

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 10/01/2013 to 10/31/2013



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown		
				CHPlus	Combo	Medicaid / FHP
Appeal	Informal Dispute Resolution	8	0.0%	8	-	-
	Register an Appeal	3	0.0%	3		
Application Processing	Account Creation Assistance	6	0.0%	4	2	-
	Missing Data	2	0.0%	1		1
	Phone Application - New Ind	6	0.0%	1	4	1
	Phone Application-Existing Ind	10	0.0%	4	5	1
	Renewal	101	0.1%	-	2	99
	Transition to NYHBE-New	1	0.0%			1
Authentication - NYHBE	Authentication - NYHBE	1	0.0%	1	-	-
	Authorized Rep - NYHBE	2	0.0%		1	1
Authentication - SWCC	Authentication - SWCC	2,618	2.0%	132	76	2,410
	Authorized Rep - SWCC	205	0.2%	5	5	195
	Healthcare Proxy - SWCC	15	0.0%	5	1	9
Child Health Plus	Billing Issue - CHP	85	0.1%	82	2	1
	CHPlus to MA Conversion-Elig	25	0.0%	10	10	5
	Coverage Lookup - CHP	98	0.1%	58	7	33
	Covered Services - CHP	66	0.1%	38	6	22
	Eligibility Changes - CHP	42	0.0%	24	3	15
	Excepted Coverage	6	0.0%	2	3	1
	Health Plan Complaint	18	0.0%	16	1	1
	Health Plans - CHP	596	0.5%	422	41	133
	Premium Contribution Assist	62	0.0%	44	8	10
	Presumptive Eligibility - CHP	9	0.0%	7	-	2
	Program Information - CHP	2,546	2.0%	1,748	313	485
	Renewal App Assistance - CHP	30	0.0%	15	-	15
	TPHI Inquiry - CHP	1	0.0%	1		
	Waiting Period	8	0.0%	6	-	2
	Complaint - SWCC	Complaint - SWCC	295	0.2%	24	10
Complaints - NYHBE	Complaint - NYHBE	1	0.0%	-	-	1
Coverage Lookup - NYHBE	Application Status	1	0.0%			1
	Coverage Verification - NYHBE	3	0.0%	-	1	2
	Payment Status	1	0.0%			1
FHP Member	Benefit Card Questions - FHP	10	0.0%	3	-	7

	Coverage Lookup - FHP	74	0.1%	3	5	66
	Covered Services - FHP	19	0.0%	7	-	12
	Eligibility Changes - FHP	6	0.0%	3		3
	Health Plans - FHP	7	0.0%	2	-	5
	Pregnant Women/Newborn - FHP	2	0.0%	2		
	Program Information - FHP	43	0.0%	2	6	35
	Provider Referral - FHP	3	0.0%			3
	Renewal App Assistance - FHP	12	0.0%	4	1	7
	TPHI Inquiry - FHP	1	0.0%	1		
FPBP	Application Assistance - FPBP	11	0.0%	4	1	6
	Benefit Card Questions - FPBP	1,028	0.8%	7	16	1,005
	Covered Services - FPBP	34	0.0%	1	3	30
	Presumptive Eligibility -FPBP	10	0.0%	2		8
	Program Information - FPBP	154	0.1%	4	7	143
	Provider Referral - FPBP	609	0.5%	5	5	599
	Renewal App Assistance - FPBP	15	0.0%	2	-	13
Fair Hearing-Agency Conf	Agency Conference	49	0.0%	5	1	43
	Fair Hearing Assistance	81	0.1%	7	2	72
General Information	Application Assistance-NYHBE	12	0.0%	4	1	7
	Benefit Card Questions - NYHBE	1	0.0%	1	-	-
	Eligibility Screening - NYHBE	4	0.0%			4
	General Eligibility Info-NYHBE	61	0.0%	8	20	33
	Health Plans - NYHBE	8	0.0%	2	1	5
Hangup/Disconnect-SWCC	Hangup/Disconnect-SWCC	575	0.4%	32	46	497
Health Plan Enrollment	Enrollment - Shopping	4	0.0%		1	3
MA Member	Benefit Card Questions - MA	1,333	1.0%	10	77	1,246
	Billing Issues - MA	264	0.2%	3	14	247
	Coverage Lookup - MA	29,032	22.4%	253	655	28,124
	Covered Services - MA	2,936	2.3%	32	92	2,812
	Eligibility Changes - MA	178	0.1%	6	28	144
	Health Plans - MA	500	0.4%	15	33	452
	Pregnant Women/Newborn - MA	257	0.2%	6	14	237
	Program Information - MA	5,581	4.3%	53	201	5,327
	Provider Referral - MA	446	0.3%	-	5	441
	Renewal App Assistance - MA	6,868	5.3%	31	45	6,792
	Spenddown - MA	124	0.1%	-	3	121
	TPHI Inquiry - MA	522	0.4%	3	3	516
MA Special Programs	Employer Buy-In	2	0.0%	1	-	1
	FHP Premium Assistance	4	0.0%		1	3
	MA Premium Assistance Programs	36	0.0%	1	7	28

	MA Special Populations	49	0.0%	3	3	43
Material Requests - SWCC	Bulk Mail Request - SWCC	12	0.0%	5	-	7
	Material Request - SWCC	3,475	2.7%	261	160	3,054
Material Requests-NYHBE	Material Request - NYHBE	11	0.0%	2	4	5
	Request Paper Application	3	0.0%		1	2
Medicare	Application Assistance - MSP	52	0.0%	10	9	33
	Program Information - MSP	283	0.2%	5	31	247
	Program Information - Medicare	9,554	7.4%	124	263	9,167
New Applicant/Eligibility	Application Assistance - New	792	0.6%	108	48	636
	Documentation Requirements	444	0.3%	91	25	328
	Eligibility Questions	448	0.3%	18	35	395
	Eligibility Screening - SWCC	600	0.5%	77	78	445
	Presumptive Eligibility-SWCC	67	0.1%	3		64
Online Assistance	CoBrowsing	1	0.0%	-	-	1
	Help Desk	1	0.0%			1
Outbound/Lang Line-SWCC	Language Line - SWCC	282	0.2%	2	8	272
	Outbound Calls - SWCC	6	0.0%	1		5
Referrals & Transfers - NYHBE	Health Plans - NYHBE	1	0.0%	-	-	1
	Internal Transfer - NYHBE	4	0.0%			4
	LDSS - NYHBE	1	0.0%	-	-	1
	Other Programs/Referrals	882	0.7%	1	21	860
Referrals and Transfers-SWCC	Assistor	128	0.1%	43	15	70
	DOH Policy Line - DME	144	0.1%	3		141
	DOH Policy Line - Dental	202	0.2%	2	3	197
	DOH Policy Line - OOS	36	0.0%	2		34
	DOH Policy Line - Pharmacy	621	0.5%	3	7	611
	Food Stamp - SWCC	1,601	1.2%	6	82	1,513
	Fraud Line/OMIG - SWCC	113	0.1%	1	5	107
	HRA - SWCC	7,299	5.6%	44	98	7,157
	Health Plans - SWCC	5,845	4.5%	857	141	4,847
	Internal Transfer - SWCC	4,249	3.3%	38	50	4,161
	LDSS - SWCC	18,157	14.0%	121	256	17,780
	Medicaid Choice	2,758	2.1%	14	18	2,726
	Other	8,098	6.3%	319	256	7,523
	Qualified Entities	1,866	1.4%	43	55	1,768
	Restricted Recipient Program	30	0.0%	-	-	30
Transportation	801	0.6%	5	9	787	
SHOP Employer	Employer Demographic Changes	1	0.0%	1	-	-
Specialized Unit	Good Cause Exemption Request	546	0.4%	2		544
	Good Cause Program Information	101	0.1%	-	-	101

Newborn Program Information	1,979	1.5%	16	23	1,940
Presumptive Eligibility Req	43	0.0%	2	1	40
TOTAL	129,373	100.0%	5,419	3,500	120,454

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a **Time run:** 11/13/2013 9:14 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 11/01/2013 to 11/30/2013

Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	3,995	3.5%	1	85	56	3,642			211
	Authorized Rep	100	0.1%	-	-	2	92	2	-	4
	Healthcare Proxy	12	0.0%				11			1
Child Health Plus	Billing Issue - CHP	115	0.1%	-	96	1	8	-	-	10
	CHPlus to MA Conversion-Elig	27	0.0%		2	1	17			7
	Coverage Lookup - CHP	64	0.1%	-	31	6	11	-	-	16
	Covered Services - CHP	70	0.1%	2	23	5	24			16
	Eligibility Changes - CHP	86	0.1%	2	17	5	35	-	-	27
	Excepted Coverage	28	0.0%		5	1	4			18
	Health Plan Complaint	33	0.0%	-	22	-	7	-	-	4
	Health Plans - CHP	617	0.5%		297	30	166			124
	Premium Contribution Assist	80	0.1%	-	51	7	14	2	-	6
	Presumptive Eligibility - CHP	16	0.0%		8	2	1			5
	Program Information - CHP	2,110	1.8%	-	1,367	194	289	-	-	260
	Renewal App Assistance - CHP	35	0.0%		18	1	10			6
	TPHI Inquiry - CHP	5	0.0%	-	3	1	-	-	-	1
	Waiting Period	32	0.0%		24	2	4			2
Complaint	Complaint	742	0.6%	-	47	13	432	2	2	246
FHP Member	Benefit Card Questions - FHP	15	0.0%			1	12			2
	Billing Issues - FHP	2	0.0%	-	-	-	2	-	-	-
	Coverage Lookup - FHP	97	0.1%		1	3	77	2		14
	Covered Services - FHP	10	0.0%	-	-	-	8	-	-	2
	Eligibility Changes - FHP	4	0.0%				3			1
	Health Plans - FHP	17	0.0%	-	-	-	15	-	-	2
	Pregnant Women/Newborn - FHP	4	0.0%				2			2
	Program Information - FHP	51	0.0%	-	2	8	34	-	-	7
	Provider Referral - FHP	1	0.0%				1			
	Renewal App Assistance - FHP	10	0.0%	-	1	-	6	-	-	3
FPBP	TPHI Inquiry - FHP	4	0.0%				4			
	Application Assistance - FPBP	3	0.0%	-	-	-	3	-	-	-
	Benefit Card Questions - FPBP	15	0.0%				11			4
	Covered Services - FPBP	18	0.0%	-	-	1	13	1	-	3
	Program Information - FPBP	28	0.0%			1	22			5
	Provider Referral - FPBP	1	0.0%	-	-	-	-	-	-	1
Fair Hearing-Agency Conf	Renewal App Assistance - FPBP	5	0.0%				3			2
	Agency Conference	40	0.0%	-	-	-	21	-	-	19
Hangup/Disconnect	Fair Hearing Assistance	54	0.0%		1	1	31			21
	Hangup/Disconnect	2,576	2.2%	-	36	83	928	-	-	1,529

MA Member	Benefit Card Questions - MA	2,320	2.0%		8	70	1,886			356
	Billing Issues - MA	548	0.5%	-	1	20	447	-	-	80
	Coverage Lookup - MA	35,982	31.4%	2	154	830	27,743	10		7,243
	Covered Services - MA	1,375	1.2%	-	4	54	1,108	-	-	209
	Eligibility Changes - MA	807	0.7%		13	30	595			169
	Health Plans - MA	540	0.5%	-	4	20	401	-	-	115
	Pregnant Women/Newborn - MA	540	0.5%		1	7	308			224
	Program Information - MA	5,642	4.9%	-	38	210	4,470	3	-	921
	Provider Referral - MA	673	0.6%			13	493			167
	Renewal App Assistance - MA	3,204	2.8%	2	5	24	2,228	-	-	945
	Spenddown - MA	197	0.2%			1	175			21
	TPHI Inquiry - MA	282	0.2%	-	-	3	236	2	-	41
	MA Special Programs	Employer Buy-In	3	0.0%				2		
FHP Premium Assistance		6	0.0%	-	1	-	5	-	-	-
MA Premium Assistance Programs		21	0.0%		1	2	12			6
MA Special Populations		55	0.0%	-	1	2	34	-	-	18
Material Requests	Bulk Mail Request	12	0.0%				7			5
	Material Request	3,343	2.9%	-	93	120	2,494	2	3	631
Medicare	Application Assistance - MSP	24	0.0%				20			4
	Program Information - MSP	499	0.4%	-	4	34	397	-	-	64
	Program Information - Medicare	336	0.3%		2	25	227			82
New Applicant/Eligibility	Application Assistance - New	426	0.4%	-	41	15	314	-	-	56
	Documentation Requirements	206	0.2%		31	8	157			10
	Eligibility Questions	739	0.6%	-	23	55	533	-	-	128
	Eligibility Screening	312	0.3%		57	39	164			52
Outbound/Lang Line	Presumptive Eligibility	16	0.0%	-	-	1	15	-	-	-
	Language Line	410	0.4%		14	15	311			70
	Outbound Calls	13	0.0%	-	-	-	7	-	-	6
Referrals and Transfers	Assistor	240	0.2%		90	14	91			45
	DOH Policy Line - DME	293	0.3%	-	-	9	227	-	-	57
	DOH Policy Line - Dental	196	0.2%			2	157			37
	DOH Policy Line - OOS	45	0.0%	-	-	1	40	-	-	4
	DOH Policy Line - Pharmacy	383	0.3%			6	299			78
	Food Stamp	2,949	2.6%	-	12	160	2,182	-	-	595
	Fraud Line/OMIG	82	0.1%			2	65			15
	HRA	14,432	12.6%	-	34	276	11,602	-	-	2,520
	Health Plans	4,400	3.8%	2	486	91	3,167	3		651
	Internal Transfer	7,299	6.4%	1	87	117	5,712	-	-	1,382
	LDSS	6,973	6.1%	1	31	166	5,653			1,122
	Medicaid Choice	2,397	2.1%	-	6	41	1,921	-	-	429
	Other	2,957	2.6%		50	65	2,249			593
	Qualified Entities	73	0.1%	-	1	8	45	-	-	19
	Restricted Recipient Program	74	0.1%				56			18
	Transportation	844	0.7%	-	1	12	670	-	-	161
Specialized Unit	Good Cause Exemption Request	9	0.0%			3	4			2
	Good Cause Program Information	205	0.2%	-	-	5	177	-	-	23

Newborn Program Information	1,019	0.9%			13	844			162
Presumptive Eligibility Req	75	0.1%	-	-	1	60	-	-	14
TOTAL	114,598	100.0%	13	3,431	3,015	85,973	29	5	22,132

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-208b

Time run: 12/3/2013 7:19 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 12/1/2013 to 12/31/2013

Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	4,646	3.9%	3	128	189	4,068	3		255
	Authorized Rep	65	0.1%	-	1	3	51	-	-	10
	Healthcare Proxy	1	0.0%				1			
Child Health Plus	Billing Issue - CHP	36	0.0%	-	21	1	8	-	-	6
	CHPlus to MA Conversion-Elig	9	0.0%				4			5
	Coverage Lookup - CHP	87	0.1%	-	29	10	32	-	1	15
	Covered Services - CHP	46	0.0%		26	3	8			9
	Eligibility Changes - CHP	49	0.0%	-	11	3	13	-	-	22
	Excepted Coverage	27	0.0%		2	1	1			23
	Health Plan Complaint	10	0.0%	-	6	1	-	-	-	3
	Health Plans - CHP	324	0.3%		113	16	90			105
	Premium Contribution Assist	47	0.0%	-	22	-	21	-	-	4
	Presumptive Eligibility - CHP	12	0.0%		2	1	4			5
	Program Information - CHP	1,434	1.2%	-	768	115	362	-	-	189
	Renewal App Assistance - CHP	29	0.0%		17	3	5			4
	TPHI Inquiry - CHP	9	0.0%	-	6	2	1	-	-	-
	Waiting Period	36	0.0%		15	5	15			1
Complaint	Complaint	708	0.6%	-	32	28	430	2	-	216
FHP Member	Benefit Card Questions - FHP	19	0.0%				17			2
	Billing Issues - FHP	3	0.0%	-	-	-	2	-	-	1
	Coverage Lookup - FHP	121	0.1%			3	107			11
	Covered Services - FHP	7	0.0%	-	-	-	6	-	-	1
	Eligibility Changes - FHP	5	0.0%				2			3
	Health Plans - FHP	10	0.0%	-	-	1	8	-	-	1
	Program Information - FHP	41	0.0%		2	9	26			4
	Provider Referral - FHP	1	0.0%	-	-	-	1	-	-	-
	Renewal App Assistance - FHP	10	0.0%				7			3
FPBP	Application Assistance - FPBP	2	0.0%	-	-	-	1	-	-	1
	Benefit Card Questions - FPBP	8	0.0%				6			2
	Covered Services - FPBP	20	0.0%	-	-	-	19	-	-	1
	Program Information - FPBP	23	0.0%			1	20			2
	Renewal App Assistance - FPBP	1	0.0%	-	-	-	1	-	-	-
Fair Hearing-	Agency Conference	15	0.0%			1	7			7
	Fair Hearing Assistance	26	0.0%	-	-	1	12	-	-	13
Hangup/Disconn	Hangup/Disconnect	5,269	4.5%		18	163	2,085			3,003

MA Member	Benefit Card Questions - MA	2,869	2.4%	11	14	136	1,999	1	1	707
	Billing Issues - MA	660	0.6%		3	38	457			162
	Coverage Lookup - MA	36,160	30.6%	6	148	1,006	26,177	14	5	8,804
	Covered Services - MA	1,141	1.0%		3	75	904	1		158
	Eligibility Changes - MA	689	0.6%	-	5	139	272	2	-	271
	Health Plans - MA	526	0.4%		7	15	386	1	1	116
	Pregnant Women/Newborn - MA	428	0.4%	-	1	10	270	-	-	147
	Program Information - MA	5,412	4.6%		25	238	4,364	5	1	779
Provider Referral - MA	604	0.5%	-	-	18	454	-	-	132	
	Renewal App Assistance - MA	2,620	2.2%		8	44	1,918			650
	Spenddown - MA	214	0.2%	-	-	9	177	-	-	28
	TPHI Inquiry - MA	270	0.2%			3	233			34
MA Special	Employer Buy-In	2	0.0%	-	-	-	2	-	-	-
	FHP Premium Assistance	3	0.0%				2			1
	MA Premium Assistance Programs	11	0.0%	-	-	-	11	-	-	-
	MA Special Populations	40	0.0%			3	32			5
Material	Bulk Mail Request	11	0.0%	-	-	3	2	-	-	6
	Material Request	2,400	2.0%	3	14	189	1,699		1	494
Medicare	Application Assistance - MSP	35	0.0%	-	-	7	18	-	-	10
	Program Information - MSP	457	0.4%		5	43	340	1		68
	Program Information - Medicare	197	0.2%	-	1	23	132	-	-	41
New	Application Assistance - New	212	0.2%		13	11	148			40
	Documentation Requirements	141	0.1%	-	11	8	106	-	-	16
	Eligibility Questions	687	0.6%		20	47	539	1		80
	Eligibility Screening	157	0.1%	1	17	20	92	-	-	27
	Presumptive Eligibility	10	0.0%		2		7			1
Outbound/Lang	Language Line	722	0.6%	-	11	34	536	-	-	141
	Outbound Calls	20	0.0%		1	2	14			3
Referrals and	Assistor	401	0.3%	1	35	22	201	-	-	142
	DOH Policy Line - DME	269	0.2%			4	207			58
	DOH Policy Line - Dental	147	0.1%	-	-	1	104	-	-	42
	DOH Policy Line - OOS	71	0.1%		1	1	55			14
	DOH Policy Line - Pharmacy	453	0.4%	-	1	13	341	-	-	98
	Food Stamp	2,495	2.1%	1	6	287	1,675			526
	Fraud Line/OMIG	73	0.1%	-	-	4	55	-	-	14
	HRA	13,671	11.6%		23	313	10,689	1		2,645
	Health Plans	4,950	4.2%	1	285	129	3,411	-	-	1,124
	Internal Transfer	9,355	7.9%		159	285	7,134			1,777
	LDSS	8,569	7.3%	3	21	258	6,588	-	-	1,699
	Medicaid Choice	2,184	1.8%	1	2	54	1,652			475
	Other	3,339	2.8%	2	28	121	2,343	-	-	845
	Qualified Entities	112	0.1%		2	4	72			34
Restricted Recipient Program	76	0.1%	-	-	1	51	-	-	24	

	Transportation	834	0.7%		3	38	595			198
Specialized Unit	Good Cause Exemption Request	344	0.3%	-	-	3	311	-	-	30
	Good Cause Program Information	101	0.1%			1	88			12
	Newborn Program Information	777	0.7%	-	1	1	619	-	-	156
	Presumptive Eligibility Req	86	0.1%			1	72			13
TOTAL		118,161	100.0%	33	2,095	4,222	84,995	32	10	26,774

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-208b

Time run: 1/3/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 01/01/2014 to 01/31/2014

Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	5,743	4.7%	1	97	324	4,791			530
	Authorized Rep	68	0.1%	1	-	5	59	-	-	3
	Healthcare Proxy	3	0.0%	1			2			
Child Health Plus	Billing Issue - CHP	38	0.0%	1	10	1	2	-	-	24
	CHPlus to MA Conversion-Elig	17	0.0%	1	3	1	4			8
	Coverage Lookup - CHP	55	0.0%	1	4	4	25	-	-	21
	Covered Services - CHP	25	0.0%	1	8	3	9			4
	Eligibility Changes - CHP	28	0.0%	1	5	6	10	-	-	6
	Excepted Coverage	4	0.0%	1						3
	Health Plan Complaint	8	0.0%	1	3	-	3	-	-	1
	Health Plans - CHP	147	0.1%	1	44	9	43			50
	Premium Contribution Assist	22	0.0%	1	9	3	5	-	-	4
	Presumptive Eligibility - CHP	12	0.0%	1	2	1	7			1
	Program Information - CHP	690	0.6%	1	304	72	172	-	-	141
	Renewal App Assistance - CHP	16	0.0%	1	5	2	7			1
	TPHI Inquiry - CHP	4	0.0%	1	3	-	-	-	-	-
	Waiting Period	19	0.0%	1	13	2	2			1
Complaint	Complaint	841	0.7%	2	13	43	620	1	-	162
FHP Member	Benefit Card Questions - FHP	10	0.0%	1			9			
	Billing Issues - FHP	2	0.0%	2	-	-	-	-	-	-
	Coverage Lookup - FHP	100	0.1%	1		5	86			8
	Covered Services - FHP	5	0.0%	1	-	-	3	-	-	1
	Eligibility Changes - FHP	1	0.0%	1						
	Health Plans - FHP	5	0.0%	1	-	-	2	1	-	1
	Pregnant Women/Newborn - FHP	1	0.0%	1						
	Program Information - FHP	39	0.0%	2	1	1	32	-	-	3
	Provider Referral - FHP	1	0.0%	1						
FPBP	Renewal App Assistance - FHP	10	0.0%	1	-	1	7	-	-	1
	TPHI Inquiry - FHP	1	0.0%	1						
	Application Assistance - FPBP	5	0.0%	1	-	-	1	-	-	3
	Benefit Card Questions - FPBP	21	0.0%	2			17			2
	Covered Services - FPBP	14	0.0%	1	-	2	8	-	-	3
	Presumptive Eligibility -FPBP	2	0.0%	1			1			
	Program Information - FPBP	31	0.0%	1	-	1	25	-	-	4
Provider Referral - FPBP	1	0.0%	1			0			0	

