style="list-style-type: none"> 1. Was the caller referred to a Member Advocate to start the appeal process? No – Incorrect Answer 2. Was the Member Advocate able to explain the appeal process? No 3. Was the caller referred to STARLine? No 	<p>Representative was able to explain the appeal process and that the member initiated letter requesting the appeal. Decision would be made within 30 days.</p>

Date and Time of Call: 7/17/2006 6:00:38 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Gloria

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2805			
Day of week: Monday Holiday: NO	Live voice available	Final Call Outcome: Pending SCENARIO COMPLIANCE: 33.3%	Outcome, if not completed: Call Drop (System Failure – Health Plan)
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: 0:01:42 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: 2 3. Length of time from last prompt to live voice: 0:00:04 Length of time from initial answer to live voice: 0:00:15 4. Length of time on hold during the call: 0:01:13 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? No – Incorrect Answer 2. Was the caller referred to the dental organization? No – Incorrect Answer 3. Was the caller advised to go to the ER? No (Both HMOs have Dental as a Value-Added Service.)	Representative answered, and the call was disconnected. All answers to questions 1, 2, and 3 were entered for mandatory fields in order to save the record.

Date and Time of Call: 7/18/2006 11:11:52 AM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Crystal

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2806			
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: 0:06:07 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: 0:03:25 Length of time from initial answer to live voice: 0:03:51 4. Length of time on hold during the call: 0:01:58 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? No (Both HMOs have Dental as a Value-Added Service.)	Representative would refer member to Oraquest, Tx, the vendor for dental.

Date and Time of Call: 7/18/2006 11:22:04 AM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Esther

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2807			
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
<p>Member Services Response Time</p> <p>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.)</p>	<p>Total length of call:</p> <p>0:07:17</p> <p>Note: Format for times – h:mm:ss (hours:minutes:seconds)</p>	<ol style="list-style-type: none"> 1. Call answered within how many seconds? 0:00:01 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:03:21 Length of time from initial answer to live voice: 0:03:44 4. Length of time on hold during the call: 0:02:11 5. Did the plan limit the length of the call? No 	
<p>Routine Care</p> <p>Articles 6.1.5; 6.16.4</p>	<p>Guide: If a member called you with this situation, how would you respond?</p> <p>Age: >21 yrs old and on SSI</p> <p>"I need to have my annual exam. Is this covered? Who do I need to see?"</p>	<ol style="list-style-type: none"> 1. Did the plan know whether the services were covered? Yes 2. Was the caller referred to the PCP? Yes 3. Did the plan know that an annual exam should be within two weeks? Yes 	<p>After the caller brought up the timeframe of two weeks, Representative stated that the appointment should be available within two weeks with the PCP.</p>

Date and Time of Call: 7/18/2006 11:44:55 AM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Esther

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2809			
REQUIREMENT	PROBES	COMPLIANCE TO STANDARD	COMMENTS
<p>Day of week: Tuesday</p> <p>Holiday: NO</p>	<p>Live voice available</p>	<p>Final Call Outcome: Completed</p> <p>SCENARIO COMPLIANCE: 66.7%</p>	<p>Outcome, if not completed: Representative referred to another number, but the caller was unable to get through - accepted Representative's responses to complete.</p>
<p>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.)</p>	<p>Total length of call: 0:09:58</p> <p>Note: Format for times – h:mm:ss (hours:minutes:seconds)</p>	<ol style="list-style-type: none"> 1. Call answered within how many seconds? 0:00:01 2. # of selected options prior to live voice: 3 3. Length of time from last prompt to live voice: 0:05:28 Length of time from initial answer to live voice: 0:05:56 4. Length of time on hold during the call: 0:05:03 5. Did the plan limit the length of the call? No 	
<p>Community-Based Services Article 6.1.3</p>	<p>Guide: If a member called you with this situation, how would you respond?</p> <p>"My attendant is not showing up and doesn't perform the assigned duties. How long will it take to replace him/her?"</p>	<ol style="list-style-type: none"> 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? No – Incorrect Answer 	<p>Representative was unable to transfer to the Care Coordinator but said the member would have to call 713-778-8600. She was aware that a change could be made but did not know how long it would take. She stated that the Care Coordinator would know.</p>

