

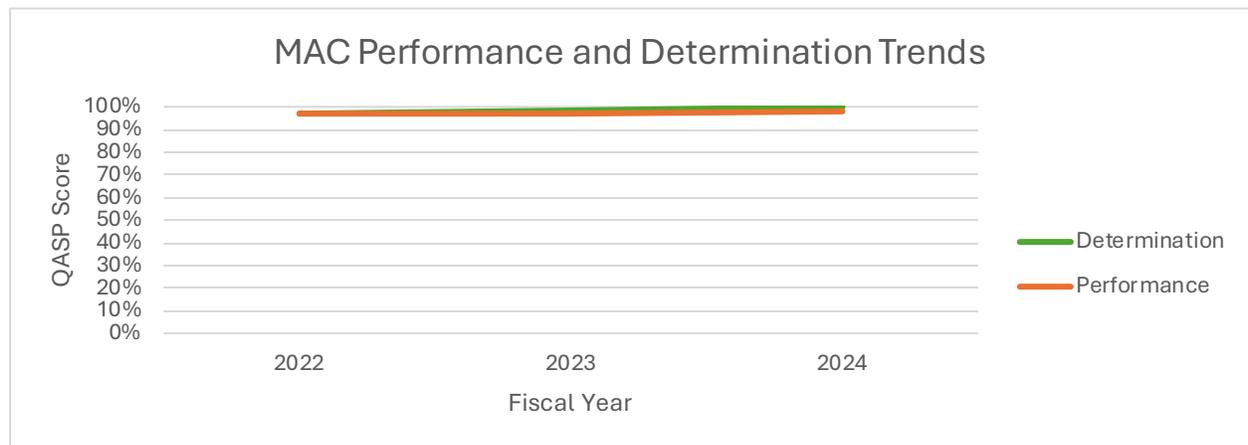
QASP Provider Customer Service Program

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 Performance	AVG Determination	Low Determination	Median Determination	High Determination
2022	97%	97%	85%	100%	100%
2023	97%	98%	85%	100%	100%
2024	98%	100%	100%	100%	100%



Trends and Observations

An overall positive trend in average determination scores can be observed from Fiscal Year 2022 – 2024. Specifically, there has been a 3-percentage point increase since 2022. In all years at least one MAC was in 100% compliance. For a definition of the performance vs. determination scores, please refer to the main QASP page.