

MHBE Consolidated Service Center (CSC)

Solicitation # RFP MDM028490

Questions-Responses 3 - Question # 45 - CAW

Support Call Volume CSC RFP

Question #17

Month	AC Support Call Volume	Producer Support Call Volume
Jan-21	760	1870
Feb-21	600	1340
Mar-21	820	1550
Apr-21	670	1630
May-21	760	1300
Jun-21	800	1300
Jul-21	700	1200
Aug-21	230	380
Sep-21	750	1000
Oct-21	720	1100
Nov-21	1100	2600
Dec-21	1000	3900
Jan-22	900	2800