	Provider Support - FPBP	2	0.0%	1	-	-	1	-	-	0
	Renewal App Assistance - FPBP	3	0.0%	1	-	1	1	-	-	0
Fair Hearing-	Agency Conference	26	0.0%	1	-	0	9	-	-	16
	Fair Hearing Assistance	19	0.0%	1	-	5	6	-	-	7
Hangup/Disconn	Hangup/Disconnect	2,739	2.2%	1	10	125	890	-	-	1713
MA Member	Benefit Card Questions - MA	2,867	2.3%	1	4	144	2,110	7	-	601
	Billing Issues - MA	506	0.4%	1	1	56	309	-	-	139
	Coverage Lookup - MA	41,438	33.7%	15	96	2350	28,355	15	26	10581
	Covered Services - MA	1,094	0.9%	-	1	68	859	2	-	164
	Eligibility Changes - MA	1,424	1.2%	1	-	981	204	1	-	237
	Health Plans - MA	578	0.5%	1	-	24	444	2	-	107
	Pregnant Women/Newborn - MA	358	0.3%	1	-	17	250	-	-	90
	Program Information - MA	4,847	3.9%	1	28	281	3,689	3	-	845
	Provider Referral - MA	665	0.5%	1	2	15	491	2	-	154
	Renewal App Assistance - MA	2,673	2.2%	1	6	43	1,984	1	-	638
	Spenddown - MA	201	0.2%	1	-	3	158	-	-	39
MA Special	TPHI Inquiry - MA	302	0.2%	1	1	7	259	-	-	34
	Employer Buy-In	1	0.0%	1	-	-	0	-	-	-
	FHP Premium Assistance	4	0.0%	1	-	-	3	-	-	-
	MA Premium Assistance Programs	12	0.0%	1	-	1	9	-	-	1
	MA Special Populations	62	0.1%	1	-	2	53	-	-	6
Material	Bulk Mail Request	14	0.0%	1	-	2	3	-	-	8
	Material Request	1,999	1.6%	3	14	213	1291	-	-	478
Medicare	Application Assistance - MSP	21	0.0%	1	1	-	12	-	-	7
	Program Information - MSP	404	0.3%	1	-	39	309	-	-	55
	Program Information - Medicare	161	0.1%	1	-	13	97	-	-	50
New	Application Assistance - New	256	0.2%	2	6	17	177	1	-	53
	Documentation Requirements	62	0.1%	1	4	8	43	-	-	6
	Eligibility Questions	488	0.4%	1	20	53	357	1	-	56
	Eligibility Screening	82	0.1%	1	7	11	57	-	-	6
Outbound/Lang	Presumptive Eligibility	18	0.0%	1	1	5	6	-	-	5
	Language Line	984	0.8%	1	9	41	844	1	-	88
	Outbound Calls	35	0.0%	1	-	1	27	-	-	6
Referrals and	Assistor	397	0.3%	1	22	32	210	-	-	132
	DOH Policy Line - DME	342	0.3%	1	3	22	224	-	-	92
	DOH Policy Line - Dental	244	0.2%	1	-	11	167	-	-	65
	DOH Policy Line - OOS	136	0.1%	1	-	7	106	-	-	22
	DOH Policy Line - Pharmacy	641	0.5%	1	2	69	401	1	-	167
	Food Stamp	2,073	1.7%	1	9	329	1,290	-	-	444
	Fraud Line/OMIG	67	0.1%	1	-	-	55	-	-	11
	HRA	13,010	10.6%	2	31	885	9,453	-	-	2639
	Health Plans	4,711	3.8%	1	151	211	3193	-	-	1155
	Internal Transfer	11,146	9.1%	1	111	999	7752	-	-	2283

	LDSS	9,731	7.9%	1	57	816	6812	1		2044
	Medicaid Choice	2,259	1.8%	1	5	118	1684	-	1	450
	Other	3,123	2.5%	2	13	180	2090			838
	Qualified Entities	100	0.1%	1	-	9	61	2	-	27
	Restricted Recipient Program	91	0.1%	1	1	2	64			23
	Transportation	979	0.8%	1	-	83	676	-	-	219
Specialized Unit	Good Cause Exemption Request	88	0.1%	1		1	66			20
	Good Cause Program Information	308	0.3%	2	-	1	225	-	-	80
	Newborn Program Information	856	0.7%	1	3	8	681			163
	Presumptive Eligibility Req	158	0.1%	1	-	-	132	-	-	25
TOTAL		122,794	100.0%	111	1,143	8,795	84,601	42	27	28,075

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 2/5/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 02/01/2014 to 02/28/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	4,723	4.4%	1	17	107	3,980	4	-	614
	Authorized Rep	43	0.0%	-	1	1	36	1	-	4
	Healthcare Proxy	6	0.0%	-	-	1	-	-	-	5
Child Health Plus	Billing Issue - CHP	14	0.0%	-	4	-	5	-	-	5
	CHPlus to MA Conversion-Elig	5	0.0%	-	-	1	2	-	-	2
	Coverage Lookup - CHP	23	0.0%	-	6	3	9	-	-	5
	Covered Services - CHP	8	0.0%	-	4	-	3	-	-	1
	Eligibility Changes - CHP	20	0.0%	-	2	-	11	-	-	7
	Excepted Coverage	5	0.0%	-	-	-	1	-	-	4
	Health Plan Complaint	1	0.0%	-	-	-	1	-	-	-
	Health Plans - CHP	61	0.1%	-	12	5	30	-	-	14
	Premium Contribution Assist	12	0.0%	-	2	-	3	-	-	7
	Presumptive Eligibility - CHP	3	0.0%	-	1	-	1	-	-	1
	Program Information - CHP	357	0.3%	-	113	19	161	-	-	64
	Renewal App Assistance - CHP	13	0.0%	-	5	1	6	-	-	1
	Waiting Period	6	0.0%	-	3	1	2	-	-	-
Complaint	Complaint	875	0.8%	1	56	33	576	1	-	208
FHP Member	Benefit Card Questions - FHP	13	0.0%	-	-	-	5	-	-	8
	Billing Issues - FHP	2	0.0%	-	-	-	1	-	-	1
	Coverage Lookup - FHP	49	0.0%	-	-	2	43	-	-	4
	Health Plans - FHP	5	0.0%	-	-	1	4	-	-	-
	Pregnant Women/Newborn - FHP	2	0.0%	-	-	-	1	-	-	1
	Program Information - FHP	18	0.0%	-	-	4	13	-	-	1
	Provider Referral - FHP	1	0.0%	-	-	-	1	-	-	-
	Renewal App Assistance - FHP	8	0.0%	-	-	2	2	-	-	4
FPBP	Application Assistance - FPBP	4	0.0%	-	-	-	1	-	-	3
	Benefit Card Questions - FPBP	12	0.0%	-	-	-	6	-	-	6
	Covered Services - FPBP	14	0.0%	-	-	1	7	-	-	6
	Program Information - FPBP	22	0.0%	-	-	-	20	-	-	2
	Provider Support - FPBP	1	0.0%	-	-	-	-	-	-	1
	Renewal App Assistance - FPBP	3	0.0%	-	-	-	1	-	-	2
Fair Hearing-Agency Conf	Agency Conference	7	0.0%	-	-	-	5	-	-	2
	Fair Hearing Assistance	16	0.0%	-	-	-	7	-	-	9
Hangup/Disconnect	Hangup/Disconnect	2,266	2.1%	-	9	65	642	-	-	1550
MA Member	Benefit Card Questions - MA	1,915	1.8%	1	5	91	1,144	3	-	671
	Billing Issues - MA	292	0.3%	-	-	62	165	-	-	65
	Coverage Lookup - MA	39,836	36.7%	9	466	2,013	27,023	10	2	10,313
	Covered Services - MA	988	0.9%	-	8	70	706	-	-	204

	Eligibility Changes - MA	1,591	1.5%		4	1,367	59			161
	Health Plans - MA	497	0.5%	1	9	6	394	-	-	87
	Pregnant Women/Newborn - MA	342	0.3%		3	25	232			82
	Program Information - MA	4,193	3.9%	-	17	249	2,837	-	-	1090
	Provider Referral - MA	594	0.5%		4	34	443			113
	Renewal App Assistance - MA	2,275	2.1%	-	8	228	1,435	-	-	604
	Spenddown - MA	165	0.2%			4	138			23
	TPHI Inquiry - MA	256	0.2%	-	-	7	216	-	-	33
	Unspecified	2	0.0%				0			2
MA Special Programs	Employer Buy-In	4	0.0%	-	-	-	4	-	-	-
	FHP Premium Assistance	3	0.0%		1		1			1
	MA Premium Assistance Programs	10	0.0%	-	-	4	4	-	-	2
	MA Special Populations	47	0.0%		4		39			4
Material Requests	Bulk Mail Request	6	0.0%	-	-	2	0	-	-	4
	Material Request	1,880	1.7%	4	45	237	1,137	3	1	453
	Received in Error	5	0.0%	-	-	2	0	-	-	3
Medicare	Application Assistance - MSP	26	0.0%			4	16			6
	Program Information - MSP	279	0.3%	-	-	12	212	-	-	55
	Program Information - Medicare	111	0.1%		1	12	74			24
New Applicant/Eligibility	Application Assistance - New	152	0.1%	-	8	4	114	-	-	26
	Documentation Requirements	36	0.0%			2	30			4
	Eligibility Questions	422	0.4%	-	9	22	339	-	-	52
	Eligibility Screening	70	0.1%		2	2	52			14
	Presumptive Eligibility	7	0.0%	-	-	-	6	-	-	1
Outbound/Lang Line	Language Line	578	0.5%			12	500			66
	Outbound Calls	28	0.0%	-	-	-	18	-	-	10
Referrals and Transfers	Assistor	324	0.3%		5	24	250			45
	DOH Policy Line - DME	363	0.3%	-	18	21	259	-	-	65
	DOH Policy Line - Dental	251	0.2%		10	7	177			57
	DOH Policy Line - OOS	88	0.1%	-	2	2	65	-	-	19
	DOH Policy Line - Pharmacy	560	0.5%		8	27	401			124
	Food Stamp	2,240	2.1%	1	52	261	1401	-	-	525
	Fraud Line/OMIG	53	0.0%		3	6	27			17
	HRA	10,532	9.7%	-	28	709	7,758	2	-	2,035
	Health Plans	3,892	3.6%	1	157	239	2,652			843
	Internal Transfer	9,738	9.0%	3	83	883	6,322	3	1	2,443
	LDSS	8,510	7.8%		126	1,013	5,555	2		1814
	Medicaid Choice	1,847	1.7%	-	8	113	1,328	2	-	396
	Other	2,618	2.4%	1	84	128	1,727	4		674
	Qualified Entities	49	0.0%	-	2	3	18	-	-	26
	Restricted Recipient Program	102	0.1%			3	59			40
	Transportation	1,048	1.0%	-	25	129	677	-	-	217
Specialized Unit	Good Cause Exemption Request	2	0.0%							2
	Good Cause Program Information	339	0.3%	-	1	-	225	-	-	113
	Newborn Program Information	530	0.5%			3	325			202

	Presumptive Eligibility Req	126	0.1%	-	-	-	80	-	-	46
TOTAL		108,440	100.0%	23	1,441	8,289	72,230	35	4	26,418

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 3/7/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 03/01/2014 to 03/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	2,925	2.1%		5	77	2,300			543
	Authorized Rep	65	0.0%	2	1	9	46	-	-	7
	Healthcare Proxy	3	0.0%			1	1			1
Child Health Plus	Billing Issue - CHP	25	0.0%	-	11	1	9	-	-	4
	CHPlus to MA Conversion-Elig	6	0.0%			3	1			2
	Coverage Lookup - CHP	32	0.0%	-	-	7	12	-	-	13
	Covered Services - CHP	19	0.0%		2		12			5
	Eligibility Changes - CHP	18	0.0%	-	2	1	11	-	-	4
	Excepted Coverage	13	0.0%		1		7			5
	Health Plan Complaint	6	0.0%	-	1	2	2	-	-	1
	Health Plans - CHP	91	0.1%		24	6	38			23
	Premium Contribution Assist	16	0.0%	-	8	3	4	-	-	1
	Presumptive Eligibility - CHP	1	0.0%		1					
	Program Information - CHP	392	0.3%	-	136	20	178	-	-	58
	Renewal App Assistance - CHP	16	0.0%		2	3	9			2
	TPHI Inquiry - CHP	1	0.0%	-	-	-	1	-	-	-
	Waiting Period	2	0.0%		1		1			
Complaint	Complaint	1,044	0.8%	2	46	72	657	1	-	266
FHP Member	Benefit Card Questions - FHP	15	0.0%			2	9			4
	Billing Issues - FHP	1	0.0%	-	-	-	1	-	-	-
	Coverage Lookup - FHP	22	0.0%			1	16			5
	Covered Services - FHP	1	0.0%	-	-	-	1	-	-	-
	Health Plans - FHP	3	0.0%			1				2
	Program Information - FHP	5	0.0%	-	-	-	5	-	-	-
	Renewal App Assistance - FHP	9	0.0%				7			2
FPBP	Application Assistance - FPBP	12	0.0%	-	3	3	2	-	-	4
	Benefit Card Questions - FPBP	6	0.0%				5			1
	Covered Services - FPBP	16	0.0%	-	-	1	13	-	-	2
	Program Information - FPBP	29	0.0%			2	24			3
	Provider Referral - FPBP	1	0.0%	-	-	-	1	-	-	-
	Renewal App Assistance - FPBP	5	0.0%				2			3
Fair Hearing-Agency Conf	Agency Conference	16	0.0%	-	-	2	9	-	-	5
	Fair Hearing Assistance	26	0.0%		2	2	18			4
Hangup/Disconnect	Hangup/Disconnect	2,680	2.0%	-	5	127	612	-	-	1,936
MA Member	Benefit Card Questions - MA	2,174	1.6%		6	109	1,488	1		570
	Billing Issues - MA	361	0.3%	1	-	59	233	-	-	68
	Coverage Lookup - MA	56,544	41.2%	12	848	5,327	38,222	6	16	12,113

	Covered Services - MA	987	0.7%	-	5	40	776	-	-	166
	Eligibility Changes - MA	2,184	1.6%	-	1	1,957	82	-	-	144
	Health Plans - MA	486	0.4%	-	3	23	346	-	-	114
	Pregnant Women/Newborn - MA	400	0.3%	-	-	39	270	-	-	91
	Program Information - MA	4,227	3.1%	-	14	401	2,562	-	-	1,250
	Provider Referral - MA	737	0.5%	-	2	45	580	-	-	110
	Renewal App Assistance - MA	2,748	2.0%	-	5	400	1,748	-	-	595
	Spendedown - MA	154	0.1%	-	1	5	129	-	-	19
	TPHI Inquiry - MA	258	0.2%	-	-	6	226	-	-	26
	Unspecified	2	0.0%	-	-	-	2	-	-	-
MA Special Programs	Employer Buy-In	1	0.0%	1	-	-	-	-	-	-
	FHP Premium Assistance	7	0.0%	4	-	-	1	-	-	2
	MA Premium Assistance Programs	22	0.0%	3	1	1	11	-	-	6
	MA Special Populations	34	0.0%	-	-	2	28	-	-	4
Material Requests	Bulk Mail Request	23	0.0%	-	-	-	9	-	-	14
	Material Request	2,194	1.6%	20	28	383	1,244	6	2	511
	Received in Error	1	0.0%	-	-	-	1	-	-	-
Medicare	Application Assistance - MSP	45	0.0%	6	-	15	13	-	-	11
	Program Information - MSP	306	0.2%	-	-	9	250	-	-	47
	Program Information - Medicare	131	0.1%	-	-	20	96	-	-	15
New Applicant/Eligibility	Application Assistance - New	351	0.3%	-	4	35	253	-	-	59
	Documentation Requirements	41	0.0%	-	-	2	32	-	-	7
	Eligibility Questions	989	0.7%	-	3	17	759	1	-	209
	Eligibility Screening	79	0.1%	-	1	5	65	-	-	8
	Presumptive Eligibility	4	0.0%	-	-	-	2	-	-	2
Outbound/Lang Line	Language Line	210	0.2%	-	-	5	169	-	-	36
	Outbound Calls	2	0.0%	-	-	1	-	-	-	1
Referrals and Transfers	Assistor	191	0.1%	-	8	20	143	-	-	20
	DOH Policy Line - DME	397	0.3%	-	11	33	284	-	-	69
	DOH Policy Line - Dental	286	0.2%	-	12	31	178	-	-	65
	DOH Policy Line - OOS	118	0.1%	1	-	11	85	-	-	21
	DOH Policy Line - Pharmacy	725	0.5%	1	42	78	480	-	-	124
	Food Stamp	2,682	2.0%	-	17	505	1,663	-	-	497
	Fraud Line/OMIG	105	0.1%	-	3	10	77	-	-	15
	HRA	11,189	8.2%	-	22	1,263	7,957	-	-	1,947
	Health Plans	4,681	3.4%	1	134	395	3,235	-	-	916
	Internal Transfer	17,283	12.6%	2	73	2,285	10,607	-	-	4,316
	LDSS	8,721	6.4%	-	153	1,346	5,621	1	-	1,600
	Medicaid Choice	1,948	1.4%	-	5	265	1,299	-	-	379
	Other	3,070	2.2%	3	87	282	1,929	-	-	769
	Qualified Entities	51	0.0%	-	1	9	17	-	-	24
	Restricted Recipient Program	107	0.1%	1	-	13	60	-	-	33
	Transportation	1,144	0.8%	-	30	152	735	-	-	227
Specialized Unit	Good Cause Exemption Request	180	0.1%	-	-	10	84	-	-	86
	Good Cause Program Information	286	0.2%	-	-	12	183	-	-	91

Newborn Program Information	558	0.4%			8	278			272
Presumptive Eligibility Req	160	0.1%	-	-	1	90	-	-	69
TOTAL	137,106	100.0%	60	1,771	15,981	88,616	16	18	30,644

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 4/1/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 04/01/2014 to 04/30/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	2,100	1.7%		16	449	1,334			301
	Authorized Rep	84	0.1%	-	-	30	43	-	-	11
	Healthcare Proxy	1	0.0%				1			
Child Health Plus	Billing Issue - CHP	14	0.0%	-	6	-	7	-	-	1
	CHPlus to MA Conversion-Elig	5	0.0%			1	3			1
	Coverage Lookup - CHP	32	0.0%	-	5	4	13	-	-	10
	Covered Services - CHP	19	0.0%		7	1	7	1		3
	Eligibility Changes - CHP	10	0.0%	-	1	-	7	-	-	2
	Health Plan Complaint	1	0.0%				1			
	Health Plans - CHP	65	0.1%	-	15	1	30	-	-	19
	Premium Contribution Assist	13	0.0%		2		4			7
	Presumptive Eligibility - CHP	9	0.0%	-	1	-	4	-	-	4
	Program Information - CHP	303	0.2%		102	20	156			25
	Renewal App Assistance - CHP	19	0.0%	-	4	1	7	-	-	7
Complaint	Complaint	977	0.8%	2	28	134	594			219
FHP Member	Benefit Card Questions - FHP	3	0.0%	-	-	-	3	-	-	-
	Coverage Lookup - FHP	24	0.0%			7	14			3
	Covered Services - FHP	3	0.0%	-	-	-	3	-	-	-
	Health Plans - FHP	11	0.0%				1			10
	Pregnant Women/Newborn - FHP	17	0.0%	-	-	-	1	-	-	16
	Program Information - FHP	10	0.0%			2	6			2
	Provider Referral - FHP	1	0.0%	-	-	-	-	-	-	1
	Renewal App Assistance - FHP	12	0.0%				11			1
FPBP	Application Assistance - FPBP	3	0.0%	-	-	2	1	-	-	-
	Benefit Card Questions - FPBP	9	0.0%			1	5	1		2
	Covered Services - FPBP	14	0.0%	-	-	4	10	-	-	-
	Presumptive Eligibility -FPBP	1	0.0%							1
	Program Information - FPBP	15	0.0%	-	-	3	9	-	-	3
	Provider Referral - FPBP	13	0.0%				1			12
	Renewal App Assistance - FPBP	8	0.0%	-	-	-	7	-	-	1
Fair Hearing-Agency Conf	Agency Conference	13	0.0%				10			3
	Fair Hearing Assistance	15	0.0%	-	1	1	8	-	-	5
Hangup/Disconnect	Hangup/Disconnect	2,573	2.0%		1	164	500			1,908
MA Member	Benefit Card Questions - MA	2,467	1.9%	-	4	153	1,954	-	1	355
	Billing Issues - MA	381	0.3%			72	263			46
	Coverage Lookup - MA	52,979	41.9%	7	602	6,656	37,291	2	18	8,403
	Covered Services - MA	954	0.8%		2	73	780	1		98

	Eligibility Changes - MA	2,365	1.9%	-	2	2,213	86	-	-	64
	Health Plans - MA	269	0.2%	-	2	13	203	-	-	51
	Pregnant Women/Newborn - MA	284	0.2%	-	-	26	213	-	-	45
	Program Information - MA	4,239	3.4%	-	19	488	2,462	1	-	1,269
	Provider Referral - MA	697	0.6%	-	-	60	537	-	-	100
	Renewal App Assistance - MA	2,489	2.0%	-	11	308	1,718	-	-	452
	Spenddown - MA	151	0.1%	-	-	3	135	-	-	13
	TPHI Inquiry - MA	235	0.2%	-	-	15	199	-	-	21
MA Special Programs	MA Premium Assistance Programs	15	0.0%	-	-	-	13	-	-	2
	MA Special Populations	18	0.0%	-	-	1	12	-	-	5
Material Requests	Bulk Mail Request	13	0.0%	-	-	4	2	-	-	7
	Material Request	2,212	1.7%	10	52	514	1,209	5	-	422
	Received in Error	2	0.0%	-	-	1	1	-	-	-
Medicare	Application Assistance - MSP	28	0.0%	-	-	1	19	-	-	8
	Program Information - MSP	248	0.2%	-	-	6	219	-	-	23
	Program Information - Medicare	54	0.0%	-	1	7	34	-	-	12
New Applicant/Eligibility	Application Assistance - New	221	0.2%	-	-	1	183	-	-	37
	Documentation Requirements	29	0.0%	-	2	2	20	-	-	5
	Eligibility Questions	467	0.4%	-	1	21	412	-	-	33
	Eligibility Screening	43	0.0%	-	1	3	39	-	-	-
	Presumptive Eligibility	4	0.0%	-	-	1	1	-	-	2
Outbound/Lang Line	Language Line	262	0.2%	-	1	23	225	-	-	13
	Outbound Calls	8	0.0%	-	-	4	4	-	-	-
Referrals and Transfers	Assistor	143	0.1%	-	4	28	88	-	-	23
	DOH Policy Line - DME	413	0.3%	-	11	43	314	-	-	45
	DOH Policy Line - Dental	358	0.3%	-	16	23	244	-	-	75
	DOH Policy Line - OOS	158	0.1%	-	3	76	60	-	-	19
	DOH Policy Line - Pharmacy	772	0.6%	-	25	131	522	-	-	94
	Food Stamp	2,629	2.1%	-	10	520	1,792	-	-	307
	Fraud Line/OMIG	79	0.1%	-	-	10	56	-	-	13
	HRA	8,932	7.1%	-	26	1,325	6,658	-	1	922
	Health Plans	4,279	3.4%	-	120	450	3,158	-	-	551
	Internal Transfer	15,780	12.5%	-	90	2,160	10,186	1	-	3,343
	LDSS	8,049	6.4%	1	70	1,413	5,483	-	-	1,082
	Medicaid Choice	1,789	1.4%	-	6	311	1,265	-	1	206
	Other	2,843	2.2%	1	39	360	2,030	-	1	412
	Qualified Entities	55	0.0%	-	1	5	23	-	-	26
	Restricted Recipient Program	139	0.1%	-	1	31	86	-	-	21
	Transportation	1,197	0.9%	-	18	182	796	-	-	201
Specialized Unit	Good Cause Exemption Request	630	0.5%	-	1	15	407	-	-	207
	Good Cause Program Information	18	0.0%	-	-	-	8	-	-	10
	Newborn Program Information	580	0.5%	-	-	32	427	-	1	120
	Presumptive Eligibility Req	148	0.1%	-	-	1	103	-	-	44
TOTAL		126,522	100.0%	21	1,330	18,610	84,741	12	23	21,785

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 5/2/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 05/01/2014 to 05/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	2,143	1.6%	1	2	897	857			386
	Authorized Rep	103	0.1%	1	3	36	50	-	-	13
	Healthcare Proxy	5	0.0%	1	2	1	1			
Child Health Plus	Billing Issue - CHP	20	0.0%	1	14	1	4	-	-	-
	CHPlus to MA Conversion-Elig	8	0.0%	1	1	1	2			3
	Coverage Lookup - CHP	38	0.0%	1	6	6	20	-	-	5
	Covered Services - CHP	23	0.0%	1	10	1	7			4
	Eligibility Changes - CHP	25	0.0%	1	4	1	17	-	-	2
	Excepted Coverage	3	0.0%	1	1		1			
	Health Plan Complaint	4	0.0%	1	1	-	2	-	-	-
	Health Plans - CHP	54	0.0%	1	18	3	30			2
	Premium Contribution Assist	7	0.0%	1	3	-	3	-	-	-
	Presumptive Eligibility - CHP	2	0.0%	1	1					
	Program Information - CHP	202	0.2%	1	81	8	99	-	-	13
	Renewal App Assistance - CHP	12	0.0%	1	2	2	7			
	TPHI Inquiry - CHP	2	0.0%	1	1	-	-	-	-	-
	Waiting Period	3	0.0%	1	2					
Complaint	Complaint	958	0.7%	1	51	200	510	-	-	196
FHP Member	Benefit Card Questions - FHP	17	0.0%	2	1	1	12	1		
	Billing Issues - FHP	1	0.0%	1	-	-	-	-	-	-
	Coverage Lookup - FHP	37	0.0%	1		20	15			1
	Covered Services - FHP	6	0.0%	1	1	-	4	-	-	-
	Eligibility Changes - FHP	3	0.0%	1	1		1			
	Health Plans - FHP	5	0.0%	1	3	-	1	-	-	-
	Pregnant Women/Newborn - FHP	7	0.0%	1	2	1	2			1
	Program Information - FHP	6	0.0%	2	2	1	1	-	-	-
	Provider Referral - FHP	4	0.0%	1	2					1
	Renewal App Assistance - FHP	15	0.0%	3	1	1	10	-	-	-
TPHI Inquiry - FHP	1	0.0%	1							
FPBP	Application Assistance - FPBP	2	0.0%	1	-	-	-	-	-	1
	Benefit Card Questions - FPBP	7	0.0%	1			6			
	Covered Services - FPBP	25	0.0%	1	2	8	12	-	-	2
	Presumptive Eligibility -FPBP	4	0.0%	1	3					
	Program Information - FPBP	14	0.0%	1	1	-	8	-	-	4
	Provider Referral - FPBP	5	0.0%	2	1	1	1			

