

Member Services LEP Calls

Call Type	Nov-14	Dec-14	Jan-15	3 Month Total
INQ- CARES MA/FS NOTICE- ENGLISH - Calls that should have been referred back to the consortium and not transferred.	10	48	138	196
INQ- CARES MA/FS NOTICE- WARM TRANSFER - Calls that had to be warm transferred back to the consortium.	7	3	35	45
INQ- CARES MA/FS NOTICE- TRANSLATION - Calls where the problem was resolved with the Member Services agent.	3	6	16	25

Using the data from Forward Health it is not possible to identify the agency associated with each call. In order to determine an estimate for the number of calls received per consortia, the total statewide caseload was used to determine a percentage of the caseload for each consortium. This percentage was then applied to the total number of calls received for each category to determine the estimated number of calls per consortium.

Consortium	Total Caseload	Percent of Statewide Caseload	INQ- CARES MA/FS NOTICE- ENGLISH	INQ- CARES MA/FS NOTICE- WARM TRANSFER	INQ- CARES MA/FS NOTICE- TRANSLATION
Northern	32,887	4.69%	9	2	1
Western	33,882	4.83%	10	2	1
Bay Lake	42,204	6.01%	11	3	2
Great Rivers	56,560	8.06%	16	4	2
Southern	45,918	6.54%	13	3	2
Moraine Lakes	57,114	8.14%	16	4	2
East Central	69,508	9.91%	19	5	2
Capital	75,880	10.81%	21	4	3
Central	29,586	4.22%	8	2	1
WKRK	49,189	7.01%	14	3	2
MILES	208,980	29.78%	59	13	7
Statewide†	701,708		196	45	25