**Access to Services Performance Indicator**

**Section:** Quality Management

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 17, 20, 21, 34, CSCD 9

**Policy ID:** 8.1

**Approved by:**

**[PHARM Core 17] [PHARM Core 20 (a)] [PHARM Core 21 (b-i)] [PHARM Core 34] [CSCD 9]**

**Indicator:**

<insert practice name> adheres to the following operating requirements for telephone calls:

* Incoming calls will be answered within an average of 30 seconds (Average Speed of Answer)
* Average abandonment rate of all incoming calls will not exceed 5 percent

**Instructions:**

The Pharmacy Manager or their designee will maintain records of the call center ASA and Abandonment Rate.

**Sample Size:**

100% of all monthly calls

This performance Indicator is in reference to the URAC Mandatory Measure for Call Center Performance which is reported out to URAC on an annual basis which is outline below.

**URAC Measure Name:** Call Center Performance

**URAC Measure Number:** SP-3

**Measure Descriptions:**

This measure has two parts:

* Part A measures 30-second response rate;
* Part B measures call abandonment rate.

Note: This measure is to be reported separately for each of the Specialty Pharmacy’s books of business that is included in its URAC accreditation (i.e., commercial, Medicare, and Medicaid).

**Numerator:**

* Part A: The number of calls answered by a live customer service representative within 30 seconds of being placed in the organization’s ACD call queue.
* Part B: The number of calls abandoned by callers after being placed in the ACD call queue and before being answered by a live customer service representative.

**Denominator:**

* Part A: The total number of calls received by the organization’s call service center during normal business hours during the measurement period.
* Part B: The total number of calls received by the organization’s call service center during normal business hours during the measurement period.

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