

Service Center OE: November 1-30

	2023	2022
Calls Offered	27,899	27,565
Calls Handled	27,306	22,884
Average Speed of Answer	24 Seconds	422 Seconds
Average Handle Time	16:01	15:55
Service Level (80/300)	99.19%	53.42%

Medical Assistant Site OE: November 1-30

	2023	2022
Calls Offered	5321	4583
Calls Handled	4914	3822
Average Speed of Answer	116 Seconds	188 Seconds
Average Handle Time	19:32	19:01
Service Level (80/300)	85.08%	70.14%

MA Applications:

As of November 29th – 99.64%

Currently authorized/processed/completed within 6 days