	Provider Support - FPBP	3	0.0%	1	-	1	-	-	-	1
	Renewal App Assistance - FPBP	8	0.0%	1			2			5
Fair Hearing-Agency Conf	Agency Conference	13	0.0%	1	2	-	9	-	-	1
	Fair Hearing Assistance	17	0.0%	1	2		13			1
Hangup/Disconnect	Hangup/Disconnect	2,567	1.9%	1	2	123	462	-	-	1,979
MA Member	Benefit Card Questions - MA	1,901	1.4%	1	22	94	1,612	3		169
	Billing Issues - MA	329	0.2%	1	4	54	242	-	-	28
	Coverage Lookup - MA	54,671	41.3%	4	1,322	10,245	36,125	2	6	6,967
	Covered Services - MA	1,075	0.8%	1	35	130	696	-	-	213
	Eligibility Changes - MA	1,746	1.3%	1		1,633	70			42
	Health Plans - MA	212	0.2%	1	11	20	152	-	-	28
	Pregnant Women/Newborn - MA	169	0.1%	3	1	32	108			25
	Program Information - MA	3,385	2.6%	1	58	638	1,835	-	-	853
	Provider Referral - MA	567	0.4%	1	1	74	414			77
	Renewal App Assistance - MA	1,975	1.5%	1	5	354	1,426	-	-	189
	Spenddown - MA	157	0.1%	2	3	12	135			5
	TPHI Inquiry - MA	221	0.2%	1	-	28	177	-	-	15
	Unspecified	1	0.0%				1			
MA Special Programs	Employer Buy-In	1	0.0%	1	-	-	-	-	-	-
	FHP Premium Assistance	9	0.0%	2		2	1			4
	MA Premium Assistance Programs	28	0.0%	1	-	7	10	-	-	10
	MA Special Populations	22	0.0%	1		8	5			8
Material Requests	Bulk Mail Request	6	0.0%	1	-	-	5	-	-	-
	Material Request	1,943	1.5%	10	54	550	1,024	4	1	300
	Received in Error	2	0.0%	1	-	-	1	-	-	-
Medicare	Application Assistance - MSP	29	0.0%	1	3	6	13			6
	Program Information - MSP	249	0.2%	1	1	28	202	-	-	17
	Program Information - Medicare	96	0.1%	1	6	15	60			14
New Applicant/Eligibility	Application Assistance - New	135	0.1%	2	1	4	115	-	-	13
	Documentation Requirements	19	0.0%	1			14			4
	Eligibility Questions	269	0.2%	1	2	13	239	-	-	14
	Eligibility Screening	59	0.0%	1	5	1	46			6
	Presumptive Eligibility	2	0.0%	1	-	-	1	-	-	-
Outbound/Lang Line	Language Line	167	0.1%	1		12	145			9
	Outbound Calls	6	0.0%	1	-	2	2	-	-	1
Referrals and Transfers	Assistor	131	0.1%	1	6	25	94			5
	DOH Policy Line - DME	447	0.3%	1	14	114	286	-	-	32
	DOH Policy Line - Dental	316	0.2%	1	11	79	191			34
	DOH Policy Line - OOS	200	0.2%	1	6	94	89	-	-	10
	DOH Policy Line - Pharmacy	805	0.6%	1	25	271	451			57
	Food Stamp	2,902	2.2%	1	50	766	1,875	-	-	210
	Fraud Line/OMIG	81	0.1%	1	7	6	57			10

	HRA	9,791	7.4%	2	176	1,965	7,059	-	-	589
	Health Plans	4,965	3.8%	1	155	1,124	3,245			440
	Internal Transfer	19,080	14.4%	2	309	4,356	11,892	-	-	2,521
	LDSS	9,563	7.2%	1	333	1,972	6,468			789
	Medicaid Choice	2,067	1.6%	2	75	438	1,436	-	-	116
	Other	3,059	2.3%	4	80	569	2,097			309
	Qualified Entities	53	0.0%	1	-	16	20	-	-	16
	Restricted Recipient Program	158	0.1%	2		47	95			14
	Transportation	1,250	0.9%	1	44	230	822	-	-	153
Specialized Unit	Good Cause Exemption Request	653	0.5%	1		58	442			152
	Good Cause Program Information	22	0.0%	4	-	9	5	-	-	4
	Newborn Program Information	769	0.6%	2		111	536			120
	Presumptive Eligibility Req	149	0.1%	1	2	2	113	-	-	31
TOTAL		132,291	100.0%	122	3,056	27,528	84,318	10	7	17,250

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 6/3/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 06/01/2014 to 06/30/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	1,843	1.4%	1	1	420	977			444
	Authorized Rep	63	0.0%	-	1	23	36	-	-	3
	Healthcare Proxy	4	0.0%				3			1
Child Health Plus	Billing Issue - CHP	14	0.0%	-	6	1	7	-	-	-
	CHPlus to MA Conversion-Elig	1	0.0%				1			
	Coverage Lookup - CHP	26	0.0%	-	4	3	14	-	-	5
	Covered Services - CHP	7	0.0%		2		2			3
	Eligibility Changes - CHP	8	0.0%	-	-	-	6	-	-	2
	Excepted Coverage	1	0.0%							1
	Health Plan Complaint	3	0.0%	-	-	-	2	-	-	1
	Health Plans - CHP	21	0.0%		5	1	9			6
	Premium Contribution Assist	4	0.0%	-	1	1	2	-	-	-
	Program Information - CHP	181	0.1%		72	16	82			11
	Renewal App Assistance - CHP	13	0.0%	-	7	-	5	-	-	1
	Waiting Period	2	0.0%		1		1			
Complaint	Complaint	803	0.6%	1	43	145	454	-	-	160
FHP Member	Benefit Card Questions - FHP	9	0.0%			1	8			
	Billing Issues - FHP	1	0.0%	-	-	1	-	-	-	-
	Coverage Lookup - FHP	17	0.0%		1	10	3			3
	Covered Services - FHP	3	0.0%	-	-	-	3	-	-	-
	Health Plans - FHP	1	0.0%							1
	Program Information - FHP	5	0.0%	-	-	1	3	-	-	1
	Renewal App Assistance - FHP	6	0.0%			1	5			
FPBP	Application Assistance - FPBP	1	0.0%	-	1	-	-	-	-	-
	Benefit Card Questions - FPBP	3	0.0%				3			
	Covered Services - FPBP	6	0.0%	-	-	1	4	-	-	1
	Program Information - FPBP	10	0.0%			1	9			
	Provider Support - FPBP	3	0.0%	-	-	-	-	-	-	3
	Renewal App Assistance - FPBP	5	0.0%				1			4
Fair Hearing-Agency Conf	Agency Conference	11	0.0%	-	-	1	4	-	-	6
	Fair Hearing Assistance	18	0.0%		1	6	10			1
Hangup/Disconnect	Hangup/Disconnect	2,738	2.1%	-	1	124	536	-	-	2,077
MA Member	Benefit Card Questions - MA	1,693	1.3%		8	81	1,466	1	3	134
	Billing Issues - MA	309	0.2%	-	-	44	226	-	-	39
	Coverage Lookup - MA	56,688	42.7%	6	2,133	11,019	36,932	3	3	6,592

	Covered Services - MA	695	0.5%	-	15	88	500	-	-	92
	Eligibility Changes - MA	915	0.7%		3	842	39			31
	Health Plans - MA	151	0.1%	-	3	25	107	-	-	16
	Pregnant Women/Newborn - MA	191	0.1%		1	47	121			22
	Program Information - MA	3,013	2.3%	1	59	555	1,410	-	1	987
	Provider Referral - MA	450	0.3%			48	342			60
	Renewal App Assistance - MA	1,689	1.3%	-	7	273	1,292	-	-	117
	Spenddown - MA	107	0.1%			4	98			5
	TPHI Inquiry - MA	177	0.1%	-	-	10	155	-	-	12
MA Special Programs	Employer Buy-In	3	0.0%			1	1			1
	FHP Premium Assistance	1	0.0%	-	-	-	-	-	-	1
	MA Premium Assistance Programs	35	0.0%		2	15	7			11
	MA Special Populations	14	0.0%	-	-	-	12	-	-	2
Material Requests	Bulk Mail Request	8	0.0%	1		1	1			5
	Material Request	2,191	1.6%	19	39	525	1,256	4	-	348
	Received in Error	1	0.0%				1			
Medicare	Application Assistance - MSP	9	0.0%	-	-	2	4	-	-	3
	Program Information - MSP	243	0.2%		2	8	216			17
	Program Information - Medicare	71	0.1%	-	7	15	41	-	-	8
New Applicant/Eligibility	Application Assistance - New	103	0.1%		2		91			10
	Documentation Requirements	13	0.0%	-	-	-	12	-	-	1
	Eligibility Questions	193	0.1%		3	10	168			12
	Eligibility Screening	107	0.1%	-	3	4	89	-	-	11
	Presumptive Eligibility	2	0.0%			1				1
Outbound/Lang Line	Language Line	204	0.2%	-	-	13	177	-	-	14
	Outbound Calls	2	0.0%				2			
Referrals and Transfers	Assistor	159	0.1%	-	6	37	111	-	-	5
	DOH Policy Line - DME	394	0.3%		16	73	283			22
	DOH Policy Line - Dental	353	0.3%	-	16	82	233	-	-	22
	DOH Policy Line - OOS	159	0.1%		2	69	82			6
	DOH Policy Line - Pharmacy	683	0.5%	-	24	201	414	-	-	44
	Food Stamp	2,992	2.3%		60	757	2,001			174
	Fraud Line/OMIG	117	0.1%	-	4	5	92	-	-	16
	HRA	9,077	6.8%		148	1,841	6,569			519
	Health Plans	5,177	3.9%	-	209	1,160	3,365	-	-	443
	Internal Transfer	20,050	15.1%		351	4,970	12,650		2	2,077
	LDSS	10,200	7.7%	1	428	2,240	6,886	-	-	645
	Medicaid Choice	1,977	1.5%		59	375	1,425			118
	Other	3,129	2.4%	-	81	531	2,253	-	-	264
	Qualified Entities	58	0.0%		1	21	16			20
	Restricted Recipient Program	152	0.1%	-	-	25	98	-	-	29
	Transportation	1,232	0.9%		48	274	799			111

Specialized Unit	Good Cause Exemption Request	747	0.6%	1	-	109	526	-	-	111
	Good Cause Program Information	22	0.0%	1		1	19			1
	Newborn Program Information	900	0.7%	-	3	189	584	-	-	124
	Presumptive Eligibility Req	133	0.1%		1	10	112			10
TOTAL		132,820	100.0%	32	3,891	27,358	85,474	8	9	16,048

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 7/1/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 07/01/2014 to 07/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	1,263	0.8%		7	505	676			75
	Authorized Rep	105	0.1%	-	-	21	64	-	-	20
	Healthcare Proxy	6	0.0%		1		1			4
Child Health Plus	Billing Issue - CHP	21	0.0%	-	14	1	5	-	-	1
	CHPlus to MA Conversion-Elig	1	0.0%							1
	Coverage Lookup - CHP	29	0.0%	-	6	3	16	-	-	4
	Covered Services - CHP	18	0.0%		6		9			3
	Eligibility Changes - CHP	12	0.0%	-	5	-	6	-	-	1
	Excepted Coverage	1	0.0%		1					
	Health Plan Complaint	5	0.0%	-	1	-	2	-	-	2
	Health Plans - CHP	19	0.0%		6	2	7			4
	Premium Contribution Assist	5	0.0%	-	4	-	1	-	-	-
	Program Information - CHP	207	0.1%		65	25	106			11
	Renewal App Assistance - CHP	19	0.0%	-	6	1	12	-	-	-
Waiting Period	2	0.0%		2						
Complaint	Complaint	1,067	0.7%	-	46	107	769	5	-	140
FHP Member	Benefit Card Questions - FHP	9	0.0%				7			2
	Billing Issues - FHP	1	0.0%	-	-	1	-	-	-	-
	Coverage Lookup - FHP	23	0.0%			10	11	1		1
	Covered Services - FHP	3	0.0%	-	-	1	2	-	-	-
	Eligibility Changes - FHP	2	0.0%			2				
	Program Information - FHP	12	0.0%	-	-	2	10	-	-	-
	Renewal App Assistance - FHP	7	0.0%			3	4			
TPHI Inquiry - FHP	1	0.0%	-	-	1	-	-	-	-	
FPBP	Application Assistance - FPBP	5	0.0%			5				
	Benefit Card Questions - FPBP	1	0.0%	-	-	-	1	-	-	-
	Covered Services - FPBP	18	0.0%			4	14			
	Program Information - FPBP	24	0.0%	-	-	5	17	-	-	2
	Provider Referral - FPBP	4	0.0%				4			
Renewal App Assistance - FPBP	5	0.0%	-	-	-	5	-	-	-	
Fair Hearing-Agency Conf	Agency Conference	12	0.0%			1	10			1
	Fair Hearing Assistance	13	0.0%	-	-	-	10	-	-	3
Hangup/Disconnect	Hangup/Disconnect	4,214	2.8%		3	175	977			3,059
MA Member	Benefit Card Questions - MA	1,992	1.3%	1	6	109	1,697	5	3	171
	Billing Issues - MA	326	0.2%		3	56	247			20

	Coverage Lookup - MA	62,614	41.2%	7	2,342	10,865	43,507	2	1	5,890
	Covered Services - MA	732	0.5%		2	59	626			45
	Eligibility Changes - MA	129	0.1%	1	2	44	76	-	-	6
	Health Plans - MA	107	0.1%		5	19	74			9
	Pregnant Women/Newborn - MA	236	0.2%	-	-	48	176	-	-	12
	Program Information - MA	3,511	2.3%		25	649	1,919			918
	Provider Referral - MA	521	0.3%	-	1	43	419	-	-	58
	Renewal App Assistance - MA	2,399	1.6%	1	3	263	2,043			89
	Spenddown - MA	181	0.1%	-	-	12	161	-	-	8
	TPHI Inquiry - MA	286	0.2%			25	238			23
	Unspecified	1	0.0%	-	-	-	1	-	-	-
MA Special Programs	FHP Premium Assistance	1	0.0%			1				
	MA Premium Assistance Programs	10	0.0%	-	-	5	3	-	-	2
	MA Special Populations	12	0.0%		1		11			
Material Requests	Bulk Mail Request	14	0.0%	-	4	3	4	-	-	3
	Material Request	2,328	1.5%	22	27	520	1,472	4		283
Medicare	Application Assistance - MSP	24	0.0%	-	-	2	17	1	-	4
	Program Information - MSP	263	0.2%			26	220	1		16
	Program Information - Medicare	97	0.1%	-	-	23	62	1	-	11
New Applicant/Eligibility	Application Assistance - New	100	0.1%	2		8	81			9
	Documentation Requirements	25	0.0%	-	1	1	21	-	-	2
	Eligibility Questions	266	0.2%		5	9	232			20
	Eligibility Screening	125	0.1%	-	7	6	110	-	-	2
Outbound/Lang Line	Language Line	570	0.4%		2	72	452			44
	Outbound Calls	4	0.0%	-	-	1	2	-	-	1
Referrals and Transfers	Assistor	223	0.1%		9	41	166			7
	DOH Policy Line - DME	452	0.3%	-	28	80	317	-	-	27
	DOH Policy Line - Dental	407	0.3%		26	80	284			17
	DOH Policy Line - OOS	206	0.1%	-	10	62	123	-	-	11
	DOH Policy Line - Pharmacy	823	0.5%		38	185	562			38
	Food Stamp	3,147	2.1%	-	43	795	2,185	-	-	124
	Fraud Line/OMIG	142	0.1%		4	18	112			8
	HRA	10,558	6.9%	-	119	1,896	8,115	-	-	428
	Health Plans	5,968	3.9%		199	1,203	4,151			415
	Internal Transfer	25,209	16.6%	1	363	5,854	16,405	1	-	2,585
	LDSS	10,922	7.2%	1	416	2,271	7,546			688
	Medicaid Choice	2,383	1.6%	-	16	446	1,817	-	-	104
	Other	4,029	2.6%		62	539	3,211			217
	Qualified Entities	21	0.0%	-	1	6	13	-	-	1
	Restricted Recipient Program	207	0.1%		2	29	149			27
	Transportation	1,384	0.9%	-	45	233	979	-	-	127
	Unspecified	1	0.0%							1

Specialized Unit	Good Cause Exemption Request	787	0.5%	-	-	126	617	-	-	44
	Good Cause Program Information	19	0.0%			1	17			1
	Newborn Program Information	1,056	0.7%	-	2	239	778	-	-	37
	Presumptive Eligibility Req	110	0.1%			6	94			10
TOTAL		152,062	100.0%	36	3,992	27,854	104,258	21	4	15,897

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 8/4/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 08/01/2014 to 08/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	1,577	1.0%		6	56	1,434			81
	Authorized Rep	112	0.1%	-	7	7	92	-	-	6
	Healthcare Proxy	11	0.0%			1	10			
Child Health Plus	Billing Issue - CHP	15	0.0%	-	6	-	8	-	-	1
	CHPlus to MA Conversion-Elig	18	0.0%		1	3	12			2
	Coverage Lookup - CHP	57	0.0%	-	13	4	29	-	-	11
	Covered Services - CHP	18	0.0%		7	3	7			1
	Eligibility Changes - CHP	13	0.0%	-	4	1	8	-	-	-
	Excepted Coverage	4	0.0%		1		3			
	Health Plan Complaint	1	0.0%	-	-	-	1	-	-	-
	Health Plans - CHP	49	0.0%		11	5	26			7
	Premium Contribution Assist	7	0.0%	-	7	-	-	-	-	-
	Presumptive Eligibility - CHP	1	0.0%				1			
	Program Information - CHP	206	0.1%	-	99	30	71	-	-	6
	Renewal App Assistance - CHP	18	0.0%		8	1	8			1
Waiting Period	4	0.0%	-	1	-	3	-	-	-	
Complaint	Complaint	1,266	0.8%		14	179	954		1	118
FHP Member	Benefit Card Questions - FHP	9	0.0%	-	-	1	8	-	-	-
	Billing Issues - FHP	1	0.0%				1			
	Coverage Lookup - FHP	31	0.0%	-	1	4	25	-	-	1
	Covered Services - FHP	9	0.0%		1	1	4			3
	Eligibility Changes - FHP	3	0.0%	-	-	2	1	-	-	-
	Health Plans - FHP	4	0.0%			1	1			2
	Pregnant Women/Newborn - FHP	3	0.0%	-	-	1	2	-	-	-
	Program Information - FHP	23	0.0%			3	17			3
	Renewal App Assistance - FHP	17	0.0%	-	-	1	15	1	-	-
FPBP	Application Assistance - FPBP	3	0.0%				2			1
	Benefit Card Questions - FPBP	11	0.0%	-	-	2	8	-	-	1
	Covered Services - FPBP	17	0.0%				14			3
	Program Information - FPBP	21	0.0%	-	-	3	16	-	-	2
	Provider Referral - FPBP	1	0.0%				1			
	Renewal App Assistance - FPBP	4	0.0%	-	-	3	1	-	-	-
Fair Hearing-Agency Conf	Agency Conference	21	0.0%			3	17			1
	Fair Hearing Assistance	24	0.0%	-	-	3	20	-	-	1
Hangup/Disconnect	Hangup/Disconnect	4,483	2.8%	3	20	432	1,728			2,300

MA Member	Benefit Card Questions - MA	1,945	1.2%	-	8	167	1,659	5	-	106
	Billing Issues - MA	383	0.2%	-	2	79	282	-	-	20
	Coverage Lookup - MA	64,259	39.7%	6	1,284	13,176	46,863	6	8	2,916
	Covered Services - MA	965	0.6%	1	10	97	801	-	-	56
	Eligibility Changes - MA	180	0.1%	1	-	72	97	-	-	10
	Health Plans - MA	248	0.2%	-	13	24	174	-	-	37
	Pregnant Women/Newborn - MA	228	0.1%	-	3	38	177	-	-	10
	Program Information - MA	2,951	1.8%	-	20	497	2,200	1	-	233
	Provider Referral - MA	512	0.3%	-	2	58	409	-	-	43
	Renewal App Assistance - MA	2,044	1.3%	19	17	381	1,503	5	-	119
	Spenddown - MA	125	0.1%	-	1	3	117	-	-	4
TPHI Inquiry - MA	209	0.1%	-	-	5	194	1	-	9	
MA Special Programs	Employer Buy-In	1	0.0%	-	-	-	1	-	-	-
	FHP Premium Assistance	2	0.0%	-	-	2	-	-	-	-
	MA Premium Assistance Programs	25	0.0%	1	-	10	10	-	-	4
	MA Special Populations	20	0.0%	-	-	2	17	-	-	1
Material Requests	Bulk Mail Request	10	0.0%	-	-	2	4	-	-	4
	Material Not Sent	100	0.1%	1	1	40	39	1	-	18
	Material Request	2,039	1.3%	21	21	472	1,366	8	-	151
	Material Sent	748	0.5%	8	1	173	529	4	-	33
Medicare	Application Assistance - MSP	31	0.0%	-	-	13	18	-	-	-
	Program Information - MSP	267	0.2%	-	-	29	223	-	-	15
	Program Information - Medicare	140	0.1%	-	1	26	100	-	-	13
New Applicant/Eligibility	Application Assistance - New	182	0.1%	1	4	27	140	-	-	10
	Documentation Requirements	29	0.0%	-	3	2	19	-	-	5
	Eligibility Questions	241	0.1%	1	7	28	197	-	-	8
	Eligibility Screening	83	0.1%	-	8	3	70	-	-	2
Outbound/Lang Line	Presumptive Eligibility	6	0.0%	-	-	1	5	-	-	-
	Language Line	653	0.4%	-	-	33	588	-	-	32
Referrals and Transfers	Outbound Calls	4	0.0%	-	-	1	1	-	-	2
	Assistor	155	0.1%	-	5	20	126	-	-	4
	DOH Policy Line - DME	515	0.3%	-	16	90	385	-	-	24
	DOH Policy Line - Dental	488	0.3%	-	10	115	346	1	-	16
	DOH Policy Line - OOS	259	0.2%	-	6	99	148	-	-	6
	DOH Policy Line - Pharmacy	848	0.5%	-	10	181	627	-	-	30
	Food Stamp	3,706	2.3%	-	35	1,131	2,406	1	-	133
	Fraud Line/OMIG	167	0.1%	-	1	35	122	-	-	9
	HRA	11,483	7.1%	-	89	2,495	8,513	-	2	384
	Health Plans	5,658	3.5%	-	183	1,100	4,175	2	-	198
	Internal Transfer	29,887	18.5%	6	303	8,268	20,247	3	5	1,055
	LDSS	11,259	7.0%	2	223	2,802	7,795	3	1	433
Medicaid Choice	2,207	1.4%	1	4	418	1,719	-	-	65	

	Other	4,460	2.8%	1	55	849	3,404	-	1	150
	Qualified Entities	51	0.0%	1	4	17	23			6
	Restricted Recipient Program	157	0.1%	-	1	26	115	-	2	13
	Transportation	1,585	1.0%	1	14	387	1,117			66
Specialized Unit	Good Cause Exemption Request	785	0.5%	-	-	53	689	-	-	43
	Good Cause Program Information	185	0.1%			6	172			7
	Newborn Program Information	1,141	0.7%	-	-	239	859	-	-	43
	Presumptive Eligibility Req	133	0.1%			8	115			10
TOTAL		161,821	100.0%	75	2,572	34,550	115,454	42	20	9,108

