

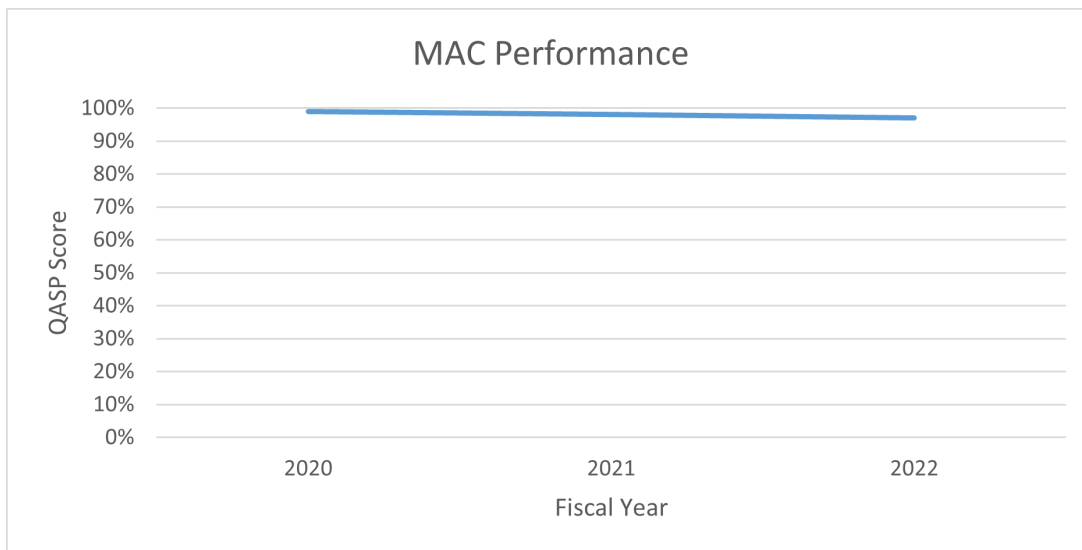
QASP Provider Customer Service Program

What is measured?

The Provider Customer Service Program QASP standards measure accuracy and timeliness of responses to both written and telephone inquiries; customer satisfaction; and quality assurance monitoring.

Performance Data

Fiscal Year	Avg	Low	Median	High
2020	99%	82%	100%	100%
2021	98%	82%	100%	100%
2022	97%	85%	100%	100%



Trends and Observations

An overall steady trend can be observed from Fiscal Year 2020 - 2022. While there was a slight decrease in average scores, scores have remained very high for the three years measured. In all years at least one MAC was in 100% compliance.