

Solicitation # MDM028490
MHBEConsolidated Service Center
Questions-Responses 2 - Question # 16 - Call Type Chart Page 38 Updated

Call Type, Handle Time, Volume Chart for Jan - Dec 2021													
Call Type	Call Handle Time (approx.)	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
General Inquiry	5 - 7 mins	20,534	18,971	19,622	17,377	15,323	15,732	14,749	17,193	15,386	14,564	22,421	28,191
1095 A&B	7 - 10 mins	891	2,133	2,447	1,054	598	216	142	114	92	91	61	32
Password Reset	3 - 5 mins	4,564	4,810	5,626	4,324	4,407	4,733	4,463	4,191	3,711	5,727	6,571	8,429
Applications & Enrollment	15 - 30 mins	25,628	20,998	24,133	21,696	20,521	22,157	20,737	23,731	21,161	21,126	27,898	35,408
MCO Enrollments (Escalate Manuals)	7 - 10 mins	4,341	3,869	4,547	4,053	3,448	3,551	3,480	3,350	2,671	2,588	2,113	1,684
Change Reports	15 - 30 mins	12,099	10,502	12,179	11,078	9,666	8,691	8,259	8,639	6,892	6,732	10,186	12,493