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 9/2/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 09/01/2014 to 09/30/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	731	0.4%			39	653	1		38
	Authorized Rep	57	0.0%	1	-	11	43	2	-	-
	Healthcare Proxy	6	0.0%			1	5			
Child Health Plus	Billing Issue - CHP	16	0.0%	-	11	-	2	-	-	3
	CHPlus to MA Conversion-Elig	8	0.0%		1		5			2
	Coverage Lookup - CHP	26	0.0%	-	5	5	14	-	-	2
	Covered Services - CHP	18	0.0%		1	4	8			5
	Eligibility Changes - CHP	18	0.0%	-	1	-	14	-	-	3
	Excepted Coverage	1	0.0%							1
	Health Plan Complaint	2	0.0%	-	1	-	-	-	-	1
	Health Plans - CHP	32	0.0%		13	3	10			6
	Premium Contribution Assist	8	0.0%	-	-	-	5	-	-	3
	Presumptive Eligibility - CHP	1	0.0%							1
	Program Information - CHP	193	0.1%	-	121	22	39	1	-	10
	Renewal App Assistance - CHP	9	0.0%		3	1	5			
	Waiting Period	8	0.0%	-	5	-	2	-	-	1
Complaint	Complaint	1,709	0.9%		2	320	1,256			131
FHP Member	Benefit Card Questions - FHP	7	0.0%	-	1	-	6	-	-	-
	Coverage Lookup - FHP	34	0.0%	2		1	27			4
	Covered Services - FHP	6	0.0%	-	-	-	-	-	-	6
	Eligibility Changes - FHP	1	0.0%							1
	Program Information - FHP	9	0.0%	-	-	-	8	-	-	1
	Renewal App Assistance - FHP	4	0.0%				4			
FPBP	Benefit Card Questions - FPBP	9	0.0%	-	-	3	6	-	-	-
	Covered Services - FPBP	12	0.0%			3	9			
	Program Information - FPBP	14	0.0%	-	-	1	13	-	-	-
	Provider Referral - FPBP	1	0.0%			1				
	Provider Support - FPBP	1	0.0%	-	-	1	-	-	-	-
	Renewal App Assistance - FPBP	2	0.0%			1	1			
Fair Hearing-Agency Conf	Agency Conference	14	0.0%	-	-	-	12	-	-	2
	Fair Hearing Assistance	23	0.0%			2	18			3
Hangup/Disconnect	Hangup/Disconnect	4,419	2.4%	9	5	714	2,706	3	1	981
MA Member	Benefit Card Questions - MA	2,174	1.2%	1	17	119	1,965	1		71
	Billing Issues - MA	292	0.2%	-	1	28	249	1	-	13
	Coverage Lookup - MA	71,651	38.8%	12	69	14,487	54,542	27	2	2,512

	Covered Services - MA	761	0.4%	2	2	62	639	-	-	56
	Eligibility Changes - MA	119	0.1%	1		38	76			4
	Health Plans - MA	154	0.1%	-	4	18	126	-	-	6
	Pregnant Women/Newborn - MA	186	0.1%			4	162	1		19
	Program Information - MA	2,407	1.3%	-	15	91	2,208	-	-	93
	Provider Referral - MA	430	0.2%			22	395			13
	Renewal App Assistance - MA	1,366	0.7%	15	17	150	1,092	1	-	91
	Spenddown - MA	111	0.1%			4	107			
	TPHI Inquiry - MA	167	0.1%	-	-	1	154	-	-	12
	Unspecified	1	0.0%							1
MA Special Programs	FHP Premium Assistance	2	0.0%	-	-	2	-	-	-	-
	MA Premium Assistance Programs	13	0.0%			3	7		1	2
	MA Special Populations	10	0.0%	-	-	2	7	-	-	1
Material Requests	Bulk Mail Request	11	0.0%			3	7			1
	Material Not Sent	140	0.1%	1	-	50	76	-	-	13
	Material Request	2,136	1.2%	19	6	469	1,525	3		114
	Material Sent	1,826	1.0%	18	5	360	1,360	2	-	81
	Received in Error	1	0.0%				1			
Medicare	Application Assistance - MSP	24	0.0%	-	-	4	16	-	-	4
	Program Information - MSP	202	0.1%			8	184			10
	Program Information - Medicare	106	0.1%	-	-	12	88	-	-	6
New Applicant/Eligibility	Application Assistance - New	169	0.1%		1	8	147			13
	Documentation Requirements	26	0.0%	-	1	-	25	-	-	-
	Eligibility Questions	178	0.1%		7	10	149			12
	Eligibility Screening	92	0.0%	-	12	2	73	-	-	5
	Presumptive Eligibility	1	0.0%			1				
Outbound/Lang Line	Language Line	617	0.3%	-	1	13	580	-	-	23
	Outbound Calls	2	0.0%			1	1			
Referrals and Transfers	Assistor	163	0.1%	-	3	25	134	-	-	1
	DOH Policy Line - DME	723	0.4%			153	551			19
	DOH Policy Line - Dental	536	0.3%	-	-	148	379	-	-	9
	DOH Policy Line - OOS	296	0.2%			67	210			19
	DOH Policy Line - Pharmacy	1,025	0.6%	-	-	276	715	-	-	34
	Food Stamp	4,425	2.4%		1	1,520	2,827		3	74
	Fraud Line/OMIG	161	0.1%	-	-	51	98	-	-	12
	HRA	13,725	7.4%		2	3,292	10,149	2		280
	Health Plans	7,312	4.0%	-	164	1,435	5,546	4	-	163
	Internal Transfer	37,538	20.4%	14	271	12,206	24,195	22	1	829
	LDSS	12,982	7.0%	4	14	3,086	9,518	1	12	347
	Medicaid Choice	2,900	1.6%		5	537	2,295	1		62
	Other	5,432	2.9%	-	9	1,263	4,012	-	1	147
	Qualified Entities	39	0.0%			16	21			2

	Restricted Recipient Program	185	0.1%	-	1	35	143	-	-	6
	Transportation	1,816	1.0%	1	1	542	1,210	3		59
Specialized Unit	Good Cause Exemption Request	776	0.4%	-	-	62	614	1	-	99
	Good Cause Program Information	133	0.1%				129			4
	Newborn Program Information	1,343	0.7%	2	-	255	1,028	1	-	57
	Presumptive Eligibility Req	172	0.1%			10	146			16
TOTAL		184,456	100.0%	102	799	42,084	134,752	78	21	6,620

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 10/1/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 10/01/2014 to 10/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	545	0.3%			15	503			27
	Authorized Rep	33	0.0%	-	-	7	26	-	-	-
	Healthcare Proxy	14	0.0%			1				13
Child Health Plus	Billing Issue - CHP	33	0.0%	-	7	-	3	-	-	23
	CHPlus to MA Conversion-Elig	15	0.0%		1	4	6			4
	Coverage Lookup - CHP	44	0.0%	-	10	5	28	-	-	1
	Covered Services - CHP	41	0.0%		3	4	14			20
	Eligibility Changes - CHP	43	0.0%	-	8	-	26	-	-	9
	Excepted Coverage	4	0.0%			1	1			2
	Health Plan Complaint	1	0.0%	-	-	-	1	-	-	-
	Health Plans - CHP	35	0.0%		8	1	19			7
	Premium Contribution Assist	6	0.0%	-	1	1	1	-	-	3
	Presumptive Eligibility - CHP	7	0.0%				3			4
	Program Information - CHP	235	0.1%	-	126	25	73	-	-	11
	Renewal App Assistance - CHP	6	0.0%		3		2			1
	TPHI Inquiry - CHP	3	0.0%	-	-	-	-	-	-	3
	Waiting Period	7	0.0%		1	1	2			3
Complaint	Complaint	1,706	0.9%	-	3	283	1,338	-	-	82
FHP Member	Benefit Card Questions - FHP	4	0.0%				4			
	Billing Issues - FHP	1	0.0%	-	1	-	-	-	-	-
	Coverage Lookup - FHP	13	0.0%	1		6	5			1
	Covered Services - FHP	8	0.0%	-	-	-	1	-	-	7
	Program Information - FHP	11	0.0%			1	6			4
	Provider Referral - FHP	5	0.0%	-	-	-	-	-	-	5
	Renewal App Assistance - FHP	2	0.0%	1			1			
FPBP	Application Assistance - FPBP	1	0.0%	-	-	-	-	-	-	1
	Benefit Card Questions - FPBP	8	0.0%			2	6			
	Covered Services - FPBP	28	0.0%	-	1	-	19	-	-	8
	Presumptive Eligibility -FPBP	1	0.0%				1			
	Program Information - FPBP	16	0.0%	-	-	-	7	-	-	9
	Provider Referral - FPBP	1	0.0%				1			
	Renewal App Assistance - FPBP	3	0.0%	-	-	-	2	-	-	1
Fair Hearing-Agency Conf	Agency Conference	6	0.0%			1	4			1
	Fair Hearing Assistance	10	0.0%	-	-	1	7	-	-	2
Hangup/Disconnect	Hangup/Disconnect	3,909	2.1%		9	824	2,386	6	1	683

MA Member	Benefit Card Questions - MA	2,529	1.4%	-	9	122	2,339	-	-	59
	Billing Issues - MA	311	0.2%	-	1	36	261	1	-	12
	Coverage Lookup - MA	73,837	39.7%	1	90	15,666	55,857	35	43	2,145
	Covered Services - MA	1,308	0.7%	-	1	468	800	-	-	39
	Eligibility Changes - MA	121	0.1%	-	-	39	78	-	-	4
	Health Plans - MA	115	0.1%	-	-	9	85	1	-	20
	Pregnant Women/Newborn - MA	177	0.1%	-	-	2	169	-	-	6
	Program Information - MA	2,671	1.4%	-	6	139	2,373	-	-	153
	Provider Referral - MA	433	0.2%	-	-	37	379	1	-	16
	Renewal App Assistance - MA	1,479	0.8%	4	11	171	1,179	5	-	109
	Spenddown - MA	108	0.1%	-	-	6	98	-	-	4
TPHI Inquiry - MA	158	0.1%	-	-	1	148	-	-	9	
MA Special Programs	Employer Buy-In	1	0.0%	-	-	-	-	-	-	1
	FHP Premium Assistance	10	0.0%	-	-	1	-	-	-	9
	MA Premium Assistance Programs	26	0.0%	-	2	4	10	-	-	10
	MA Special Populations	25	0.0%	-	-	2	9	-	-	14
Material Requests	Bulk Mail Request	9	0.0%	-	-	4	2	-	-	3
	Material Not Sent	130	0.1%	-	-	51	68	-	-	11
	Material Request	2,714	1.5%	14	8	599	1,947	3	-	143
	Material Sent	2,411	1.3%	14	8	508	1,776	3	-	102
	Received in Error	1	0.0%	-	-	-	-	-	-	1
Medicare	Application Assistance - MSP	35	0.0%	1	-	15	15	-	-	4
	Program Information - MSP	291	0.2%	-	-	29	236	-	-	26
	Program Information - Medicare	120	0.1%	-	-	23	80	-	-	17
New Applicant/Eligibility	Application Assistance - New	70	0.0%	-	1	6	61	-	-	2
	Documentation Requirements	17	0.0%	-	-	-	17	-	-	-
	Eligibility Questions	232	0.1%	-	10	21	191	1	2	7
	Eligibility Screening	129	0.1%	-	2	1	118	-	-	8
	Presumptive Eligibility	6	0.0%	-	-	1	5	-	-	-
Outbound/Lang Line	Language Line	354	0.2%	-	-	6	335	-	-	13
	Outbound Calls	5	0.0%	-	-	-	3	-	-	2
Referrals and Transfers	Assistor	200	0.1%	-	1	51	146	-	-	2
	DOH Policy Line - DME	606	0.3%	-	-	142	444	1	-	19
	DOH Policy Line - Dental	519	0.3%	-	-	124	367	-	-	28
	DOH Policy Line - OOS	260	0.1%	-	-	56	181	-	-	23
	DOH Policy Line - Pharmacy	1,138	0.6%	-	-	316	764	-	-	58
	Food Stamp	4,434	2.4%	-	3	1,618	2,711	-	5	97
	Fraud Line/OMIG	210	0.1%	-	-	70	136	-	-	4
	HRA	13,300	7.1%	-	9	2,884	10,151	3	1	252
	Health Plans	6,971	3.7%	-	169	1,332	5,318	4	1	147
	Internal Transfer	35,501	19.1%	1	337	9,744	24,751	15	45	608
LDSS	13,479	7.2%	-	6	3,523	9,591	6	13	340	

	Medicaid Choice	2,812	1.5%	-	-	575	2,170	4	-	63
	Other	5,735	3.1%	2	7	1,533	4,026		2	165
	Qualified Entities	58	0.0%	-	-	8	41	-	1	8
	Restricted Recipient Program	222	0.1%			32	184			6
	Transportation	1,582	0.8%	-	-	403	1,136	-	-	43
Specialized Unit	Good Cause Exemption Request	871	0.5%			83	706			82
	Good Cause Program Information	177	0.1%	-	-	3	159	-	-	15
	Newborn Program Information	1,319	0.7%			214	1,056	1		48
	Presumptive Eligibility Req	119	0.1%	-	-	8	103	-	-	8
TOTAL		186,151	100.0%	39	863	41,869	137,276	90	114	5,900

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 11/3/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 11/01/2014 to 11/30/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	400	0.2%			5	360			35
	Authorized Rep	41	0.0%	2	-	4	31	-	-	4
	Healthcare Proxy	2	0.0%							2
Child Health Plus	Billing Issue - CHP	1	0.0%	-	-	-	-	-	-	1
	CHPlus to MA Conversion-Elig	7	0.0%			3	4			
	Coverage Lookup - CHP	51	0.0%	-	16	5	30	-	-	-
	Covered Services - CHP	22	0.0%		10	1	6			5
	Eligibility Changes - CHP	48	0.0%	-	35	4	9	-	-	-
	Excepted Coverage	5	0.0%			4	1			
	Health Plan Complaint	3	0.0%	-	2	-	-	-	-	1
	Health Plans - CHP	49	0.0%		12	6	28			3
	Premium Contribution Assist	6	0.0%	-	-	2	2	-	-	2
	Presumptive Eligibility - CHP	5	0.0%		1	2	2			
	Program Information - CHP	347	0.2%	-	165	30	138	-	-	14
	Renewal App Assistance - CHP	13	0.0%		11	2				
	Waiting Period	2	0.0%	-	1	-	1	-	-	-
Complaint	Complaint	1,638	1.0%		2	218	1,291	1		126
FHP Member	Benefit Card Questions - FHP	1	0.0%	-	-	-	1	-	-	-
	Billing Issues - FHP	1	0.0%				1			
	Coverage Lookup - FHP	8	0.0%	-	-	4	4	-	-	-
	Covered Services - FHP	8	0.0%				4			4
	Eligibility Changes - FHP	1	0.0%	-	-	-	1	-	-	-
	Health Plans - FHP	1	0.0%				1			
	Program Information - FHP	1	0.0%	-	-	-	1	-	-	-
	Renewal App Assistance - FHP	5	0.0%			2	3			
FPBP	Benefit Card Questions - FPBP	3	0.0%	-	-	-	3	-	-	-
	Covered Services - FPBP	13	0.0%				12	1		
	Program Information - FPBP	9	0.0%	-	-	2	7	-	-	-
	Renewal App Assistance - FPBP	2	0.0%			2				
Fair Hearing-Agency Conf	Agency Conference	18	0.0%	-	1	-	3	-	-	14
	Fair Hearing Assistance	16	0.0%				7			9
Hangup/Disconnect	Hangup/Disconnect	3,037	1.9%	-	3	609	1,986	3	-	436
MA Member	Benefit Card Questions - MA	1,467	0.9%		1	114	1,283			69
	Billing Issues - MA	228	0.1%	-	-	53	170	-	-	5
	Coverage Lookup - MA	62,224	38.8%	2	80	12,894	47,219	44	42	1,943

	Covered Services - MA	1,274	0.8%	-	1	484	752	1	-	36
	Eligibility Changes - MA	91	0.1%			41	49			1
	Health Plans - MA	137	0.1%	-	2	12	118	-	-	5
	Pregnant Women/Newborn - MA	155	0.1%				143			12
	Program Information - MA	1,999	1.2%	-	5	123	1,794	3	-	74
	Provider Referral - MA	295	0.2%			34	240			21
	Renewal App Assistance - MA	865	0.5%	4	8	136	630	1	-	86
	Spenddown - MA	83	0.1%			2	77			4
	TPHI Inquiry - MA	105	0.1%	-	-	3	97	-	-	5
MA Special Programs	MA Premium Assistance Programs	22	0.0%	1		4	13			4
	MA Special Populations	14	0.0%	-	-	4	7	-	-	3
Material Requests	Bulk Mail Request	5	0.0%				5			
	Material Not Sent	94	0.1%	2	-	24	61	1	-	6
	Material Request	2,250	1.4%	5	5	516	1,615	5	1	103
	Material Sent	2,022	1.3%	3	5	454	1,476	4	1	79
	Received in Error	1	0.0%							1
Medicare	Application Assistance - MSP	29	0.0%	-	1	10	13	-	-	5
	Program Information - MSP	163	0.1%			10	148			5
	Program Information - Medicare	78	0.0%	-	-	16	58	-	-	4
New Applicant/Eligibility	Application Assistance - New	45	0.0%			5	39			1
	Documentation Requirements	13	0.0%	-	-	-	11	-	-	2
	Eligibility Questions	245	0.2%	1	8	22	201			13
	Eligibility Screening	71	0.0%	-	-	1	67	-	-	3
	Presumptive Eligibility	4	0.0%				2			2
Outbound/Lang Line	Language Line	147	0.1%	-	-	3	136	-	-	8
	Outbound Calls	19	0.0%				16			3
Referrals and Transfers	Assistor	167	0.1%	-	3	31	131	-	-	2
	DOH Policy Line - DME	558	0.3%			115	426			17
	DOH Policy Line - Dental	522	0.3%	1	-	132	360	-	-	29
	DOH Policy Line - OOS	199	0.1%			40	133			26
	DOH Policy Line - Pharmacy	956	0.6%	1	-	243	683	1	-	28
	Food Stamp	4,213	2.6%		10	1,391	2,729	4	3	76
	Fraud Line/OMIG	196	0.1%	-	-	42	149	-	-	5
	HRA	11,235	7.0%		5	2,674	8,344	8	3	201
	Health Plans	5,862	3.7%	-	234	1,230	4,225	10	2	161
	Internal Transfer	33,179	20.7%	4	398	9,428	22,421	12	74	842
	LDSS	11,849	7.4%	-	10	2,862	8,614	5	17	341
	Medicaid Choice	2,452	1.5%		7	558	1,835	3		49
	Other	5,079	3.2%	-	19	1,334	3,586	6	-	134
	Qualified Entities	50	0.0%		2	5	37			6
	Restricted Recipient Program	158	0.1%	-	-	37	109	-	-	12
	Transportation	1,583	1.0%		1	460	1,065	1		56

Specialized Unit	Good Cause Exemption Request	782	0.5%	-	-	86	632	-	-	64
	Good Cause Program Information	218	0.1%				214			4
	Newborn Program Information	1,263	0.8%	-	-	169	1,062	1	-	31
	Presumptive Eligibility Req	79	0.0%			8	64			7
TOTAL		160,509	100.0%	26	1,064	36,715	117,196	115	143	5,250

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 12/1/2014 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 12/01/2014 to 12/31/2014



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	492	0.3%			14	452	4		22
	Authorized Rep	31	0.0%	-	-	8	21	-	-	2
	Healthcare Proxy	3	0.0%				1			2
Child Health Plus	Billing Issue - CHP	7	0.0%	-	-	1	2	-	-	4
	CHPlus to MA Conversion-Elig	5	0.0%		1		1			3
	Coverage Lookup - CHP	32	0.0%	-	9	3	17	-	-	3
	Covered Services - CHP	14	0.0%		3	5	5			1
	Eligibility Changes - CHP	32	0.0%	-	17	2	7	-	-	6
	Excepted Coverage	3	0.0%			1	1			1
	Health Plan Complaint	2	0.0%	-	-	-	-	-	-	2
	Health Plans - CHP	37	0.0%		14	3	19			1
	Premium Contribution Assist	6	0.0%	-	1	3	1	-	-	1
	Presumptive Eligibility - CHP	7	0.0%			2	1	3		1
	Program Information - CHP	379	0.2%	-	244	29	95	1	-	10
	Renewal App Assistance - CHP	11	0.0%			5	1	1		4
	TPHI Inquiry - CHP	1	0.0%	-	-	-	-	-	-	1
	Waiting Period	8	0.0%			6	1	1		
Complaint	Complaint	1,882	1.1%	1	6	239	1,520	1	-	115
FHP Member	Benefit Card Questions - FHP	3	0.0%				2			1
	Billing Issues - FHP	2	0.0%	-	-	1	-	-	-	1
	Coverage Lookup - FHP	5	0.0%			3	1			1
	Covered Services - FHP	3	0.0%	-	-	1	1	-	-	1
	Eligibility Changes - FHP	1	0.0%							1
	Health Plans - FHP	9	0.0%	-	-	1	2	-	-	6
	Pregnant Women/Newborn - FHP	3	0.0%							3
	Program Information - FHP	1	0.0%	-	-	-	-	-	-	1
	Provider Referral - FHP	2	0.0%							2
	Renewal App Assistance - FHP	7	0.0%	-	-	2	3	-	-	2
TPHI Inquiry - FHP	1	0.0%							1	
FPBP	Application Assistance - FPBP	3	0.0%	-	-	-	2	-	-	1
	Benefit Card Questions - FPBP	9	0.0%				7			2
	Covered Services - FPBP	10	0.0%	-	-	1	7	-	-	2
	Presumptive Eligibility -FPBP	6	0.0%			2	1			3
	Program Information - FPBP	13	0.0%	-	-	2	10	-	-	1

	Provider Referral - FPBP	5	0.0%				2			3
	Provider Support - FPBP	4	0.0%	-	-	-	-	-	-	4
	Renewal App Assistance - FPBP	2	0.0%				1			1
Fair Hearing-Agency Conf	Agency Conference	6	0.0%	-	-	-	3	-	-	3
	Fair Hearing Assistance	12	0.0%				11			1
Hangup/Disconnect	Hangup/Disconnect	4,006	2.3%	-	9	802	2,697	1	-	497
MA Member	Benefit Card Questions - MA	1,794	1.0%		4	114	1,570			106
	Billing Issues - MA	259	0.1%	-	2	31	218	-	-	8
	Coverage Lookup - MA	69,050	38.8%	3	120	14,255	52,821	81	1	1,769
	Covered Services - MA	869	0.5%	-	1	166	661	-	-	41
	Eligibility Changes - MA	91	0.1%			42	45			4
	Health Plans - MA	161	0.1%	-	-	16	130	-	-	15
	Pregnant Women/Newborn - MA	189	0.1%			3	170			16
	Program Information - MA	2,412	1.4%	-	6	120	2,209	3	-	74
	Provider Referral - MA	331	0.2%		2	39	279			11
	Renewal App Assistance - MA	720	0.4%	5	-	93	544	3	-	75
	Spenddown - MA	73	0.0%			1	68			4
	TPHI Inquiry - MA	90	0.1%	-	-	-	82	-	-	8
MA Special Programs	Employer Buy-In	1	0.0%							1
	FHP Premium Assistance	7	0.0%	-	-	-	2	-	-	5
	MA Premium Assistance Programs	18	0.0%			5	9			4
	MA Special Populations	9	0.0%	-	-	-	6	-	-	3
Material Requests	Bulk Mail Request	16	0.0%			5	3			8
	Material Not Sent	101	0.1%	-	-	27	67	-	-	7
	Material Request	2,512	1.4%	8	6	537	1,853	4		104
	Material Sent	2,263	1.3%	8	6	469	1,693	4	-	83
	Received in Error	4	0.0%				1			3
Medicare	Application Assistance - MSP	34	0.0%	-	-	9	22	-	-	3
	Program Information - MSP	212	0.1%			14	189			9
	Program Information - Medicare	81	0.0%	-	-	11	62	-	-	8
New Applicant/Eligibility	Application Assistance - New	49	0.0%			10	35			4
	Documentation Requirements	11	0.0%	-	-	3	7	-	-	1
	Eligibility Questions	177	0.1%		7	18	140			12
	Eligibility Screening	82	0.0%	-	1	2	77	-	-	2
	Presumptive Eligibility	5	0.0%			1	3			1
Outbound/Lang Line	Language Line	127	0.1%	-	-	8	110	-	-	9
	Outbound Calls	8	0.0%			1	6			1
Referrals and Transfers	Assistor	179	0.1%	-	2	31	144	-	-	2
	DOH Policy Line - DME	649	0.4%		1	147	490	1		10
	DOH Policy Line - Dental	471	0.3%	-	3	124	336	1	-	7
	DOH Policy Line - OOS	218	0.1%		2	41	154	1		20
	DOH Policy Line - Pharmacy	1,024	0.6%	-	1	218	757	1	-	47

	Food Stamp	3,981	2.2%		7	1,239	2,669	2	3	61
	Fraud Line/OMIG	173	0.1%	-	-	33	134	-	-	6
	HRA	11,580	6.5%		14	2,834	8,572	6	1	153
	Health Plans	7,100	4.0%	1	263	1,569	5,096	22	-	149
	Internal Transfer	38,758	21.8%	1	493	10,658	26,922	51	3	630
	LDSS	12,421	7.0%	-	9	2,988	9,031	7	9	377
	Medicaid Choice	2,684	1.5%		5	630	2,002	1		46
	Other	5,986	3.4%	2	16	1,327	4,505	6	-	130
	Qualified Entities	36	0.0%			3	28			5
	Restricted Recipient Program	192	0.1%	-	-	30	148	-	-	14
	Transportation	1,589	0.9%			383	1,167	4		35
Specialized Unit	Good Cause Exemption Request	738	0.4%	-	-	98	627	-	-	13
	Good Cause Program Information	12	0.0%			3	4			5
	Newborn Program Information	1,301	0.7%	-	1	164	1,093	1	-	42
	Presumptive Eligibility Req	64	0.0%			7	51			6
TOTAL		177,977	100.0%	29	1,289	39,653	131,909	206	17	4,874

