

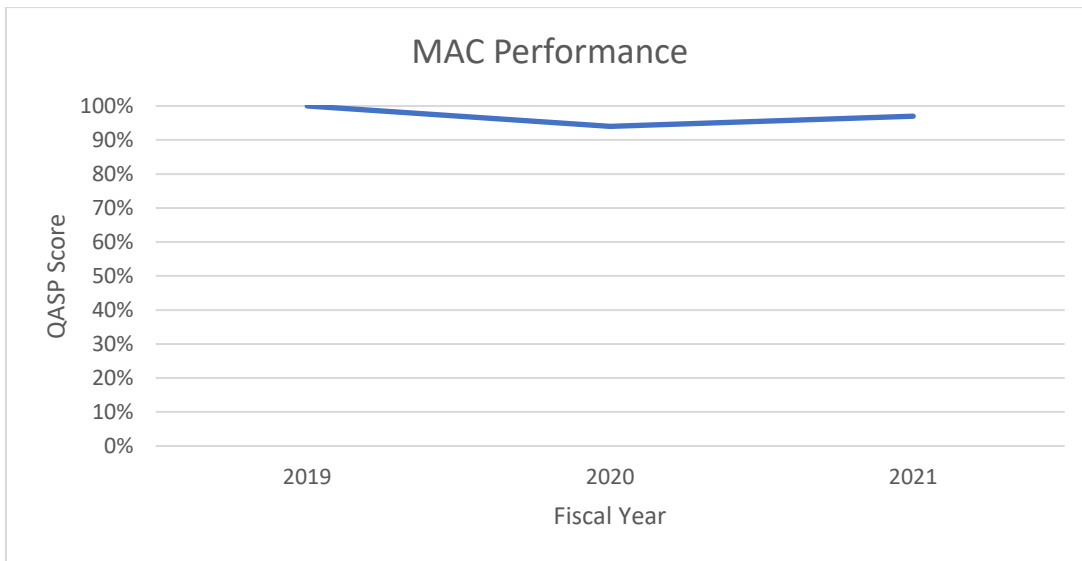
## QASP Beneficiary Customer Service

### What is measured?

The various Beneficiary Customer Service standards measure the contractors timely and accurate handling of congressional and beneficiary inquires as well as Next Generation Desktop acceptance and tracking.

### Performance Data

Fiscal Year	Avg	Low	Median	High
2019	100%	100%	100%	100%
2020	94%	55%	100%	100%
2021	97%	70%	100%	100%



### Trends and Observations

An overall slightly negative trend can be observed from Fiscal Year 2019 - 2021. Specifically, there has been an overall decrease in average scores of three percentage points (3% decrease). Every year more than half of the MACs were in 100% compliance.