

# UEP Update

February Calls Forecasted: 30,562

Calls Answered: 17,811

2020 Calls Answered: 22,647

February forecast was adjusted higher for potential 1095 volume as well as an increase in volume for the UEP. So far, neither has had an impact on call volumes.

March Forecast: 18,239

March 2020 Calls Answered: 23,331