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 1/2/2015 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 01/01/2015 to 01/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	576	0.3%		1	11	550			14
	Authorized Rep	65	0.0%	-	-	6	57	-	-	2
Child Health Plus	Billing Issue - CHP	8	0.0%		2	1	5			
	CHPlus to MA Conversion-Elig	2	0.0%	-	-	1	1	-	-	-
	Coverage Lookup - CHP	22	0.0%		5	3	9			5
	Covered Services - CHP	13	0.0%	-	4	4	5	-	-	-
	Eligibility Changes - CHP	5	0.0%		1		3			1
	Excepted Coverage	1	0.0%	-	-	-	1	-	-	-
	Health Plan Complaint	3	0.0%				2			1
	Health Plans - CHP	30	0.0%	-	13	1	15	-	-	1
	Premium Contribution Assist	14	0.0%		9	1	4			
	Presumptive Eligibility - CHP	8	0.0%	-	5	-	2	-	-	1
	Program Information - CHP	260	0.1%		166	17	72	1		4
	Renewal App Assistance - CHP	4	0.0%	-	2	-	2	-	-	-
	TPHI Inquiry - CHP	1	0.0%		1					
Waiting Period	4	0.0%	-	2	-	2	-	-	-	
Complaint	Complaint	1,977	1.0%		3	256	1,607	2		109
FHP Member	Coverage Lookup - FHP	6	0.0%	-	-	-	5	-	-	1
	Eligibility Changes - FHP	3	0.0%				3			
	Pregnant Women/Newborn - FHP	1	0.0%	-	-	-	-	-	-	1
	Program Information - FHP	3	0.0%			1	2			
	Provider Referral - FHP	1	0.0%	-	-	-	-	-	-	1
	Renewal App Assistance - FHP	1	0.0%							1
	TPHI Inquiry - FHP	1	0.0%	-	-	-	-	-	-	1
FPBP	Application Assistance - FPBP	1	0.0%				1			
	Benefit Card Questions - FPBP	4	0.0%	-	-	-	4	-	-	-
	Covered Services - FPBP	10	0.0%				10			
	Presumptive Eligibility -FPBP	1	0.0%	-	-	-	-	-	-	1
	Program Information - FPBP	16	0.0%				16			
	Provider Referral - FPBP	6	0.0%	-	-	1	3	-	-	2
	Provider Support - FPBP	4	0.0%			1	3			
	Renewal App Assistance - FPBP	1	0.0%	-	-	-	1	-	-	-
Fair Hearing-Agency Conf	Agency Conference	7	0.0%			1	4			2
	Fair Hearing Assistance	18	0.0%	-	-	1	15	-	-	2

Hangup/Disconnect	Hangup/Disconnect	3,949	2.1%	3	7	880	2,564	1		494
MA Member	Benefit Card Questions - MA	1,526	0.8%	-	1	141	1,354	-	-	30
	Billing Issues - MA	251	0.1%			37	209			5
	Coverage Lookup - MA	73,563	38.7%	1	96	14,512	57,045	76	3	1,830
	Covered Services - MA	1,257	0.7%		1	302	918			36
	Eligibility Changes - MA	107	0.1%	-	-	43	60	-	-	4
	Health Plans - MA	150	0.1%	1	1	9	132			7
	Pregnant Women/Newborn - MA	147	0.1%	-	-	2	135	-	-	10
	Program Information - MA	3,334	1.8%		23	147	3,029	4		131
	Provider Referral - MA	394	0.2%	-	-	46	338	-	-	10
	Renewal App Assistance - MA	524	0.3%	2	1	49	436	1		35
	Spenddown - MA	85	0.0%	-	-	1	83	-	-	1
	TPHI Inquiry - MA	99	0.1%			1	96			2
	Unspecified	1	0.0%	-	-	-	1	-	-	-
MA Special Programs	Employer Buy-In	3	0.0%				1			2
	FHP Premium Assistance	1	0.0%	-	-	-	1	-	-	-
	MA Premium Assistance Programs	20	0.0%			7	11			2
	MA Special Populations	25	0.0%	-	-	5	18	-	-	2
Material Requests	Bulk Mail Request	10	0.0%			5	2			3
	Material Not Sent	135	0.1%	-	-	30	95	-	-	10
	Material Request	2,442	1.3%	9	5	489	1,826	2	1	110
	Material Sent	2,147	1.1%	7	5	423	1,623	2	1	86
Medicare	Application Assistance - MSP	34	0.0%			12	19			3
	Program Information - MSP	221	0.1%	-	-	21	193	-	-	7
	Program Information - Medicare	94	0.0%			16	77			1
New Applicant/Eligibility	Application Assistance - New	40	0.0%	-	1	1	37	-	-	1
	Documentation Requirements	12	0.0%				11			1
	Eligibility Questions	147	0.1%	-	2	6	133	-	-	6
	Eligibility Screening	86	0.0%		2	3	80			1
Outbound/Lang Line	Language Line	95	0.0%	-	-	8	84	-	-	3
	Outbound Calls	4	0.0%				4			
Referrals and Transfers	Assistor	226	0.1%	-	1	45	159	1	-	20
	DOH Policy Line - DME	710	0.4%		2	183	513			12
	DOH Policy Line - Dental	592	0.3%	-	-	125	450	2	-	15
	DOH Policy Line - OOS	309	0.2%			51	249			9
	DOH Policy Line - Pharmacy	1,320	0.7%	-	3	286	1,001	-	-	30
	Food Stamp	4,013	2.1%		7	1,252	2,671	2		81
	Fraud Line/OMIG	165	0.1%	-	-	32	127	-	-	6
	HRA	12,966	6.8%	1	17	2,720	10,011	8		209
	Health Plans	8,255	4.3%	2	229	1,663	6,191	18	-	152
	Internal Transfer	40,331	21.2%	5	472	9,995	29,178	33	4	644
	LDSS	13,322	7.0%	-	9	2,927	10,099	10	-	277

	Medicaid Choice	2,779	1.5%		3	679	2,056	2		39
	Other	6,544	3.4%	1	18	1,182	5,171	4	-	168
	Qualified Entities	38	0.0%			4	33			1
	Restricted Recipient Program	194	0.1%	-	-	33	155	-	-	6
	Transportation	2,206	1.2%		4	471	1,672	1		58
Specialized Unit	Good Cause Exemption Request	916	0.5%	-	-	102	764	-	-	50
	Good Cause Program Information	21	0.0%			3	14			4
	Newborn Program Information	1,046	0.6%	-	-	170	850	1	-	25
	Presumptive Eligibility Req	69	0.0%			10	58			1
TOTAL		190,002	100.0%	32	1,124	39,435	144,441	171	9	4,790

out

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 2/2/2015 12:42 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 02/01/2015 to 02/28/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	647	0.4%			13	621	1		12
	Authorized Rep	69	0.0%	-	-	18	48	-	-	3
	Healthcare Proxy	1	0.0%				1			
Child Health Plus	Billing Issue - CHP	10	0.0%	-	6	1	3	-	-	-
	CHPlus to MA Conversion-Elig	3	0.0%			1	2			
	Coverage Lookup - CHP	19	0.0%	-	6	3	10	-	-	-
	Covered Services - CHP	10	0.0%		7		2			1
	Eligibility Changes - CHP	8	0.0%	-	3	-	5	-	-	-
	Health Plan Complaint	2	0.0%				1			1
	Health Plans - CHP	20	0.0%	-	7	1	10	-	-	2
	Premium Contribution Assist	21	0.0%		13	1	7			
	Presumptive Eligibility - CHP	2	0.0%	-	-	-	2	-	-	-
	Program Information - CHP	169	0.1%		103	20	41			5
	Renewal App Assistance - CHP	3	0.0%	-	2	1	-	-	-	-
Waiting Period	4	0.0%		2		2				
Complaint	Complaint	1,692	1.0%	2	1	204	1,411	4	-	70
FHP Member	Coverage Lookup - FHP	4	0.0%			1	1			2
	Covered Services - FHP	2	0.0%	-	-	-	2	-	-	-
	Eligibility Changes - FHP	2	0.0%			1				1
	Pregnant Women/Newborn - FHP	1	0.0%	-	-	1	-	-	-	-
	Program Information - FHP	2	0.0%				2			
	Provider Referral - FHP	1	0.0%	-	-	1	-	-	-	-
FPBP	Benefit Card Questions - FPBP	11	0.0%				11			
	Covered Services - FPBP	6	0.0%	-	-	1	5	-	-	-
	Presumptive Eligibility -FPBP	1	0.0%							1
	Program Information - FPBP	18	0.0%	-	-	-	18	-	-	-
	Provider Referral - FPBP	2	0.0%				1			1
	Provider Support - FPBP	1	0.0%	-	-	-	-	-	-	1
	Renewal App Assistance - FPBP	5	0.0%			2	2			1
Fair Hearing-Agency Conf	Agency Conference	5	0.0%	-	-	2	2	-	-	1
	Fair Hearing Assistance	23	0.0%			1	19			3
Hangup/Disconnect	Hangup/Disconnect	3,558	2.1%	-	12	771	2,363	5	1	406
MA Member	Benefit Card Questions - MA	1,303	0.8%		5	133	1,131			34
	Billing Issues - MA	260	0.2%	-	1	49	206	-	-	4

	Coverage Lookup - MA	65,374	38.3%	3	78	12,834	50,291	96		2,072
	Covered Services - MA	1,262	0.7%	-	-	383	842	-	-	37
	Eligibility Changes - MA	128	0.1%		1	48	77			2
	Health Plans - MA	63	0.0%	-	1	2	58	-	-	2
	Pregnant Women/Newborn - MA	155	0.1%			6	146			3
	Program Information - MA	2,992	1.8%	-	11	136	2,736	2	-	107
	Provider Referral - MA	440	0.3%			56	369	1		14
	Renewal App Assistance - MA	391	0.2%	-	1	45	337	-	-	8
	Spenddown - MA	104	0.1%			1	101			2
	TPHI Inquiry - MA	124	0.1%	-	-	1	120	-	-	3
MA Special Programs	Employer Buy-In	1	0.0%				1			
	FHP Premium Assistance	3	0.0%	-	-	1	2	-	-	-
	MA Premium Assistance Programs	12	0.0%			2	9			1
	MA Special Populations	30	0.0%	-	-	5	24	-	-	1
Material Requests	Bulk Mail Request	6	0.0%		1	2	3			
	Material Not Sent	87	0.1%	-	-	13	73	-	-	1
	Material Request	1,977	1.2%	2	3	398	1,482			92
	Material Sent	1,780	1.0%	2	2	350	1,345	-	-	81
	Received in Error	2	0.0%			1	1			
Medicare	Application Assistance - MSP	28	0.0%	-	1	5	12	-	-	10
	Program Information - MSP	202	0.1%			12	182			8
	Program Information - Medicare	79	0.0%	-	1	10	63	-	-	5
New Applicant/Eligibility	Application Assistance - New	31	0.0%			2	26			3
	Documentation Requirements	10	0.0%	-	-	1	9	-	-	-
	Eligibility Questions	140	0.1%		4	7	116			13
	Eligibility Screening	88	0.1%	-	4	4	77	-	-	3
	Presumptive Eligibility	1	0.0%				1			
Outbound/Lang Line	Language Line	123	0.1%	-	-	13	106	-	1	3
	Outbound Calls	7	0.0%			2	5			
Referrals and Transfers	Assistor	145	0.1%	-	7	34	101	-	-	3
	DOH Policy Line - DME	598	0.4%		2	170	416			10
	DOH Policy Line - Dental	570	0.3%	-	1	165	396	-	-	8
	DOH Policy Line - OOS	307	0.2%			57	246	1		3
	DOH Policy Line - Pharmacy	1,095	0.6%	-	1	254	810	1	-	29
	Food Stamp	3,466	2.0%		3	1,160	2,238	4		61
	Fraud Line/OMIG	189	0.1%	-	-	35	141	-	-	13
	HRA	11,599	6.8%		7	2,401	8,978	5		208
	Health Plans	6,406	3.8%	-	177	1,257	4,788	4	-	180
	Internal Transfer	38,089	22.3%	9	475	9,515	27,421	41	2	626
	LDSS	12,521	7.3%	-	8	2,746	9,450	17	4	296
	Medicaid Choice	2,369	1.4%		1	512	1,819	1		36
	Other	5,913	3.5%	-	21	1,072	4,628	9	-	183

	Qualified Entities	20	0.0%			6	14			
	Restricted Recipient Program	160	0.1%	-	-	33	125	-	-	2
	Transportation	1,772	1.0%		3	446	1,247	4		72
Specialized Unit	Good Cause Exemption Request	896	0.5%	-	-	105	674	-	-	117
	Good Cause Program Information	99	0.1%			26	66			7
	Newborn Program Information	889	0.5%	-	-	216	663	-	-	10
	Presumptive Eligibility Req	47	0.0%			13	31			3
TOTAL		170,675	100.0%	18	982	35,789	128,795	196	8	4,887

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 3/3/2015 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 03/01/2015 to 03/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Authentication	138	0.1%			1	132	1		4
	Authorized Rep	29	0.0%	-	-	7	16	-	-	6
	Healthcare Proxy	187	0.1%		1	10	167	2		7
Child Health Plus	Billing Issue - CHP	23	0.0%	-	11	1	11	-	-	-
	CHPlus to MA Conversion-Elig	11	0.0%		3	3	5			
	Coverage Lookup - CHP	10	0.0%	-	5	-	5	-	-	-
	Covered Services - CHP	20	0.0%		10	1	7			2
	Eligibility Changes - CHP	18	0.0%	-	4	-	14	-	-	-
	Health Plan Complaint	2	0.0%				2			
	Health Plans - CHP	28	0.0%	-	10	-	17	-	-	1
	Program Information - CHP	225	0.1%		109	20	90			6
	Renewal App Assistance - CHP	17	0.0%	-	8	1	6	-	-	2
Waiting Period	4	0.0%		1		2			1	
Complaint	Complaint	1,916	1.0%	-	3	249	1,567	5	-	92
FHP Member	Coverage Lookup - FHP	6	0.0%			1	5			
	Covered Services - FHP	3	0.0%	-	-	-	2	-	-	1
	Program Information - FHP	4	0.0%			1	1			2
FPBP	App/Renewal Assistance - FPBP	6	0.0%	-	-	-	-	-	-	6
	Benefit Card Questions - FPBP	2	0.0%				2			
	Covered Services - FPBP	14	0.0%	-	-	-	13	-	-	1
	Presumptive Eligibility -FPBP	3	0.0%				2			1
	Program Information - FPBP	19	0.0%	-	-	2	17	-	-	-
	Provider Referral - FPBP	4	0.0%			1	1			2
Fair Hearing-Agency Conf	Agency Conference	13	0.0%	-	-	3	9	-	-	1
	Fair Hearing Assistance	24	0.0%			2	21			1
Hangup/Disconnect	Hangup/Disconnect	5,280	2.8%	1	8	1,135	3,564	9	3	560
MA Member	Benefit Card Questions - MA	1,130	0.6%		9	153	951	1		16
	Billing Issues - MA	396	0.2%	-	-	39	347	-	-	10
	Coverage Lookup - MA	71,601	38.0%	5	93	13,711	55,066	117	2	2,607
	Covered Services - MA	1,428	0.8%	-	-	104	1,224	2	-	98
	Eligibility Changes - MA	223	0.1%			82	138			3
	Health Plans - MA	148	0.1%	-	-	11	127	-	-	10
	Pregnant Women/Newborn - MA	156	0.1%			10	136			10
	Program Information - MA	2,088	1.1%	1	2	235	1,799	-	-	51

	Provider Referral - MA	558	0.3%			36	507			15
	Renewal App Assistance - MA	464	0.2%	1	-	52	388	1	-	22
	Spenddown - MA	23	0.0%				23			
	TPHI Inquiry - MA	22	0.0%	-	-	2	16	-	-	4
MA Special Programs	FHP Premium Assistance	1	0.0%							1
	MA Premium Assistance Programs	36	0.0%	-	-	6	24	1	-	5
	MA Special Populations	56	0.0%			3	51			2
Material Requests	Bulk Mail Request	2	0.0%	-	-	1	1	-	-	-
	Material Not Sent	95	0.1%			28	54			13
	Material Request	2,195	1.2%	2	3	435	1,625	4	-	126
	Material Sent	1,955	1.0%	2	3	373	1,475	4	-	98
	Received in Error	2	0.0%	-	-	-	2	-	-	-
Medicare	Application Assistance - MSP	45	0.0%			12	31			2
	Program Information - MSP	233	0.1%	-	-	27	202	-	-	4
	Program Information - Medicare	100	0.1%			10	86			4
New Applicant/Eligibility	Application Assistance - New	11	0.0%	-	-	-	10	-	-	1
	Application Process Questions	41	0.0%			5	29			7
	Eligibility Questions	95	0.1%	-	-	11	78	-	-	6
	Eligibility Screening	71	0.0%		1	4	63			3
	Presumptive Eligibility	1	0.0%	-	-	-	1	-	-	-
Outbound/Lang Line	Language Line	157	0.1%			23	128		1	5
	Outbound Calls	4	0.0%	-	-	2	2	-	-	-
Referrals and Transfers	Assistor	198	0.1%		1	35	158			4
	DOH Policy Line - DME	620	0.3%	-	1	112	490	1	-	16
	DOH Policy Line - Dental	730	0.4%			162	547			21
	DOH Policy Line - OOS	397	0.2%	-	1	80	307	-	-	9
	DOH Policy Line - Pharmacy	1,141	0.6%			212	892	1		36
	Food Stamp	3,997	2.1%	-	5	1,264	2,662	1	2	63
	Fraud Line/OMIG	252	0.1%			54	188			10
	HRA	12,060	6.4%	-	4	1,941	9,819	10	-	286
	Health Plans	6,536	3.5%		228	1,172	4,929	15	1	191
	Internal Transfer	42,841	22.7%	12	476	8,130	33,056	39	2	1,126
	LDSS	15,359	8.1%		18	3,308	11,533	19	34	447
	Medicaid Choice	2,465	1.3%	-	-	399	1,467	2	-	597
	Other	6,782	3.6%	2	13	1,132	5,388	12		235
	Qualified Entities	27	0.0%	-	-	5	18	-	-	4
	Restricted Recipient Program	210	0.1%			37	152			21
	Transportation	1,914	1.0%	1	4	381	1,452	2	-	74
	Unspecified	1	0.0%				1			
Specialized Unit	Good Cause Exemption Request	974	0.5%	-	-	215	714	-	-	45
	Good Cause Program Information	19	0.0%			4	15			
	Newborn Program Information	742	0.4%	-	-	167	564	-	-	11

	Presumptive Eligibility Req	56	0.0%			5	51			
TOTAL		188,664	100.0%	27	1,035	35,628	144,665	249	45	7,015

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 4/1/2015 12:42 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 04/01/2015 to 04/30/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	156	0.1%		3	11	130			12
Child Health Plus	Billing Issue - CHP	42	0.0%	-	12	-	19	-	-	11
	CHPlus to MA Conversion-Elig	14	0.0%		6	1	6			1
	Covered Services - CHP	19	0.0%	-	3	-	11	-	-	5
	Eligibility Changes - CHP	23	0.0%		5	2	14			2
	Health Plans - CHP	36	0.0%	1	12	-	19	-	-	4
	Program Information - CHP	215	0.1%		100	20	72			23
	Renewal App Assistance - CHP	21	0.0%	-	9	3	7	-	-	2
	Waiting Period	4	0.0%		2		2			
Complaint	Complaint	2,084	1.1%	-	4	183	1,774	3	-	120
FPBP	App/Renewal Assistance - FPBP	13	0.0%	1		3	6			3
	Benefit Card Questions - FPBP	3	0.0%	-	-	-	3	-	-	-
	Covered Services - FPBP	15	0.0%			2	13			
	Presumptive Eligibility -FPBP	2	0.0%	-	-	1	1	-	-	-
	Program Information - FPBP	12	0.0%			1	11			
	Provider Referral - FPBP	7	0.0%	-	-	2	5	-	-	-
Fair Hearing-Agency Conf	Agency Conference	8	0.0%			2	6			
	Fair Hearing Assistance	29	0.0%	-	-	4	25	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,617	2.0%		6	783	2,336	5	1	486
MA Member	Benefit Card Questions - MA	944	0.5%	1	1	121	792	-	-	29
	Billing Issues - MA	336	0.2%		1	28	297			10
	Coverage Lookup - MA	66,083	36.2%	4	125	9,698	53,666	93	1	2,496
	Covered Services - MA	1,185	0.6%		2	82	1,031	4		66
	Eligibility Changes - MA	182	0.1%	-	1	86	92	-	-	3
	Health Plans - MA	247	0.1%	1	3	30	191	3		19
	Pregnant Women/Newborn - MA	122	0.1%	-	-	7	108	-	-	7
	Program Information - MA	2,314	1.3%		6	295	1,929	1		83
	Provider Referral - MA	490	0.3%	-	-	37	424	-	-	29
	Renewal App Assistance - MA	632	0.3%	2	11	75	501	1		42
MA Special Programs	MA Premium Assistance Programs	33	0.0%	-	-	3	23	-	-	7
	MA Special Populations	84	0.0%		1	6	72			5
Material Requests	Bulk Mail Request	3	0.0%	-	-	2	1	-	-	-
	Material Not Sent	56	0.0%		2	15	36			3
	Material Request	2,067	1.1%	6	10	382	1,570	2	-	97

	Material Sent	1,857	1.0%	6	8	326	1,437	2		78
	Received in Error	1	0.0%	-	-	1	-	-	-	-
Medicare	Application Assistance - MSP	26	0.0%			7	17			2
	Program Information - MSP	210	0.1%	-	1	17	185	-	-	7
	Program Information - Medicare	93	0.1%			12	78			3
New Applicant/Eligibility	Application Process Questions	53	0.0%	-	-	3	47	-	-	3
	Eligibility Questions	107	0.1%		2	6	94		1	4
	Eligibility Screening	74	0.0%	1	6	1	62	-	-	4
Outbound/Lang Line	Language Line	157	0.1%			9	143			5
Referrals and Transfers	Assistor	158	0.1%	-	1	19	136	-	-	2
	DOH Policy Line - DME	796	0.4%		1	107	660			28
	DOH Policy Line - Dental	703	0.4%	-	-	102	589	1	-	11
	DOH Policy Line - OOS	418	0.2%			53	358			7
	DOH Policy Line - Pharmacy	1,141	0.6%	-	-	129	989	-	-	23
	Food Stamp	4,716	2.6%		1	1,422	3,212	4	11	66
	Fraud Line/OMIG	309	0.2%	-	-	56	246	-	-	7
	HRA	12,796	7.0%		4	1,675	10,731	9	8	369
	Health Plans	6,556	3.6%	-	176	861	5,287	21	-	211
	Internal Transfer	41,608	22.8%	3	452	6,267	33,546	29	8	1,303
	LDSS	16,169	8.9%	-	6	2,380	13,323	19	21	420
	Medicaid Choice	2,413	1.3%			407	1,948	1		57
	Other	7,139	3.9%	-	13	975	5,882	7	1	261
	Provider Search	99	0.1%	5		14	65			15
	Qualified Entities	16	0.0%	-	1	7	8	-	-	-
	Restricted Recipient Program	195	0.1%			14	165			16
	Transportation	1,864	1.0%	-	-	298	1,498	5	-	63
Specialized Unit	Good Cause Exemption Request	874	0.5%			158	665			51
	Good Cause Program Information	16	0.0%	-	-	1	14	-	-	1
	Newborn Program Information	728	0.4%			135	576			17
	Presumptive Eligibility Req	54	0.0%	-	-	6	47	-	-	1
TOTAL		182,444	100.0%	31	997	27,353	147,201	210	52	6,600

