

Blue Shield Medicare Advantage PPO Transition Dashboard

Health Service Board Meeting • September 11, 2025

Health Service System Call Metrics – August 2025

BSC Transition Calls Handled



August – 81

Calls handled

BSC Transition In-Person Interactions



August – 7

Number of in-person interactions

HSS to BSC Calls



August – 44

Members Connecting with BSC through the HSS Phone System

Average Speed to Answer*

Goal: <3 mins



**August – 5 min 08
secs**

Average Handle Time*

Goal: <10 mins



**August – 7 mins 06
secs**

First Contact Resolution

Goal: >75%



August – 88%

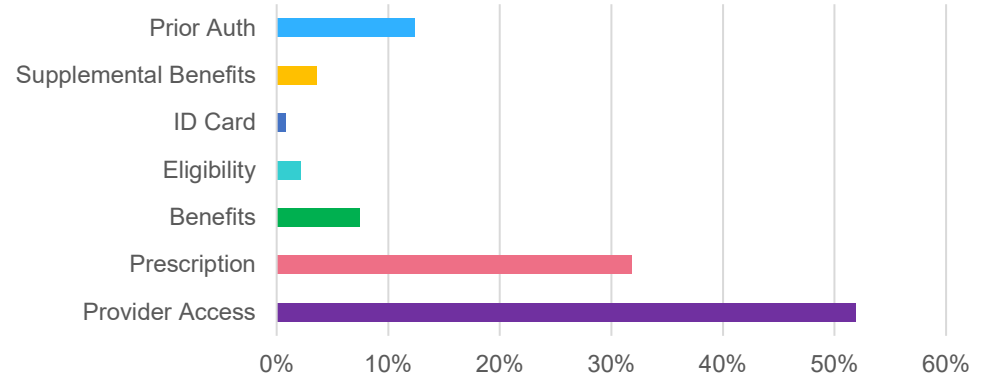
Blue Shield Call Metrics – August 2025

Call Volume



August – 3,828

Support Drivers Metrics - August



Abandonment Rate

Goal: <3%



August – 1.74%

BSC to HSS Calls



August – 84

Members connecting with HSS through BSC phone system

Average Speed to Answer

Goal: <3 mins



August – 40 sec

Average Handle Time

Goal: As Long as Required



August – 17 mins

First Contact Resolution

Goal: >75%



August – 96%