

### Engaging in Member and Provider Outreach in Healthy Indiana Plan 2.0

The data shown below represents the trends from Q1 to Q4 2021 quarterly reports submitted by each MCE.

#### What does the OMPP Measure?

#### OMPP's Target

Exceeding the Target

On Target  
*(within 0.5%)*

#### How are the MCEs Doing on these Measures?

Below the Target

	Target	Anthem				CareSource <i>(within 0.5%)</i>				MDwise				MHS			
		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2021	Q2 2021	Q3 2021	Q4 2021
<b>Member Services Helpline</b>																	
Percent of Calls Answered Live within 30 Seconds	85%	94.45%	91.67%	95.49%	96.00%	89.41%	89.09%	89.17%	87.77%	88.43%	93.90%	94.95%	90.81%	88.65%	89.03%	87.23%	87.40%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.38%	0.66%	0.54%	1.75%	1.46%	1.24%	1.14%	1.47%	1.29%	0.57%	0.37%	0.86%	1.12%	1.73%	1.61%	1.67%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	100%	100%	100%	100%	100%	100%	100%	98.59%	100%	100%	100%	100%	100%	100%	100%	100%
Percent of Calls Resolved within the Initial Call	85%	88.70%	88.93%	89.74%	91.53%	98.63%	97.47%	98.61%	99.15%	93.97%	95.92%	93.82%	94.68%	97.59%	90.58%	92.78%	90.77%
<b>Provider Services Helpline</b>																	
Percent of Calls Answered Live within 30 Seconds	85%	92.83%	90.53%	93.65%	93.93%	88.93%	90.01%	88.38%	87.80%	90.88%	94.78%	95.30%	92.44%	88.53%	87.02%	86.13%	85.96%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.36%	0.73%	0.63%	1.57%	1.10%	1.18%	1.11%	0.90%	0.78%	0.43%	0.34%	0.51%	1.35%	1.48%	1.21%	1.35%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	No Data	No Data	No Data	No Data	100%	100%	100%	100%	No Data	100%	100%	No Data	No Data	100%	100%	100%
<b>Assessing Member Health Needs</b>																	
Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE	50%	49.2%	50.4%	42.9%	36.7%	42.7%	53.2%	54.9%	62.7%	56.5%	48.6%	53.4%	56.9%	66.4%	63.2%	63.4%	64.5%