


Engaging in Member and Provider Outreach in Hoosier Care Connect
 The data shown below represents the trends from Q1 to Q4 2023 reports submitted by each MCE.


What does the OMPP Measure?

OMPP's Target

 Exceeding the Target

How are the MCEs Doing on these Measures?

 On Target
 (within 0.5%)

 Below the Target

	OMPP's Target	Anthem				MHS				UHC*			
		Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Member Services Helpline													
Percent of Calls Answered Live within 30 Seconds	85%	95.16%	93.95%	95.55%	94.35%	87.87%	93.51%	98.28%	93.75%	99.97%	99.88%	99.41%	97.84%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.41%	0.78%	0.69%	0.33%	1.25%	0.92%	0.42%	1.25%	0.00%	0.00%	0.08%	0.31%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of Calls Resolved within the Initial Call	85%	95.39%	95.82%	93.22%	94.70%	89.55%	89.88%	89.74%	90.55%	99.47%	90.33%	87.43%	94.80%
Provider Services Helpline													
Percent of Calls Answered Live within 30 Seconds	85%	93.30%	91.94%	95.63%	95.08%	87.41%	93.24%	95.71%	92.56%	98.50%	99.67%	99.48%	94.66%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.36%	0.71%	0.20%	0.18%	1.14%	1.26%	1.37%	1.04%	0.34%	0.08%	0.14%	0.36%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Assessing Member Health Needs													
Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE	50%	50.6%	40.63%	58.20%	51.02%	64.64%	62.14%	61.21%	67.10%	67.83%	65.52%	67.31%	69.76%