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 05/01/2015 12:42 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 05/01/2015 to 05/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	94	0.1%		1	1	89			3
Child Health Plus	Billing Issue - CHP	10	0.0%	-	5	3	2	-	-	-
	CHPlus to MA Conversion-Elig	7	0.0%		3		3			1
	Covered Services - CHP	15	0.0%	-	4	2	6	-	-	3
	Eligibility Changes - CHP	9	0.0%		2	3	4			
	Health Plans - CHP	20	0.0%	-	5	1	13	-	-	1
	Program Information - CHP	131	0.1%		52	14	60			5
	Renewal App Assistance - CHP	21	0.0%	-	3	7	7	-	-	4
	Waiting Period	5	0.0%		3		1			1
Complaint	Complaint	1,834	1.1%	-	-	146	1,630	3	-	55
FPBP	App/Renewal Assistance - FPBP	13	0.0%			2	11			
	Benefit Card Questions - FPBP	4	0.0%	-	-	1	1	-	-	2
	Covered Services - FPBP	6	0.0%				5			1
	Presumptive Eligibility -FPBP	2	0.0%	-	-	-	2	-	-	-
	Program Information - FPBP	16	0.0%			3	11			2
	Provider Referral - FPBP	3	0.0%	-	-	1	2	-	-	-
Fair Hearing-Agency Conf	Agency Conference	12	0.0%				7			5
	Fair Hearing Assistance	23	0.0%	-	-	4	12	-	-	7
Hangup/Disconnect	Hangup/Disconnect	3,933	2.3%	2	1	620	2,826	3		481
MA Member	Benefit Card Questions - MA	923	0.5%	-	4	144	765	-	-	10
	Billing Issues - MA	236	0.1%			28	201			7
	Coverage Lookup - MA	59,925	35.4%	-	107	8,194	50,197	83	-	1,344
	Covered Services - MA	1,125	0.7%			94	892	3		136
	Eligibility Changes - MA	139	0.1%	-	-	69	62	-	-	8
	Health Plans - MA	130	0.1%		2	14	108			6
	Pregnant Women/Newborn - MA	103	0.1%	-	-	8	92	-	-	3
	Program Information - MA	1,962	1.2%		13	176	1,710			63
	Provider Referral - MA	333	0.2%	1	2	50	252	-	-	28
	Renewal App Assistance - MA	542	0.3%		1	54	474	3		10
MA Special Programs	MA Premium Assistance Programs	17	0.0%	-	-	7	9	-	-	1
	MA Special Populations	62	0.0%			10	45			7
Material Requests	Bulk Mail Request	15	0.0%	-	-	5	5	-	-	5
	Material Not Sent	68	0.0%	1		17	46			4
	Material Request	1,762	1.0%	4	-	304	1,388	1	1	64

	Material Sent	1,580	0.9%	3		261	1,266	1	1	48
Medicare	Application Assistance - MSP	15	0.0%	-	-	6	7	-	-	2
	Program Information - MSP	163	0.1%			27	130			6
	Program Information - Medicare	59	0.0%	-	-	12	44	-	-	3
New Applicant/Eligibility	Application Process Questions	35	0.0%			5	28			2
	Eligibility Questions	72	0.0%	-	-	6	61	-	-	5
	Eligibility Screening	41	0.0%		3	1	35			2
Outbound/Lang Line	Language Line	187	0.1%	-	1	18	156	-	-	12
	Outbound Calls	19	0.0%			15	3			1
Referrals and Transfers	Assistor	117	0.1%	-	1	19	93	-	2	2
	DOH Policy Line - DME	793	0.5%		1	100	676			16
	DOH Policy Line - Dental	717	0.4%	-	-	94	611	-	-	12
	DOH Policy Line - OOS	491	0.3%			54	435			2
	DOH Policy Line - Pharmacy	1,087	0.6%	-	-	135	936	-	-	16
	Food Stamp	4,530	2.7%			1,197	3,261	5	12	55
	Fraud Line/OMIG	223	0.1%	-	-	34	184	1	-	4
	HRA	10,845	6.4%			1,543	9,121	9	3	169
	Health Plans	6,561	3.9%	-	137	797	5,470	27	-	130
	Internal Transfer	39,212	23.2%		319	5,745	32,413	15	3	717
	LDSS	14,105	8.3%	-	7	2,050	11,751	20	18	259
	Medicaid Choice	2,442	1.4%		2	413	1,988	4		35
	Other	6,178	3.7%	-	7	791	5,246	3	4	127
	Provider Search	2,468	1.5%	7	2	479	1,788	9	2	181
	Qualified Entities	31	0.0%	-	2	12	17	-	-	-
	Restricted Recipient Program	256	0.2%	1		34	205			16
	Transportation	1,729	1.0%	-	-	257	1,435	-	-	37
Specialized Unit	Good Cause Exemption Request	877	0.5%			148	667			62
	Good Cause Program Information	14	0.0%	-	-	-	6	-	-	8
	Newborn Program Information	685	0.4%			120	553			12
	Presumptive Eligibility Req	43	0.0%	-	-	2	39	-	-	2
TOTAL		169,075	100.0%	19	690	24,357	139,563	190	46	4,210

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 06/02/2015 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 06/01/2015 to 06/30/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	34	0.0%			5	27			2
Child Health Plus	Billing Issue - CHP	16	0.0%	-	7	-	7	-	-	2
	CHPlus to MA Conversion-Elig	20	0.0%		3	4	12			1
	Covered Services - CHP	26	0.0%	-	4	8	10	-	-	4
	Eligibility Changes - CHP	15	0.0%		1	1	10			3
	Health Plans - CHP	19	0.0%	-	5	1	10	-	-	3
	Program Information - CHP	253	0.1%		100	15	129			9
	Renewal App Assistance - CHP	9	0.0%	-	2	1	5	-	-	1
	Waiting Period	2	0.0%				2			
Complaint	Complaint	2,022	1.1%	-	1	206	1,766	3	-	46
FPBP	App/Renewal Assistance - FPBP	6	0.0%			2	2			2
	Benefit Card Questions - FPBP	5	0.0%	-	-	1	1	-	-	3
	Covered Services - FPBP	14	0.0%		1		12			1
	Program Information - FPBP	12	0.0%	-	-	-	12	-	-	-
	Provider Referral - FPBP	5	0.0%			1	4			
Fair Hearing-Agency Conf	Agency Conference	5	0.0%	-	-	1	4	-	-	-
	Fair Hearing Assistance	19	0.0%		1	1	17			
Hangup/Disconnect	Hangup/Disconnect	4,422	2.3%	2	6	800	3,142	10	1	461
MA Member	Benefit Card Questions - MA	1,016	0.5%			205	798			13
	Billing Issues - MA	343	0.2%	-	-	39	297	3	-	4
	Coverage Lookup - MA	66,778	34.9%		104	9,116	56,197	117	3	1,241
	Covered Services - MA	1,383	0.7%	-	-	133	1,188	4	-	58
	Eligibility Changes - MA	167	0.1%			83	82			2
	Health Plans - MA	111	0.1%	-	-	26	81	-	-	4
	Pregnant Women/Newborn - MA	161	0.1%			11	148			2
	Program Information - MA	2,502	1.3%	-	11	147	2,292	2	-	50
	Provider Referral - MA	292	0.2%			47	226			19
Renewal App Assistance - MA	663	0.3%	1	-	90	559	1	-	12	
MA Special Programs	MA Premium Assistance Programs	35	0.0%			13	18			4
	MA Special Populations	65	0.0%	-	-	11	47	-	-	7
Material Requests	Bulk Mail Request	11	0.0%			3	6			2
	Material Not Sent	62	0.0%	-	-	14	43	-	-	5
	Material Request	2,396	1.3%	2	1	419	1,872	1	1	100
	Material Sent	2,148	1.1%	1	1	373	1,698	1	1	73

Medicare	Application Assistance - MSP	38	0.0%			7	25			6
	Program Information - MSP	220	0.1%	-	-	42	168	-	-	10
	Program Information - Medicare	102	0.1%			13	83			6
New Applicant/Eligibility	Application Process Questions	56	0.0%	-	-	9	40	-	-	7
	Eligibility Questions	89	0.0%	1	4	7	74			3
	Eligibility Screening	42	0.0%	-	2	3	37	-	-	-
Outbound/Lang Line	Language Line	204	0.1%			16	183			5
	Outbound Calls	53	0.0%	-	-	22	27	-	-	4
Referrals and Transfers	Assistor	123	0.1%	1	1	31	87			3
	DOH Policy Line - DME	790	0.4%	-	-	152	631	1	-	6
	DOH Policy Line - Dental	745	0.4%		2	110	628	1		4
	DOH Policy Line - OOS	573	0.3%	-	-	97	471	-	-	5
	DOH Policy Line - Pharmacy	1,286	0.7%		1	198	1,077			10
	Food Stamp	5,466	2.9%	-	-	1,536	3,859	6	30	35
	Fraud Line/OMIG	239	0.1%			21	210			8
	HRA	12,956	6.8%	-	9	1,690	11,089	11	2	155
	Health Plans	7,357	3.8%	2	118	901	6,194	20		122
	Internal Transfer	43,597	22.8%	1	375	6,186	36,431	55	2	547
	LDSS	15,812	8.3%	2	7	2,448	13,107	29	21	198
	Medicaid Choice	2,675	1.4%	1	-	411	2,219	9	-	35
	Other	6,629	3.5%		8	964	5,518	22	2	115
	Provider Search	3,290	1.7%	2	2	611	2,555	2	-	118
	Qualified Entities	19	0.0%			6	11			2
	Restricted Recipient Program	218	0.1%	-	-	15	198	-	-	5
	Transportation	1,964	1.0%		3	280	1,641	3		37
Specialized Unit	Good Cause Exemption Request	964	0.5%	-	-	162	760	-	-	42
	Good Cause Program Information	36	0.0%			9	24			3
	Newborn Program Information	746	0.4%	-	-	142	582	-	-	22
	Presumptive Eligibility Req	52	0.0%			3	46			3
TOTAL		191,378	100.0%	16	780	27,869	158,699	301	63	3,650

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 07/01/2015 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 07/01/2015 to 07/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	16	0.0%				14			2
Child Health Plus	Billing Issue - CHP	27	0.0%	-	11	-	15	-	-	1
	CHPlus to MA Conversion-Elig	22	0.0%		3	3	15			1
	Covered Services - CHP	40	0.0%	-	12	13	8	-	-	7
	Eligibility Changes - CHP	24	0.0%		5	7	10			2
	Health Plans - CHP	30	0.0%	-	9	4	12	-	-	5
	Program Information - CHP	231	0.1%		96	10	122			3
	Renewal App Assistance - CHP	14	0.0%	-	6	1	5	-	-	2
	Waiting Period	6	0.0%		2		2			2
Complaint	Complaint	2,325	1.2%	-	-	230	2,009	-	-	86
FPBP	App/Renewal Assistance - FPBP	9	0.0%			1	6			2
	Benefit Card Questions - FPBP	3	0.0%	-	-	-	2	-	-	1
	Covered Services - FPBP	15	0.0%				12			3
	Presumptive Eligibility -FPBP	1	0.0%	-	-	-	1	-	-	-
	Program Information - FPBP	12	0.0%			3	7			2
	Provider Referral - FPBP	5	0.0%	-	-	-	5	-	-	-
Fair Hearing-Agency Conf	Agency Conference	9	0.0%			4	5			
	Fair Hearing Assistance	16	0.0%	-	-	7	9	-	-	-
Hangup/Disconnect	Hangup/Disconnect	4,247	2.3%		4	787	3,053	11	2	390
MA Member	Benefit Card Questions - MA	962	0.5%	-	1	159	791	-	-	11
	Billing Issues - MA	292	0.2%			53	236			3
	Coverage Lookup - MA	67,835	36.1%	2	120	9,160	56,990	105	-	1,458
	Covered Services - MA	687	0.4%		1	79	565	1		41
	Eligibility Changes - MA	168	0.1%	-	-	68	97	2	-	1
	Health Plans - MA	95	0.1%			30	52			13
	Pregnant Women/Newborn - MA	168	0.1%	-	-	10	154	-	-	4
	Program Information - MA	2,222	1.2%		7	116	2,070			29
	Provider Referral - MA	227	0.1%	-	-	44	168	-	-	15
	Renewal App Assistance - MA	839	0.4%	2	3	130	679	1		24
MA Special Programs	MA Premium Assistance Programs	23	0.0%	-	-	5	17	-	-	1
	MA Special Populations	60	0.0%			11	46			3
Material Requests	Bulk Mail Request	9	0.0%	-	-	3	5	-	-	1
	Material Not Sent	62	0.0%	1		14	42			5
	Material Request	2,249	1.2%	1	1	361	1,793	2	1	90

	Material Sent	1,984	1.1%		1	317	1,591	2	1	72
	Received in Error	6	0.0%	-	-	-	1	-	-	5
Medicare	Application Assistance - MSP	27	0.0%			6	16			5
	Program Information - MSP	239	0.1%	-	-	45	189	-	-	5
	Program Information - Medicare	75	0.0%			13	56		1	5
New Applicant/Eligibility	Application Process Questions	49	0.0%	-	-	9	36	-	-	4
	Eligibility Questions	106	0.1%		3	12	89			2
	Eligibility Screening	72	0.0%	-	2	3	67	-	-	-
Outbound/Lang Line	Language Line	148	0.1%			27	119			2
	Outbound Calls	66	0.0%	1	-	3	59	-	-	3
Referrals and Transfers	Assistor	159	0.1%		5	29	124			1
	DOH Policy Line - DME	757	0.4%	-	1	137	598	2	-	19
	DOH Policy Line - Dental	697	0.4%			134	559			4
	DOH Policy Line - OOS	544	0.3%	-	-	59	480	1	-	4
	DOH Policy Line - Pharmacy	1,095	0.6%		4	191	883			17
	Food Stamp	5,346	2.8%	-	1	1,570	3,722	4	10	39
	Fraud Line/OMIG	284	0.2%			38	242	2		2
	HRA	13,135	7.0%	-	3	1,596	11,368	12	-	156
	Health Plans	6,817	3.6%	2	142	759	5,798	17	1	98
	Internal Transfer	42,623	22.7%	1	463	5,519	36,078	40	-	522
	LDSS	14,379	7.6%		6	2,339	11,800	28	13	193
	Medicaid Choice	2,565	1.4%	-	-	451	2,062	7	-	45
	Other	6,780	3.6%	2	7	980	5,665	8	3	115
	Provider Search	3,438	1.8%	-	5	734	2,577	9	-	113
	Qualified Entities	43	0.0%		1	7	30			5
	Restricted Recipient Program	192	0.1%	-	-	19	166	-	-	7
	Transportation	1,930	1.0%		1	297	1,572	3		57
Specialized Unit	Good Cause Exemption Request	889	0.5%	3	-	182	569	-	-	135
	Good Cause Program Information	20	0.0%			5	12			3
	Newborn Program Information	701	0.4%	-	-	106	567	-	-	28
	Presumptive Eligibility Req	49	0.0%			10	35			4
TOTAL		188,165	100.0%	15	926	26,910	156,147	257	32	3,878

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 08/03/2015 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 08/01/2015 to 08/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	19	0.0%			1	15			3
Child Health Plus	Billing Issue - CHP	14	0.0%	-	12	1	1	-	-	-
	CHPlus to MA Conversion-Elig	12	0.0%		6	3	1			2
	Covered Services - CHP	38	0.0%	-	20	12	3	-	-	3
	Eligibility Changes - CHP	20	0.0%		12	1	7			
	Health Plans - CHP	10	0.0%	-	6	-	4	-	-	-
	Program Information - CHP	289	0.2%		135	20	128	1		5
	Renewal App Assistance - CHP	17	0.0%	-	12	-	5	-	-	-
	Waiting Period	2	0.0%		2					
Complaint	Complaint	2,439	1.4%	-	2	297	2,048	3	-	89
FPBP	App/Renewal Assistance - FPBP	9	0.0%				6			3
	Benefit Card Questions - FPBP	1	0.0%	-	-	-	-	-	-	1
	Covered Services - FPBP	10	0.0%				10			
	Program Information - FPBP	10	0.0%	-	-	1	9	-	-	-
	Provider Referral - FPBP	4	0.0%			2	1			1
Fair Hearing-Agency Conf	Agency Conference	9	0.0%	-	-	-	5	-	-	4
	Fair Hearing Assistance	11	0.0%				11			
Hangup/Disconnect	Hangup/Disconnect	3,598	2.1%	-	4	687	2,584	4	-	319
MA Member	Benefit Card Questions - MA	903	0.5%			136	754			13
	Billing Issues - MA	231	0.1%	-	-	34	195	1	-	1
	Coverage Lookup - MA	63,686	36.6%	3	107	9,263	52,839	72	6	1,396
	Covered Services - MA	599	0.3%	2	2	72	488	1	-	34
	Eligibility Changes - MA	148	0.1%			75	71			2
	Health Plans - MA	57	0.0%	-	3	21	31	-	-	2
	Pregnant Women/Newborn - MA	184	0.1%			7	171			6
	Program Information - MA	1,982	1.1%	-	8	105	1,824	2	-	43
	Provider Referral - MA	167	0.1%			45	115	1		6
	Renewal App Assistance - MA	831	0.5%	2	1	77	731	1	-	19
MA Special Programs	MA Premium Assistance Programs	21	0.0%			7	12			2
	MA Special Populations	59	0.0%	-	-	6	49	-	-	4
Material Requests	Bulk Mail Request	19	0.0%			5	8			6
	Material Not Sent	44	0.0%	-	1	4	36	-	-	3
	Material Request	2,444	1.4%	3	8	408	1,809	4		212
	Material Sent	1,933	1.1%	1	5	310	1,565	2	-	50

	Received in Error	2	0.0%			1	1			
Medicare	Application Assistance - MSP	24	0.0%	-	-	5	18	-	-	1
	Program Information - MSP	185	0.1%	1		33	148			3
	Program Information - Medicare	84	0.0%	-		12	69	-	-	3
New Applicant/Eligibility	Application Process Questions	49	0.0%		1	5	41			2
	Eligibility Questions	131	0.1%	-	1	10	110	1	-	9
	Eligibility Screening	51	0.0%		1	1	46	1		2
Outbound/Lang Line	Language Line	116	0.1%	-	-	17	96	1	-	2
	Outbound Calls	168	0.1%			7	146			15
Referrals and Transfers	Assistor	102	0.1%	-	4	32	66	-	-	-
	DOH Policy Line - DME	651	0.4%			118	519	2		12
	DOH Policy Line - Dental	307	0.2%	-	-	95	206	-	1	5
	DOH Policy Line - OOS	360	0.2%			65	285			10
	DOH Policy Line - Pharmacy	943	0.5%	-	-	151	782	-	-	10
	Food Stamp	4,790	2.8%			1,574	3,154	10	12	40
	Fraud Line/OMIG	183	0.1%	-	-	27	150	-	-	6
	HRA	11,490	6.6%			1,675	9,661	10		144
	Health Plans	6,431	3.7%	-	124	909	5,277	12	-	109
	Internal Transfer	39,450	22.7%		421	6,117	32,478	35		399
	LDSS	13,289	7.6%	1	8	2,562	10,519	13	7	179
	Medicaid Choice	2,387	1.4%		3	415	1,932	3		34
	Other	6,063	3.5%	-	8	1,060	4,852	7	-	136
	Provider Search	3,347	1.9%	3	5	700	2,506	5		128
	Qualified Entities	18	0.0%	-	-	1	15	-	-	2
	Restricted Recipient Program	157	0.1%			23	127			7
	Transportation	1,839	1.1%	-	-	387	1,418	3	-	31
Specialized Unit	Good Cause Exemption Request	721	0.4%	3		120	534			64
	Good Cause Program Information	16	0.0%	1	-	1	11	-	-	3
	Newborn Program Information	755	0.4%			145	583	1		26
	Presumptive Eligibility Req	27	0.0%	-	-	5	21	-	-	1
TOTAL		173,956	100.0%	20	922	27,873	141,307	196	26	3,612

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 09/02/2015 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 09/01/2015 to 09/30/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown							
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec	
Authentication	Healthcare Proxy	8	0.0%			1	7				
Child Health Plus	Billing Issue - CHP	32	0.0%	-	20	6	6	-	-	-	
	CHPlus to MA Conversion-Elig	11	0.0%		5	1	4				1
	Covered Services - CHP	24	0.0%	-	8	3	12	-	-	-	1
	Eligibility Changes - CHP	20	0.0%		4	1	13				2
	Health Plans - CHP	37	0.0%	-	16	6	13	-	-	-	2
	Program Information - CHP	323	0.2%		142	27	147				7
	Renewal App Assistance - CHP	22	0.0%	-	8	2	11	-	-	-	1
	Waiting Period	2	0.0%								2
Complaint	Complaint	2,533	1.5%	-	1	315	2,110	1	-	-	106
FPBP	App/Renewal Assistance - FPBP	17	0.0%			3	8				6
	Benefit Card Questions - FPBP	1	0.0%	-	-	-	-	-	-	-	1
	Covered Services - FPBP	8	0.0%				7				1
	Presumptive Eligibility -FPBP	2	0.0%	-	-	-	1	-	-	-	1
	Program Information - FPBP	10	0.0%			2	7				1
	Provider Referral - FPBP	4	0.0%	-	-	-	3	-	-	-	1
Fair Hearing-Agency Conf	Agency Conference	7	0.0%			1	3				3
	Fair Hearing Assistance	13	0.0%	-	-	1	11	-	-	-	1
Hangup/Disconnect	Hangup/Disconnect	3,617	2.1%		2	561	2,694	8	2		350
MA Member	Benefit Card Questions - MA	819	0.5%	-	-	135	672	-	-	-	12
	Billing Issues - MA	210	0.1%			48	157				5
	Coverage Lookup - MA	64,951	37.4%	1	127	9,083	54,408	52	5		1,275
	Covered Services - MA	625	0.4%		1	83	521				20
	Eligibility Changes - MA	112	0.1%	-	1	59	51	-	-	-	1
	Health Plans - MA	78	0.0%		5	18	51				4
	Pregnant Women/Newborn - MA	230	0.1%	-	1	9	215	-	-	-	5
	Program Information - MA	2,100	1.2%		7	149	1,904	4			36
	Provider Referral - MA	160	0.1%	-	1	37	114	-	-	-	8
	Renewal App Assistance - MA	849	0.5%	4	1	95	720	6			23
MA Special Programs	MA Premium Assistance Programs	32	0.0%	-	-	5	27	-	-	-	-
	MA Special Populations	53	0.0%			10	43				
Material Requests	Bulk Mail Request	8	0.0%	-	-	4	3	-	-	-	1
	Material Not Sent	80	0.0%		2	5	67	1			5
	Material Request	2,545	1.5%	1	3	362	2,056	5	-	-	118

	Material Sent	2,210	1.3%	1	1	310	1,821	4		73
Medicare	Application Assistance - MSP	24	0.0%	-	-	9	15	-	-	-
	Program Information - MSP	134	0.1%			22	112			
	Program Information - Medicare	73	0.0%	-	-	13	58	-	-	2
New Applicant/Eligibility	Application Process Questions	66	0.0%		1	19	42			4
	Eligibility Questions	88	0.1%	-	1	10	67	-	-	10
	Eligibility Screening	56	0.0%		1	1	53			1
Outbound/Lang Line	Language Line	86	0.0%	-	-	26	56	-	-	4
	Outbound Calls	73	0.0%			7	62			4
Referrals and Transfers	Assistor	105	0.1%	-	6	26	73	-	-	-
	DOH Policy Line - DME	652	0.4%			99	525		1	27
	DOH Policy Line - Dental	245	0.1%	-	-	56	186	-	-	3
	DOH Policy Line - OOS	304	0.2%			45	258			1
	DOH Policy Line - Pharmacy	936	0.5%	-	-	119	798	-	-	19
	Food Stamp	4,117	2.4%		6	1,335	2,708	1		67
	Fraud Line/OMIG	191	0.1%	-	-	26	161	-	-	4
	HRA	11,140	6.4%		4	1,540	9,489	3		104
	Health Plans	6,251	3.6%	-	98	823	5,243	10	-	77
	Internal Transfer	39,159	22.6%	4	380	6,009	32,292	29		445
	LDSS	12,646	7.3%	-	8	2,125	10,321	17	4	171
	Medicaid Choice	2,455	1.4%			468	1,947	7		33
	Other	6,058	3.5%	-	5	1,000	4,947	3	-	103
	Provider Search	3,177	1.8%	2	3	607	2,472	4		89
	Qualified Entities	17	0.0%	-	-	2	13	-	-	2
	Restricted Recipient Program	140	0.1%			36	104			
	Transportation	1,849	1.1%	-	-	305	1,509	1	-	34
Specialized Unit	Good Cause Exemption Request	909	0.5%			191	620			98
	Good Cause Program Information	17	0.0%	-	-	2	11	-	-	4
	Newborn Program Information	683	0.4%			154	503			26
	Presumptive Eligibility Req	77	0.0%	-	-	16	53	-	-	8
TOTAL		173,481	100.0%	13	869	26,433	142,585	156	12	3,413

