

Mississippi Division of Medicaid



NET and NET ESRD Call Statistics Per Month

State Fiscal Year 2016

8/31/2016

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Queue Type	Month	Calls Presented	Calls Handled	Calls Abandoned	Average TalkTime
Facility Calls	Jul-15	714	692	19	298
	Aug-15	737	718	19	295
	Sep-15	696	664	31	302
	Oct-15	697	677	18	297
	Nov-15	706	687	18	285
	Dec-15	767	740	26	283
	Jan-16	680	652	28	278
	Feb-16	701	685	15	273
	Mar-16	707	687	20	281
	Apr-16	704	676	27	279
	May-16	703	683	19	293
	Jul-16	784	759	24	296
Beneficiary Calls	Jul-15	25,653	24,762	850	265
	Aug-15	25,582	24,738	803	259
	Sep-15	24,955	24,116	801	259
	Oct-15	24,408	23,825	567	254
	Nov-15	22,244	21,491	718	246
	Dec-15	21,418	20,855	547	242
	Jan-16	23,581	22,363	1,182	259
	Feb-16	22,413	22,010	385	255
	Mar-16	23,679	23,142	515	261
	Apr-16	22,604	21,927	657	256
	May-16	22,494	22,072	399	250
	Jul-16	23,692	22,879	770	264
Where's My Ride Calls	Jul-15	11,973	11,680	286	230
	Aug-15	12,708	12,304	387	225
	Sep-15	13,453	12,870	565	219
	Oct-15	12,705	12,379	315	221
	Nov-15	11,304	10,857	430	215
	Dec-15	11,252	10,959	272	212
	Jan-16	11,869	11,209	645	228
	Feb-16	11,270	11,068	194	220
	Mar-16	11,798	11,542	252	223
	Apr-16	11,532	11,183	340	219
	May-16	10,934	10,762	165	217
	Jul-16	11,679	11,196	475	227
Total		433,796	420,509	12,784	245