

CONTRACTOR: _____

REPORTING PERIOD: _____

	PERFORMANCE METRIC	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	YTD Average
MEMBER CALLS	AVERAGE SPEED OF ANSWER (ASOA) - (45 seconds or less)													#DIV/0!
	MONTHLY AVERAGE ABANDONMENT RATE (MAAR) – (5% or less)													#DIV/0!
	MONTHLY FIRST CONTACT CALL RESOLUTION RATE (MFCCR) – (70% or more)													#DIV/0!
	MONTHLY AVERAGE SERVICE LEVEL (MASL) – (75% or more)													#DIV/0!
	# DAYS ANY STANDARD NOT MET													#DIV/0!
	<u>Standard(s) not met for data reported under the # DAYS ANY STANDARD NOT MET</u>													

	PERFORMANCE METRIC	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	YTD Average
PROVIDER CALLS	ASOA - (45 seconds or less)													#DIV/0!
	MAAR – (5% or less)													#DIV/0!
	MFCCR – (70% or more)													#DIV/0!
	MASL – (75% or more)													#DIV/0!
	# DAYS ANY STANDARD NOT MET													#DIV/0!
	<u>Standard(s) not met for data reported under the # DAYS ANY STANDARD NOT MET</u>													