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 10/02/2015 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 10/01/2015 to 10/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown							
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec	
Authentication	Healthcare Proxy	22	0.0%			2	17				3
Child Health Plus	Billing Issue - CHP	24	0.0%	-	7	5	11	1	-	-	-
	CHPlus to MA Conversion-Elig	19	0.0%		6	1	11				1
	Covered Services - CHP	21	0.0%	-	6	2	12	-	-	-	1
	Eligibility Changes - CHP	16	0.0%		8		7				1
	Health Plans - CHP	34	0.0%	-	15	13	2	-	-	-	4
	Program Information - CHP	270	0.2%		148	19	100				3
	Renewal App Assistance - CHP	6	0.0%	-	-	1	5	-	-	-	-
	Waiting Period	4	0.0%		3						1
Complaint	Complaint	2,544	1.5%	-	-	362	2,063	-	-	-	119
FPBP	App/Renewal Assistance - FPBP	4	0.0%				4				
	Benefit Card Questions - FPBP	2	0.0%	-	-	1	1	-	-	-	-
	Covered Services - FPBP	4	0.0%			1	3				
	Presumptive Eligibility -FPBP	1	0.0%	-	-	-	1	-	-	-	-
	Program Information - FPBP	2	0.0%				2				
	Provider Referral - FPBP	2	0.0%	-	-	1	-	-	-	-	1
Fair Hearing-Agency Conf	Agency Conference	5	0.0%			1	4				
	Fair Hearing Assistance	12	0.0%	-	-	1	10	-	-	-	1
Hangup/Disconnect	Hangup/Disconnect	3,880	2.4%	2	25	746	2,746	5			356
MA Member	Benefit Card Questions - MA	596	0.4%	-	-	118	468	1	-	-	9
	Billing Issues - MA	122	0.1%		1	36	77	1			7
	Coverage Lookup - MA	61,462	37.3%	3	126	9,869	50,098	37	5		1,324
	Covered Services - MA	649	0.4%		3	140	456				50
	Eligibility Changes - MA	119	0.1%	-	-	73	39	-	-	-	7
	Health Plans - MA	167	0.1%			33	119				15
	Pregnant Women/Newborn - MA	129	0.1%	-	-	16	111	-	-	-	2
	Program Information - MA	1,929	1.2%	1	18	133	1,720	2			55
	Provider Referral - MA	179	0.1%	-	1	65	97	-	-	-	16
	Renewal App Assistance - MA	730	0.4%			127	559	4			40
	Unspecified	3	0.0%	-	-	-	2	-	-	-	1
MA Special Programs	MA Premium Assistance Programs	43	0.0%	1		11	17				14
	MA Special Populations	21	0.0%	-	-	11	8	-	-	-	2
	Unspecified	1	0.0%				1				
Material Requests	Bulk Mail Request	15	0.0%	-	-	12	2	-	-	-	1

	Material Not Sent	77	0.0%	1		20	53			3
	Material Request	2,435	1.5%	1	3	395	1,947	4	-	85
	Material Sent	2,145	1.3%		3	340	1,738	1		63
Medicare	Application Assistance - MSP	30	0.0%	-	1	5	15	-	-	9
	Program Information - MSP	128	0.1%			36	86			6
	Program Information - Medicare	83	0.1%	-	-	19	56	-	1	7
New Applicant/Eligibility	Application Process Questions	45	0.0%			19	26			
	Eligibility Questions	47	0.0%	-	1	7	39	-	-	-
	Eligibility Screening	41	0.0%			1	38			2
Outbound/Lang Line	Language Line	131	0.1%	-	-	80	43	-	-	8
	Outbound Calls	61	0.0%			26	26			9
Referrals and Transfers	Assistor	164	0.1%	3	-	58	98	-	-	5
	DOH Policy Line - DME	531	0.3%		1	110	411	1		8
	DOH Policy Line - Dental	271	0.2%	-	-	66	201	-	-	4
	DOH Policy Line - OOS	254	0.2%			40	209	1		4
	DOH Policy Line - Pharmacy	841	0.5%	-	-	141	685	-	-	15
	Food Stamp	3,603	2.2%		1	1,118	2,407	1		76
	Fraud Line/OMIG	201	0.1%	-	-	31	167	-	-	3
	HRA	10,345	6.3%		4	1,778	8,412	1		150
	Health Plans	5,579	3.4%	2	93	870	4,499	10	-	105
	Internal Transfer	35,918	21.8%	2	453	6,369	28,508	22	2	562
	LDSS	13,226	8.0%	-	3	2,370	10,591	14	1	247
	Medicaid Choice	2,682	1.6%	1		491	2,147	5		38
	Other	6,135	3.7%	-	5	1,102	4,877	5	1	145
	Provider Search	3,314	2.0%	1	8	735	2,447	3	1	119
	Qualified Entities	23	0.0%	-	-	6	15	-	-	2
	Restricted Recipient Program	160	0.1%			37	115			8
	Transportation	1,637	1.0%	-	-	263	1,266	4	-	104
Specialized Unit	Good Cause Exemption Request	1,024	0.6%			187	740			97
	Good Cause Program Information	10	0.0%	-	-	3	7	-	-	-
	Newborn Program Information	510	0.3%			137	344			29
	Presumptive Eligibility Req	48	0.0%	-	-	9	35	-	-	4
TOTAL		164,736	100.0%	18	943	28,669	131,021	123	11	3,951

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 11/03/2015 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 11/01/2015 to 11/30/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	7	0.0%				5			2
Child Health Plus	Billing Issue - CHP	21	0.0%	-	9	3	9	-	-	-
	CHPlus to MA Conversion-Elig	29	0.0%		5	2	20			2
	Covered Services - CHP	39	0.0%	-	10	4	24	-	-	1
	Eligibility Changes - CHP	21	0.0%		8		11			2
	Health Plans - CHP	32	0.0%	-	10	7	14	-	-	1
	Program Information - CHP	532	0.3%		307	26	184			15
	Renewal App Assistance - CHP	18	0.0%	-	3	-	14	-	-	1
	Waiting Period	7	0.0%		3	1	2			1
Complaint	Complaint	2,630	1.7%	1	-	323	2,154	3	-	149
FPBP	App/Renewal Assistance - FPBP	9	0.0%		2		7			
	Benefit Card Questions - FPBP	5	0.0%	-	-	3	2	-	-	-
	Covered Services - FPBP	3	0.0%			1	2			
	Program Information - FPBP	7	0.0%	-	-	-	7	-	-	-
	Provider Referral - FPBP	2	0.0%				2			
Fair Hearing-Agency Conf	Agency Conference	10	0.0%	-	-	3	7	-	-	-
	Fair Hearing Assistance	9	0.0%			2	7			
Hangup/Disconnect	Hangup/Disconnect	4,658	3.0%	1	20	720	3,431	1	8	477
MA Member	Benefit Card Questions - MA	366	0.2%			37	323			6
	Billing Issues - MA	107	0.1%	-	-	16	85	-	-	6
	Coverage Lookup - MA	62,389	39.6%	4	208	7,220	53,209	21		1,727
	Covered Services - MA	819	0.5%	2	-	128	647	-	-	42
	Eligibility Changes - MA	52	0.0%		1	12	36			3
	Health Plans - MA	146	0.1%	-	1	20	108	1	-	16
	Pregnant Women/Newborn - MA	126	0.1%			2	118			6
	Program Information - MA	1,806	1.1%	-	54	130	1,560	-	-	62
	Provider Referral - MA	113	0.1%			30	72		1	10
Renewal App Assistance - MA	429	0.3%	1	-	37	375	1	-	15	
MA Special Programs	MA Premium Assistance Programs	40	0.0%			3	32			5
	MA Special Populations	12	0.0%	-	-	1	8	-	-	3
Material Requests	Bulk Mail Request	13	0.0%			1	12			
	Material Not Sent	64	0.0%	-	-	12	50	1	-	1
	Material Request	1,965	1.2%		3	324	1,548	5		85
	Material Sent	1,731	1.1%	-	3	278	1,380	3	-	67

	Received in Error	2	0.0%			1				1
Medicare	Application Assistance - MSP	31	0.0%	-	-	4	21	-	-	6
	Program Information - MSP	152	0.1%			26	117			9
	Program Information - Medicare	130	0.1%	-	-	37	88	1	-	4
New Applicant/Eligibility	Application Process Questions	62	0.0%			23	35			4
	Eligibility Questions	43	0.0%	-	1	6	30	-	-	6
	Eligibility Screening	33	0.0%	1		2	26			4
Outbound/Lang Line	Language Line	112	0.1%	-	1	82	13	-	-	16
	Outbound Calls	29	0.0%			6	17			6
Referrals and Transfers	Assistor	144	0.1%	2	4	34	101	-	-	3
	DOH Policy Line - DME	312	0.2%			50	253			9
	DOH Policy Line - Dental	205	0.1%	-	-	47	156	-	-	2
	DOH Policy Line - OOS	203	0.1%	1		39	156			7
	DOH Policy Line - Pharmacy	697	0.4%	-	-	92	593	-	-	12
	Food Stamp	3,565	2.3%			849	2,613			103
	Fraud Line/OMIG	126	0.1%	-	-	12	112	-	-	2
	HRA	9,303	5.9%		4	802	8,322	3		172
	Health Plans	5,708	3.6%	1	181	700	4,695	11	1	119
	Internal Transfer	33,386	21.2%	4	865	4,015	27,641	49		812
	LDSS	11,946	7.6%	-	10	1,544	10,112	2	2	276
	Medicaid Choice	2,049	1.3%			204	1,811			34
	Other	4,999	3.2%	-	7	680	4,146	2	3	161
	Provider Search	2,953	1.9%	3	2	569	2,265	4	1	109
	Qualified Entities	32	0.0%	-	-	11	19	-	-	2
	Restricted Recipient Program	108	0.1%			17	89			2
	Transportation	1,384	0.9%	2	-	172	1,152	-	-	58
Specialized Unit	Good Cause Exemption Request	1,071	0.7%	2		206	783			80
	Good Cause Program Information	32	0.0%	-	-	-	16	-	-	16
	Newborn Program Information	387	0.2%			60	308			19
	Presumptive Eligibility Req	30	0.0%	-	-	4	25	-	-	1
TOTAL		157,451	100.0%	25	1,722	19,640	131,180	108	16	4,760

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 12/02/2015 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 12/01/2015 to 12/31/2015



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	23	0.0%			3	20			
Child Health Plus	Billing Issue - CHP	22	0.0%	-	9	1	11	-	-	1
	CHPlus to MA Conversion-Elig	11	0.0%		3	1	6			1
	Covered Services - CHP	31	0.0%	-	15	2	12	-	-	2
	Eligibility Changes - CHP	18	0.0%		4	1	10			3
	Health Plans - CHP	31	0.0%	-	14	5	9	-	-	3
	Program Information - CHP	698	0.4%		520	38	128			12
	Renewal App Assistance - CHP	17	0.0%	-	7	2	7	-	-	1
Complaint	Complaint	2,952	1.7%	1	5	306	2,497	4	2	137
FPBP	App/Renewal Assistance - FPBP	5	0.0%	-	-	1	2	-	-	2
	Covered Services - FPBP	2	0.0%				1			1
	Presumptive Eligibility -FPBP	7	0.0%	-	-	-	6	-	-	1
	Program Information - FPBP	5	0.0%				5			
	Provider Referral - FPBP	1	0.0%	-	-	-	1	-	-	-
Fair Hearing-Agency Conf	Agency Conference	15	0.0%				15			
	Fair Hearing Assistance	21	0.0%	-	-	1	20	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,691	2.1%		5	609	2,649	3		425
MA Member	Benefit Card Questions - MA	358	0.2%	-	2	24	322	-	-	10
	Billing Issues - MA	152	0.1%			28	112			12
	Coverage Lookup - MA	72,443	41.7%	2	236	7,626	62,728	56	2	1,793
	Covered Services - MA	698	0.4%		5	104	540	1		48
	Eligibility Changes - MA	21	0.0%	-	-	1	19	-	-	1
	Health Plans - MA	103	0.1%			18	80		1	4
	Pregnant Women/Newborn - MA	125	0.1%	-	-	5	116	-	-	4
	Program Information - MA	1,936	1.1%		35	107	1,713	11	3	67
	Provider Referral - MA	139	0.1%	-	-	28	107	-	-	4
	Renewal App Assistance - MA	897	0.5%	1	2	77	788	1		28
	Unspecified	1	0.0%	-	-	-	1	-	-	-
MA Special Programs	MA Premium Assistance Programs	29	0.0%	1		8	18			2
	MA Special Populations	17	0.0%	-	1	5	10	-	-	1
Material Requests	Bulk Mail Request	1	0.0%			1				
	Material Not Sent	59	0.0%	-	1	12	43	-	-	3
	Material Request	2,188	1.3%	7	6	436	1,651	6		82
	Material Sent	1,948	1.1%	8	5	373	1,496	5	-	61

Medicare	Application Assistance - MSP	30	0.0%			9	18			3
	Program Information - MSP	166	0.1%	-	-	22	136	-	-	8
	Program Information - Medicare	132	0.1%	1		54	72			5
New Applicant/Eligibility	Application Process Questions	71	0.0%	-	-	25	38	-	-	8
	Eligibility Questions	55	0.0%			12	30	1		12
	Eligibility Screening	60	0.0%	-	-	15	35	-	-	10
Outbound/Lang Line	Language Line	24	0.0%			11	10			3
	Outbound Calls	35	0.0%	-	-	14	11	-	-	10
Referrals and Transfers	Assistor	149	0.1%	1	2	19	113	2	1	11
	DOH Policy Line - DME	334	0.2%	-	-	47	276	-	-	11
	DOH Policy Line - Dental	308	0.2%			27	249			32
	DOH Policy Line - OOS	181	0.1%	-	2	24	151	-	-	4
	DOH Policy Line - Pharmacy	841	0.5%			68	756			17
	Food Stamp	3,594	2.1%	-	-	779	2,742	2	-	71
	Fraud Line/OMIG	161	0.1%			22	139			
	HRA	9,612	5.5%	1	8	797	8,650	1	-	155
	Health Plans	6,222	3.6%		192	776	5,082	17		155
	Internal Transfer	36,807	21.2%	5	927	3,605	31,425	174	4	667
	LDSS	12,072	6.9%		10	1,706	10,110	2		244
	Medicaid Choice	2,185	1.3%	-	-	254	1,888	14	-	29
	Other	5,911	3.4%		8	747	4,985	4		167
	Provider Search	2,942	1.7%	4	3	541	2,236	3	-	155
	Qualified Entities	37	0.0%			10	27			
	Restricted Recipient Program	111	0.1%	-	-	12	90	-	-	9
	Transportation	1,468	0.8%			183	1,260	1		24
Specialized Unit	Good Cause Exemption Request	1,071	0.6%	-	1	212	734	-	-	124
	Good Cause Program Information	13	0.0%			2	9			2
	Newborn Program Information	479	0.3%	-	-	14	430	1	-	34
	Presumptive Eligibility Req	12	0.0%				11			1
TOTAL		173,748	100.0%	32	2,028	19,830	146,856	309	13	4,680

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 01/05/2016 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 01/01/2016 to 01/31/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	15	0.0%			6	6			3
Child Health Plus	Billing Issue - CHP	28	0.0%	-	18	3	6	-	-	1
	CHPlus to MA Conversion-Elig	13	0.0%		3		8			2
	Covered Services - CHP	27	0.0%	-	16	1	10	-	-	-
	Eligibility Changes - CHP	23	0.0%		10		12			1
	Health Plans - CHP	37	0.0%	-	15	-	19	-	-	3
	Program Information - CHP	232	0.1%		96	10	117			9
	Renewal App Assistance - CHP	13	0.0%	-	5	-	8	-	-	-
	Waiting Period	3	0.0%				3			
Complaint	Complaint	2,662	1.4%	1	1	305	2,264	2	-	89
FPBP	App/Renewal Assistance - FPBP	7	0.0%			3	2			2
	Benefit Card Questions - FPBP	4	0.0%	-	-	3	1	-	-	-
	Covered Services - FPBP	4	0.0%			1	3			
	Presumptive Eligibility -FPBP	1	0.0%	-	-	1	-	-	-	-
	Program Information - FPBP	6	0.0%			3	2			1
	Provider Referral - FPBP	3	0.0%	-	-	2	1	-	-	-
Fair Hearing-Agency Conf	Agency Conference	14	0.0%			1	12			1
	Fair Hearing Assistance	20	0.0%	-	-	2	18	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,153	1.7%		6	539	2,183	1	1	423
MA Member	Benefit Card Questions - MA	417	0.2%	-	1	35	369	-	-	12
	Billing Issues - MA	166	0.1%			28	131			7
	Coverage Lookup - MA	78,409	42.1%	2	132	7,581	68,743	31	1	1,919
	Covered Services - MA	756	0.4%		3	129	581			43
	Eligibility Changes - MA	57	0.0%	-	-	6	48	-	-	3
	Health Plans - MA	124	0.1%		4	39	77			4
	Pregnant Women/Newborn - MA	163	0.1%	-	4	15	137	-	-	7
	Program Information - MA	1,627	0.9%		39	118	1,419	1		50
	Provider Referral - MA	176	0.1%	1	2	44	113	-	-	16
	Renewal App Assistance - MA	745	0.4%	2	1	78	641	1		22
MA Special Programs	MA Premium Assistance Programs	33	0.0%	-	-	13	19	-	-	1
	MA Special Populations	17	0.0%			5	10			2
Material Requests	Bulk Mail Request	6	0.0%	-	-	2	2	-	-	2
	Material Not Sent	79	0.0%			15	56			8
	Material Request	2,190	1.2%	3	-	440	1,638	1	-	108

	Material Sent	1,960	1.1%	3		366	1,511	1		79
	Received in Error	1	0.0%	-	-	1	-	-	-	-
Medicare	Application Assistance - MSP	31	0.0%			9	20			2
	Program Information - MSP	182	0.1%	-	-	29	149	-	-	4
	Program Information - Medicare	132	0.1%			52	79			1
New Applicant/Eligibility	Application Process Questions	77	0.0%	-	2	11	60	-	-	4
	Eligibility Questions	50	0.0%		1	9	39			1
	Eligibility Screening	48	0.0%	-	1	-	47	-	-	-
Outbound/Lang Line	Language Line	14	0.0%			3	10			1
	Outbound Calls	84	0.0%	-	-	41	38	-	-	5
Referrals and Transfers	Assistor	153	0.1%		2	39	108			4
	DOH Policy Line - DME	370	0.2%	-	-	45	321	-	-	4
	DOH Policy Line - Dental	198	0.1%			25	154			19
	DOH Policy Line - OOS	192	0.1%	-	-	30	150	-	-	12
	DOH Policy Line - Pharmacy	723	0.4%			69	634			20
	Food Stamp	4,024	2.2%	-	1	814	3,146	-	-	63
	Fraud Line/OMIG	124	0.1%		1	11	105			7
	HRA	10,792	5.8%	-	-	967	9,663	2	-	160
	Health Plans	6,315	3.4%		104	650	5,430	6		125
	Internal Transfer	41,307	22.2%	2	352	3,416	36,784	29	-	724
	LDSS	12,725	6.8%		9	1,813	10,668	1	1	233
	Medicaid Choice	2,171	1.2%	-	-	226	1,908	1	-	36
	Other	6,604	3.5%		6	805	5,602	5		186
	Provider Search	3,563	1.9%	2	6	677	2,727	5	-	146
	Qualified Entities	50	0.0%			10	35			5
	Restricted Recipient Program	109	0.1%	-	-	13	87	-	-	9
	Transportation	1,710	0.9%	2		187	1,477			44
Specialized Unit	Good Cause Exemption Request	993	0.5%	-	-	181	685	-	-	127
	Good Cause Program Information	7	0.0%			4	3			
	Newborn Program Information	436	0.2%	-	-	28	389	-	-	19
	Presumptive Eligibility Req	27	0.0%			2	17			8
TOTAL		186,402	100.0%	18	841	19,961	160,705	87	3	4,787

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 02/04/2016 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 02/01/2016 to 02/29/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	25	0.0%			15	9			1
Child Health Plus	Billing Issue - CHP	23	0.0%	-	10	3	9	-	-	1
	CHPlus to MA Conversion-Elig	10	0.0%		3		7			
	Covered Services - CHP	34	0.0%	-	7	9	16	-	-	2
	Eligibility Changes - CHP	17	0.0%		10	2	4			1
	Health Plans - CHP	29	0.0%	-	7	5	16	-	-	1
	Program Information - CHP	123	0.1%		30	24	60			9
	Renewal App Assistance - CHP	9	0.0%	-	4	-	2	-	-	3
Complaint	Complaint	2,945	1.7%	2		392	2,432			119
FPBP	App/Renewal Assistance - FPBP	6	0.0%	-	-	3	2	-	-	1
	Benefit Card Questions - FPBP	2	0.0%				2			
	Covered Services - FPBP	2	0.0%	-	-	-	1	-	-	1
	Program Information - FPBP	4	0.0%				4			
	Provider Referral - FPBP	2	0.0%	-	-	-	2	-	-	-
Fair Hearing-Agency Conf	Agency Conference	6	0.0%				5			1
	Fair Hearing Assistance	16	0.0%	-	-	3	11	-	-	2
Hangup/Disconnect	Hangup/Disconnect	2,800	1.6%	1	2	468	1,945	2	1	381
MA Member	Benefit Card Questions - MA	359	0.2%	-	-	27	317	-	3	12
	Billing Issues - MA	153	0.1%			29	120			4
	Coverage Lookup - MA	73,783	42.8%	2	128	8,373	63,388	17	4	1,871
	Covered Services - MA	729	0.4%	4	2	141	542			40
	Eligibility Changes - MA	37	0.0%	-	-	2	33	-	-	2
	Health Plans - MA	125	0.1%		5	22	97			1
	Pregnant Women/Newborn - MA	126	0.1%	-	-	11	113	-	1	1
	Program Information - MA	1,574	0.9%	1	24	157	1,323	1		68
	Provider Referral - MA	175	0.1%	-	-	58	104	-	-	13
Renewal App Assistance - MA	729	0.4%		1	57	644			27	
MA Special Programs	MA Premium Assistance Programs	33	0.0%	-	-	6	24	-	-	3
	MA Special Populations	23	0.0%			8	13			2
Material Requests	Bulk Mail Request	9	0.0%	-	-	1	5	-	-	3
	Material Not Sent	90	0.1%			31	51			8
	Material Request	2,402	1.4%	2	1	497	1,791	1	-	110
	Material Sent	2,110	1.2%	2	1	399	1,631			77
Medicare	Application Assistance - MSP	32	0.0%	-	-	18	10	-	-	4

	Program Information - MSP	145	0.1%			42	98			5
	Program Information - Medicare	116	0.1%	-	-	54	54	-	-	8
New Applicant/Eligibility	Application Process Questions	87	0.1%		1	25	58			3
	Eligibility Questions	62	0.0%	-	-	9	49	1	-	3
	Eligibility Screening	52	0.0%			2	49			1
Outbound/Lang Line	Language Line	18	0.0%	-	-	5	13	-	-	-
	Outbound Calls	62	0.0%			36	21			5
Referrals and Transfers	Assistor	99	0.1%	-	-	25	63	-	-	11
	DOH Policy Line - DME	424	0.2%			69	346	2		7
	DOH Policy Line - Dental	162	0.1%	-	-	33	120	-	-	9
	DOH Policy Line - OOS	197	0.1%			25	167			5
	DOH Policy Line - Pharmacy	582	0.3%	-	-	72	503	1	-	6
	Food Stamp	3,930	2.3%			862	3,001			67
	Fraud Line/OMIG	206	0.1%	-	-	22	182	-	-	2
	HRA	9,757	5.7%			1,001	8,637	1		118
	Health Plans	6,107	3.5%	-	72	758	5,173	4	2	98
	Internal Transfer	32,500	18.9%	2	239	2,976	28,756	9	1	517
	LDSS	12,413	7.2%	-	5	1,760	10,456	2	2	188
	Medicaid Choice	2,385	1.4%	1	1	269	2,086	1		27
	Other	7,277	4.2%	1	6	851	6,239	4	-	176
	Provider Search	3,941	2.3%	5	2	771	2,996			167
	Qualified Entities	32	0.0%	-	-	3	27	1	-	1
	Restricted Recipient Program	131	0.1%			16	95			20
	Transportation	1,610	0.9%	1	-	215	1,361	-	1	32
Unspecified	1	0.0%							1	
Specialized Unit	Good Cause Exemption Request	1,046	0.6%	-	-	89	822	-	-	135
	Good Cause Program Information	12	0.0%			1	10			1
	Newborn Program Information	453	0.3%	-	-	19	400	-	2	32
	Presumptive Eligibility Req	22	0.0%			4	17		1	
TOTAL		172,371	100.0%	24	561	20,775	146,532	47	18	4,414