Date and Time of Call: 7/18/2006 12:00:47 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Not ID

Telephone No. Called: 713-778-8600

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2810			
Day of week: Tuesday Holiday: NO	NO Live Voice	Final Call Outcome: Pending SCENARIO COMPLIANCE: 0%	Outcome, if not completed: Call Drop (System Failure – Health Plan)
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: 0:02:22 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: n/a Length of time from initial answer to live voice: n/a 4. Length of time on hold during the call: 0:00:11 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? No – Incorrect Answer 2. Was the caller advised of the option to change his/her attendant? No – Incorrect Answer 3. Was the caller informed of the length of time to replace the attendant? No – Incorrect Answer	System dropped call.

Date and Time of Call: 7/18/2006 12:11:35 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Not ID

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2811			
Day of week: Tuesday Holiday: NO	NO Live Voice	Final Call Outcome: Pending SCENARIO COMPLIANCE: 0%	Outcome, if not completed: ICHP Abandoned (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: 0:06:28 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: n/a Length of time from initial answer to live voice: n/a 4. Length of time on hold during the call: 0:05:47 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? No – Incorrect Answer 2. Was the caller told he/she could self-refer to any in-network BH provider? No – Incorrect Answer 3. Was the caller provided the 800# for a BH provider? No – Incorrect Answer	Caller abandoned call.

Date and Time of Call: 7/18/2006 2:54:57 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Gayle

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2812			
Day of week: Tuesday Holiday: NO	Live voice available	Final Call Outcome: Pending SCENARIO COMPLIANCE: 0%	Outcome, if not completed: Representative referred to another number.
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: 0:06:47 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: 4 3. Length of time from last prompt to live voice: 0:00:04 Length of time from initial answer to live voice: 0:01:34 4. Length of time on hold during the call: 0:06:48 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? No – Incorrect Answer 2. Was the caller told he/she could self-refer to any in-network BH provider? No – Incorrect Answer 3. Was the caller provided the 800# for a BH provider? No – Incorrect Answer	Representative said that a specific individual answered questions about benefits for Texas at 713-778-8600. Answers entered into #1, #2, and #3 were not given by Representative.

Date and Time of Call: 7/18/2006 3:06:28 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Not ID

Telephone No. Called: 713-778-8600

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2813			
Day of week: Tuesday Holiday: NO	Answering Machine	Final Call Outcome: Pending SCENARIO COMPLIANCE: 0%	Outcome, if not completed: Machine Answered
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: 0:02:00 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: 3 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: 0:17:34 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? No – Incorrect Answer 2. Was the caller told he/she could self-refer to any in-network BH provider? No – Incorrect Answer 3. Was the caller provided the 800# for a BH provider? No – Incorrect Answer	Dialed the 713-778-8600 which appears to be a fully automated message center that gives options of other numbers to call for service.

Date and Time of Call: 7/18/2006 3:15:53 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Danielle

Telephone No. Called: 713-778-8600

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2815			
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: 0:12:07 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: 4 3. Length of time from last prompt to live voice: 0:05:13 Length of time from initial answer to live voice: 0:05:54 4. Length of time on hold during the call: 0:07:28 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	Caller called number provided by Member Services.

Date and Time of Call: 7/18/2006 3:34:45 PM

Health Plan: Evercare

ICHP Caller: Ruckstuhl

Health Plan Representative: Esther

Telephone No. Called: 888-887-9003

CALL TIMING DETAILS AND CALL OUTCOME – ICHP CALL CODE: 2816			
Day of week: Tuesday 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: 0:05:08 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: 3 3. Length of time from last prompt to live voice: 0:02:08 Length of time from initial answer to live voice: 0:02:35 4. Length of time on hold during the call: 0:01:35 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 – Incorrect Answer 3. Was the caller referred to DADS for determination of the member's eligibility and level of care? No	Representative referred me to the Care Coordinator at 713-778-8600. She thought that there was a list of nursing facilities from which the member would choose, but the Care Coordinator would have the info.