

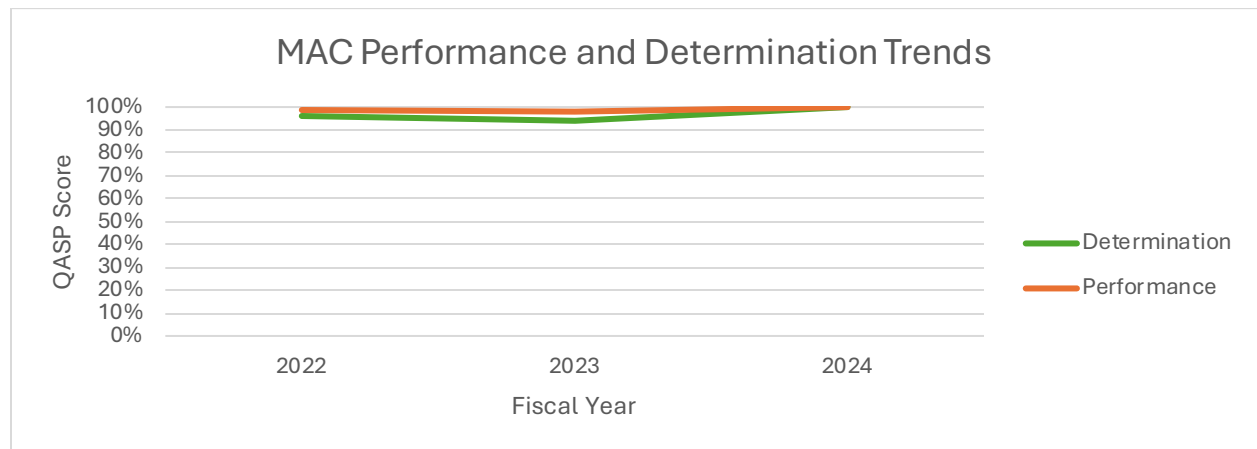
# QASP Beneficiary Customer Service

## What is measured?

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

## MAC QASP Data

Fiscal Year	AVG Performance	AVG Determination	Low Determination	Median Determination	High Determination
2022	99%	96%	70%	100%	100%
2023	98%	94%	60%	100%	100%
2024	100%	100%	100%	100%	100%



## Trends and Observations

From Fiscal Year 2022 to 2024, an overall positive trend in average determination scores can be observed. Specifically, there has been an increase in average scores by 4 percentage points. In FY2024, all the MACs met the Beneficiary Customer Service standards. Impressively, every year, at least one MAC achieved 100% compliance. For a detailed explanation of performance versus determination scores, please refer to the main QASP page.