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 03/01/2016 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 03/01/2016 to 03/31/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	17	0.0%			5	6			6
Child Health Plus	Billing Issue - CHP	26	0.0%	-	9	7	5	-	-	5
	CHPlus to MA Conversion-Elig	30	0.0%		5		21			4
	Covered Services - CHP	52	0.0%	-	15	5	25	-	-	7
	Eligibility Changes - CHP	34	0.0%		7	7	18			2
	Health Plans - CHP	45	0.0%	-	27	3	12	-	-	3
	Program Information - CHP	185	0.1%		54	33	87			11
	Renewal App Assistance - CHP	13	0.0%	-	5	2	6	-	-	-
	Waiting Period	3	0.0%			2	1			
Complaint	Complaint	3,691	2.0%	2	2	463	3,041	3	1	179
FPBP	App/Renewal Assistance - FPBP	9	0.0%			2	5			2
	Benefit Card Questions - FPBP	2	0.0%	-	-	1	1	-	-	-
	Covered Services - FPBP	5	0.0%				5			
	Presumptive Eligibility -FPBP	2	0.0%	-	-	-	1	-	-	1
	Program Information - FPBP	10	0.0%				7			3
	Provider Referral - FPBP	4	0.0%	-	-	-	2	-	-	2
Fair Hearing-Agency Conf	Agency Conference	13	0.0%			2	11			
	Fair Hearing Assistance	8	0.0%	-	-	-	8	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,793	2.1%		8	917	2,171		45	652
MA Member	Benefit Card Questions - MA	498	0.3%	-	-	31	457	1	-	9
	Billing Issues - MA	292	0.2%			44	242	3		3
	Coverage Lookup - MA	79,419	43.1%	6	118	9,835	67,113	134	10	2,203
	Covered Services - MA	922	0.5%		2	134	755		1	30
	Eligibility Changes - MA	53	0.0%	-	-	10	41	-	-	2
	Health Plans - MA	170	0.1%		1	41	105			23
	Pregnant Women/Newborn - MA	110	0.1%	-	-	6	95	1	-	8
	Program Information - MA	2,507	1.4%		35	268	2,090	1		113
	Provider Referral - MA	197	0.1%	-	-	77	107	1	-	12
	Renewal App Assistance - MA	995	0.5%			49	902	12	1	31
MA Special Programs	MA Premium Assistance Programs	50	0.0%	-	-	10	40	-	-	-
	MA Special Populations	29	0.0%			8	20			1
Material Requests	Bulk Mail Request	8	0.0%	-	-	3	5	-	-	-
	Material Not Sent	68	0.0%			17	47			4
	Material Request	2,942	1.6%	1	2	625	2,200	5	-	109

	Material Sent	2,644	1.4%	1	2	541	2,011	2		87
	Received in Error	2	0.0%	-	-	2	-	-	-	-
Medicare	Application Assistance - MSP	52	0.0%			24	26			2
	Program Information - MSP	310	0.2%	1	-	71	231	-	-	7
	Program Information - Medicare	169	0.1%	2		65	90			12
New Applicant/Eligibility	Application Process Questions	133	0.1%	-	-	24	108	1	-	-
	Eligibility Questions	79	0.0%			5	72			2
	Eligibility Screening	38	0.0%	-	-	4	30	-	-	4
Outbound/Lang Line	Language Line	231	0.1%			44	174			13
	Outbound Calls	54	0.0%	-	-	26	17	-	-	11
Referrals and Transfers	Assistor	88	0.0%			32	49	1		6
	DOH Policy Line - DME	469	0.3%	-	-	77	382	-	1	9
	DOH Policy Line - Dental	121	0.1%			16	96			9
	DOH Policy Line - OOS	283	0.2%	-	-	39	241	-	-	3
	DOH Policy Line - Pharmacy	600	0.3%	1		59	531			9
	Food Stamp	3,844	2.1%	-	1	906	2,870	-	-	67
	Fraud Line/OMIG	202	0.1%			22	169			11
	HRA	9,842	5.3%	-	-	1,272	8,399	6	-	165
	Health Plans	6,760	3.7%	4	82	1,002	5,497	40		135
	Internal Transfer	30,401	16.5%	3	205	4,351	25,225	53	2	562
	LDSS	13,065	7.1%		4	2,310	10,488	3	4	256
	Medicaid Choice	2,071	1.1%	-	-	315	1,716	1	-	39
	Other	7,847	4.3%	1	17	1,187	6,449	1		192
	Provider Search	4,912	2.7%	7	6	1,064	3,648	5	-	182
	Qualified Entities	50	0.0%			6	42			2
	Restricted Recipient Program	173	0.1%	-	-	22	147	-	-	4
	Transportation	1,579	0.9%			251	1,281		1	46
Specialized Unit	Good Cause Exemption Request	1,277	0.7%	-	-	46	1,042	-	-	189
	Good Cause Program Information	23	0.0%			3	15			5
	Newborn Program Information	573	0.3%	-	-	28	515	-	-	30
	Presumptive Eligibility Req	11	0.0%				7			4
TOTAL		184,105	100.0%	29	607	26,421	151,220	274	66	5,488

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 04/04/2016 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 04/01/2016 to 04/30/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	5	0.0%			4	1			
Child Health Plus	Billing Issue - CHP	25	0.0%	-	14	3	6	-	-	2
	CHPlus to MA Conversion-Elig	28	0.0%		1		27			
	Covered Services - CHP	50	0.0%	-	13	6	28	-	-	3
	Eligibility Changes - CHP	27	0.0%		11	1	15			
	Health Plans - CHP	17	0.0%	-	7	1	8	-	-	1
	Program Information - CHP	147	0.1%		61	11	71			4
	Renewal App Assistance - CHP	16	0.0%	-	10	-	3	-	-	3
Complaint	Complaint	2,908	1.8%			291	2,483	3		131
FPBP	App/Renewal Assistance - FPBP	21	0.0%	-	-	9	9	-	-	3
	Benefit Card Questions - FPBP	2	0.0%			1	1			
	Covered Services - FPBP	2	0.0%	-	-	1	1	-	-	-
	Program Information - FPBP	7	0.0%			1	5			1
	Provider Referral - FPBP	9	0.0%	-	-	5	3	-	-	1
Fair Hearing-Agency Conf	Agency Conference	16	0.0%				15			1
	Fair Hearing Assistance	26	0.0%	-	-	-	24	-	-	2
Hangup/Disconnect	Hangup/Disconnect	3,171	2.0%		7	405	2,183	2	82	492
MA Member	Benefit Card Questions - MA	535	0.3%	-	1	50	473	4	-	7
	Billing Issues - MA	332	0.2%			50	273	4	2	3
	Coverage Lookup - MA	69,342	43.7%	-	148	4,883	61,899	318	61	2,033
	Covered Services - MA	979	0.6%		3	67	850		4	55
	Eligibility Changes - MA	47	0.0%	-	-	11	35	-	-	1
	Health Plans - MA	159	0.1%	2	2	38	105		6	6
	Pregnant Women/Newborn - MA	212	0.1%	-	2	27	150	10	-	23
	Program Information - MA	2,159	1.4%		60	218	1,730	4		147
	Provider Referral - MA	197	0.1%	-	-	59	107	-	1	30
	Renewal App Assistance - MA	1,903	1.2%			99	1,632	84	12	76
	Unspecified	3	0.0%	-	-	-	3	-	-	-
MA Special Programs	MA Premium Assistance Programs	59	0.0%			18	40			1
	MA Special Populations	23	0.0%	-	-	3	16	-	-	4
Material Requests	Bulk Mail Request	10	0.0%			4	4			2
	Material Not Sent	65	0.0%	-	-	8	47	1	-	9
	Material Request	2,422	1.5%	3	3	396	1,908	5	2	105
	Material Sent	2,199	1.4%	2	2	348	1,773	4	2	68

	Received in Error	2	0.0%			1				1
Medicare	Application Assistance - MSP	29	0.0%	-	-	8	17	-	-	4
	Program Information - MSP	221	0.1%			43	169			9
	Program Information - Medicare	131	0.1%	-	-	55	61	-	-	15
New Applicant/Eligibility	Application Process Questions	138	0.1%		1	36	98	1		2
	Eligibility Questions	144	0.1%	-	-	4	132	1	-	7
	Eligibility Screening	89	0.1%			2	84			3
Outbound/Lang Line	Language Line	89	0.1%	-	-	24	58	-	-	7
	Outbound Calls	43	0.0%			13	28			2
Referrals and Transfers	Assistor	99	0.1%	1	1	42	43	-	-	12
	DOH Policy Line - DME	346	0.2%			25	315			6
	DOH Policy Line - Dental	70	0.0%	-	-	9	58	-	-	3
	DOH Policy Line - OOS	166	0.1%			17	142			7
	DOH Policy Line - Pharmacy	473	0.3%	-	1	32	430	-	-	10
	Food Stamp	3,274	2.1%			712	2,496	2	2	62
	Fraud Line/OMIG	143	0.1%	-	-	12	121	-	-	10
	HRA	8,204	5.2%		1	670	7,334	19	1	179
	Health Plans	5,782	3.6%	1	98	519	4,937	68	1	158
	Internal Transfer	24,365	15.4%	2	294	2,058	21,191	155	3	662
	LDSS	11,494	7.3%	2	6	1,105	10,083	4	5	289
	Medicaid Choice	1,641	1.0%	1	3	119	1,482	2	2	32
	Other	6,985	4.4%	-	12	736	6,032	4	2	199
	Provider Search	4,301	2.7%	2	4	770	3,328	6	3	188
	Qualified Entities	26	0.0%	-	-	1	21	2	-	2
	Restricted Recipient Program	138	0.1%			9	125			4
	Transportation	1,398	0.9%	-	-	164	1,196	1	-	37
Specialized Unit	Good Cause Exemption Request	1,061	0.7%			17	857			187
	Good Cause Program Information	7	0.0%	-	-	-	6	-	-	1
	Newborn Program Information	501	0.3%			8	464			29
	Presumptive Eligibility Req	14	0.0%	-	-	-	13	-	-	1
TOTAL		158,497	100.0%	16	766	14,229	137,249	704	191	5,342

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 05/02/2016 01:30:00 PM

NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities



Period: 05/01/2016 to 05/31/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid /		SHOP	Unspec
				FHP	QHP					
Authentication	Healthcare Proxy	10	0.0%			4				6
Child Health Plus	Billing Issue - CHP	29	0.0%	-	17	7	5	-	-	-
	CHPlus to MA Conversion-Elig	17	0.0%		3	1	12			1
	Covered Services - CHP	56	0.0%	-	13	1	39	-	-	3
	Eligibility Changes - CHP	14	0.0%		5	2	6			1
	Health Plans - CHP	14	0.0%	-	8	2	4	-	-	-
	Program Information - CHP	170	0.1%		54	4	106			6
	Renewal App Assistance - CHP	20	0.0%	-	12	1	5	-	-	2
	Waiting Period	6	0.0%		1	1	3			1
Complaint	Complaint	2,646	1.8%	-	-	215	2,349	5	1	76
FPBP	App/Renewal Assistance - FPBP	16	0.0%			7	7			2
	Covered Services - FPBP	6	0.0%	-	-	1	5	-	-	-
	Program Information - FPBP	6	0.0%			2	4			
	Provider Referral - FPBP	1	0.0%	-	-	1	-	-	-	-
Fair Hearing-Agency Conf	Agency Conference	18	0.0%			1	17			
	Fair Hearing Assistance	12	0.0%	-	-	1	10	1	-	-
Hangup/Disconnect	Hangup/Disconnect	3,072	2.1%	4	6	313	2,207	3	37	502
MA Member	Benefit Card Questions - MA	628	0.4%	1	1	67	534	5	-	20
	Billing Issues - MA	255	0.2%			43	186	6	1	19
	Coverage Lookup - MA	65,665	44.0%	3	144	4,052	59,163	224	44	2,035
	Covered Services - MA	1,062	0.7%	1	6	79	896	2	17	61
	Eligibility Changes - MA	62	0.0%	-	4	12	42	-	-	4
	Health Plans - MA	113	0.1%		1	33	66		1	12
	Pregnant Women/Newborn - MA	255	0.2%	-	2	46	188	8	-	11
	Program Information - MA	2,120	1.4%		50	227	1,722	4		117
	Provider Referral - MA	252	0.2%	-	1	80	151	2	-	18
	Renewal App Assistance - MA	1,555	1.0%		2	105	1,375	31		42
MA Special Programs	MA Premium Assistance Programs	86	0.1%	-	-	24	56	-	-	6
	MA Special Populations	22	0.0%			2	17			3
Material Requests	Bulk Mail Request	7	0.0%	-	-	-	4	-	-	3
	Material Not Sent	92	0.1%			17	69			6
	Material Request	2,823	1.9%	1	4	390	2,306	5	2	115
	Material Sent	2,578	1.7%	1	4	328	2,145	5	2	93
	Received in Error	1	0.0%	-	-	-	1	-	-	-
Medicare	Application Assistance - MSP	35	0.0%			12	17			6
	Program Information - MSP	181	0.1%	-	-	42	127	-	-	12
	Program Information - Medicare	114	0.1%			50	54	1		9
New Applicant/Eligibility	Application Process Questions	223	0.1%	-	-	35	183	-	1	4
	Eligibility Questions	94	0.1%			9	80			5

	Eligibility Screening	74	0.0%	-	-	5	66	-	-	3
Outbound/Lang Line	Language Line	92	0.1%			11	79			2
	Outbound Calls	24	0.0%	-	-	10	13	-	-	1
Referrals and Transfers	Assistor	57	0.0%			25	24		2	6
	DOH Policy Line - DME	353	0.2%	-	-	26	324	-	-	3
	DOH Policy Line - Dental	106	0.1%			12	84	2		8
	DOH Policy Line - OOS	209	0.1%	-	-	32	174	-	-	3
	DOH Policy Line - Pharmacy	392	0.3%			31	354			7
	Food Stamp	3,229	2.2%	1	2	718	2,410	3	1	94
	Fraud Line/OMIG	168	0.1%			23	140			5
	HRA	7,296	4.9%	2	2	465	6,640	7	1	179
	Health Plans	5,202	3.5%	3	82	364	4,524	79	2	148
	Internal Transfer	22,272	14.9%	1	312	1,322	19,829	79	29	700
	LDSS	10,685	7.2%	3	11	900	9,550	3	5	213
	Medicaid Choice	1,435	1.0%	1	-	100	1,306	2	-	26
	Other	6,177	4.1%	2	1	508	5,480	9		177
	Provider Search	4,102	2.7%	3	7	642	3,288	3	3	156
	Qualified Entities	31	0.0%			3	20			8
	Restricted Recipient Program	140	0.1%	-	-	9	117	-	-	14
	Transportation	1,413	0.9%			146	1,224			43
Specialized Unit	Good Cause Exemption Request	1,003	0.7%	-	-	-	832	-	-	171
	Good Cause Program Information	19	0.0%				10			9
	Newborn Program Information	451	0.3%	-	2	7	413	-	-	29
	Presumptive Eligibility Req	22	0.0%				21			1
TOTAL		149,288	100.0%	27	757	11,576	131,083	489	149	5,207

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.
Report Number: CC-203a

Time run: 06/01/2016 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 06/01/2016 to 06/30/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown						
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec
Authentication	Healthcare Proxy	9	0.0%			3	5			1
Child Health Plus	Billing Issue - CHP	21	0.0%	-	10	1	4	-	-	6
	CHPlus to MA Conversion-Elig	19	0.0%		1	1	16			1
	Covered Services - CHP	39	0.0%	-	5	5	29	-	-	-
	Eligibility Changes - CHP	15	0.0%		6	1	7			1
	Health Plans - CHP	20	0.0%	-	9	4	7	-	-	-
	Program Information - CHP	243	0.1%		75	12	152			4
	Renewal App Assistance - CHP	12	0.0%	-	2	3	7	-	-	-
	Waiting Period	1	0.0%							1
Complaint	Complaint	2,923	1.8%	-	1	349	2,449	5	-	119
FPBP	App/Renewal Assistance - FPBP	20	0.0%			5	12			3
	Benefit Card Questions - FPBP	3	0.0%	-	-	-	3	-	-	-
	Covered Services - FPBP	7	0.0%				7			
	Presumptive Eligibility -FPBP	2	0.0%	-	-	-	1	-	-	1
	Program Information - FPBP	8	0.0%			3	5			
	Provider Referral - FPBP	2	0.0%	-	-	1	1	-	-	-
Fair Hearing-Agency Conf	Agency Conference	24	0.0%			10	12			2
	Fair Hearing Assistance	12	0.0%	-	-	2	10	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,784	2.3%	3	13	569	2,674		1	524
MA Member	Benefit Card Questions - MA	709	0.4%	-	-	59	616	9	-	25
	Billing Issues - MA	320	0.2%			47	252	9		12
	Coverage Lookup - MA	70,919	43.7%	-	163	7,056	61,875	207	27	1,591
	Covered Services - MA	1,312	0.8%		5	122	1,109		15	61
	Eligibility Changes - MA	68	0.0%	-	-	7	57	-	-	4
	Health Plans - MA	210	0.1%		1	54	119	1	2	33
	Pregnant Women/Newborn - MA	283	0.2%	-	1	34	228	10	-	10
	Program Information - MA	2,451	1.5%		13	447	1,872			119
	Provider Referral - MA	262	0.2%	-	1	113	134	-	-	14
	Renewal App Assistance - MA	1,400	0.9%		1	83	1,237	40	1	38
MA Special Programs	MA Premium Assistance Programs	90	0.1%	-	-	18	66	2	-	4
	MA Special Populations	31	0.0%			5	25			1
Material Requests	Bulk Mail Request	15	0.0%	-	-	3	9	-	-	3
	Material Not Sent	77	0.0%		1	22	49		1	4
	Material Request	3,258	2.0%	1	6	541	2,604	4	3	99

	Material Sent	2,977	1.8%		3	462	2,427	4	1	80
	Received in Error	1	0.0%	-	-	-	1	-	-	-
Medicare	Application Assistance - MSP	61	0.0%			22	38			1
	Program Information - MSP	235	0.1%	-	-	53	171	-	-	11
	Program Information - Medicare	124	0.1%	1		48	70			5
New Applicant/Eligibility	Application Process Questions	309	0.2%	-	3	33	269	-	-	4
	Eligibility Questions	82	0.1%		3	16	62			1
	Eligibility Screening	128	0.1%	-	2	3	123	-	-	-
Outbound/Lang Line	Language Line	82	0.1%			14	65			3
	Outbound Calls	36	0.0%	-	-	1	31	-	-	4
Referrals and Transfers	Assistor	60	0.0%			20	29		1	10
	DOH Policy Line - DME	394	0.2%	1	-	36	345	-	-	12
	DOH Policy Line - Dental	83	0.1%			12	68			3
	DOH Policy Line - OOS	217	0.1%	-	-	27	184	-	-	6
	DOH Policy Line - Pharmacy	372	0.2%			19	347			6
	Food Stamp	3,522	2.2%	-	1	949	2,515	1	1	55
	Fraud Line/OMIG	169	0.1%			13	152			4
	HRA	8,225	5.1%	-	7	821	7,280	11	-	106
	Health Plans	5,416	3.3%	1	75	556	4,634	52		98
	Internal Transfer	24,673	15.2%	4	263	1,967	21,797	98	51	493
	LDSS	10,995	6.8%		11	1,366	9,455	5	10	148
	Medicaid Choice	1,326	0.8%	-	5	172	1,127	1	3	18
	Other	6,583	4.1%		12	887	5,549	4		131
	Provider Search	4,389	2.7%	2	1	852	3,373	3	3	155
	Qualified Entities	20	0.0%			8	10			2
	Restricted Recipient Program	124	0.1%	-	-	9	106	-	-	9
	Transportation	1,560	1.0%	1	2	212	1,299	1	1	44
Specialized Unit	Good Cause Exemption Request	1,129	0.7%	-	-	53	996	-	-	80
	Good Cause Program Information	73	0.0%			4	56			13
	Newborn Program Information	480	0.3%	-	1	32	432	-	-	15
	Presumptive Eligibility Req	48	0.0%			10	37			1
TOTAL		162,462	100.0%	14	703	18,257	138,701	467	121	4,199

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 07/06/2016 01:30:00 PM



NEW YORK STATE OF HEALTH

SWCC Inbound Call Activities

Period: 07/01/2016 to 07/31/2016



Call Type	Call Sub-Type	Activity Count	Percent of Total Activities	Program Type Breakdown							
				APTC	CHPlus	Combo	Medicaid / FHP	QHP	SHOP	Unspec	
Authentication	Healthcare Proxy	13	0.0%			6	6				1
Child Health Plus	Billing Issue - CHP	32	0.0%	-	15	-	15	-	-	-	2
	CHPlus to MA Conversion-Elig	17	0.0%		4	1	12				
	Covered Services - CHP	30	0.0%	-	2	1	25	-	-	-	2
	Eligibility Changes - CHP	16	0.0%		5	3	7				1
	Health Plans - CHP	18	0.0%	-	8	3	7	-	-	-	-
	Program Information - CHP	272	0.2%		123	6	138				5
	Renewal App Assistance - CHP	14	0.0%	-	7	-	5	-	-	-	2
	Waiting Period	1	0.0%		1						
Complaint	Complaint	2,612	1.8%	-	1	240	2,250	8	-	-	113
FPBP	App/Renewal Assistance - FPBP	27	0.0%			1	16				10
	Benefit Card Questions - FPBP	1	0.0%	-	-	-	1	-	-	-	-
	Covered Services - FPBP	4	0.0%				4				
	Program Information - FPBP	8	0.0%	-	-	2	6	-	-	-	-
Fair Hearing-Agency Conf	Agency Conference	14	0.0%			3	10				1
	Fair Hearing Assistance	10	0.0%	-	-	1	9	-	-	-	-
Hangup/Disconnect	Hangup/Disconnect	3,538	2.4%	7	7	579	2,482	1			462
MA Member	Benefit Card Questions - MA	623	0.4%	-	2	36	552	9	-	-	24
	Billing Issues - MA	322	0.2%		1	28	275	6			12
	Coverage Lookup - MA	64,271	43.2%	9	151	5,191	56,929	129	31		1,831
	Covered Services - MA	1,187	0.8%	1	5	90	1,016		5		70
	Eligibility Changes - MA	56	0.0%	-	1	12	39	-	1		3
	Health Plans - MA	146	0.1%		2	38	92				14
	Pregnant Women/Newborn - MA	325	0.2%	-	1	26	289	2	-	-	7
	Program Information - MA	2,469	1.7%	2	33	430	1,887	1			116
	Provider Referral - MA	237	0.2%	-	-	84	141	-	-	-	12
	Renewal App Assistance - MA	1,191	0.8%		3	46	1,097	9	1		35
MA Special Programs	MA Premium Assistance Programs	67	0.0%	-	-	10	57	-	-	-	-
	MA Special Populations	18	0.0%			1	15				2
Material Requests	Bulk Mail Request	10	0.0%	-	-	3	6	-	-	-	1
	Material Not Sent	73	0.0%			17	53				3
	Material Request	3,081	2.1%	4	7	541	2,424	2	-		103
	Material Sent	2,831	1.9%	3	7	471	2,271	1			78
Medicare	Application Assistance - MSP	65	0.0%	-	-	19	41	-	-	-	5

	Program Information - MSP	283	0.2%			48	223	1		11
	Program Information - Medicare	182	0.1%	-	-	74	101	-	-	7
New Applicant/Eligibility	Application Process Questions	223	0.1%		2	18	200	1		2
	Eligibility Questions	50	0.0%	-	1	10	36	-	1	2
	Eligibility Screening	111	0.1%		1	1	96			13
Outbound/Lang Line	Language Line	103	0.1%	-	-	24	68	-	-	11
	Outbound Calls	31	0.0%		2	2	20			7
Referrals and Transfers	Assistor	71	0.0%	-	-	8	54	1	-	8
	DOH Policy Line - DME	447	0.3%			45	395			7
	DOH Policy Line - Dental	77	0.1%	-	-	7	60	-	-	10
	DOH Policy Line - OOS	172	0.1%			16	154			2
	DOH Policy Line - Pharmacy	359	0.2%	-	-	24	323	-	-	12
	Food Stamp	3,326	2.2%			844	2,401	2	1	78
	Fraud Line/OMIG	133	0.1%	-	1	18	112	-	-	2
	HRA	7,634	5.1%		5	578	6,910	5	3	133
	Health Plans	5,083	3.4%	1	81	434	4,372	58	-	137
	Internal Transfer	23,010	15.5%	5	346	1,192	20,789	39	30	609
	LDSS	10,142	6.8%	1	9	1,032	8,914	1	4	181
	Medicaid Choice	1,216	0.8%			91	1,097	1		27
	Other	5,936	4.0%	-	4	665	5,090	1	-	176
	Provider Search	3,572	2.4%	3	7	602	2,809	2		149
	Qualified Entities	26	0.0%	-	-	4	19	-	-	3
	Restricted Recipient Program	105	0.1%			16	81			8
	Transportation	1,351	0.9%	-	1	166	1,146	-	-	38
Specialized Unit	Good Cause Exemption Request	919	0.6%			102	785			32
	Good Cause Program Information	8	0.0%	-	-	-	8	-	-	-
	Newborn Program Information	491	0.3%			28	448			15
	Presumptive Eligibility Req	8	0.0%	-	-	-	1	-	-	7
TOTAL		148,668	100.0%	36	846	13,938	128,889	280	77	4,602

Description: This report shows a count of SWCC Inbound call activities logged into Siebel by call type and subtype.

Report Number: CC-203a

Time run: 08/02/2016 01:30:00 PM