

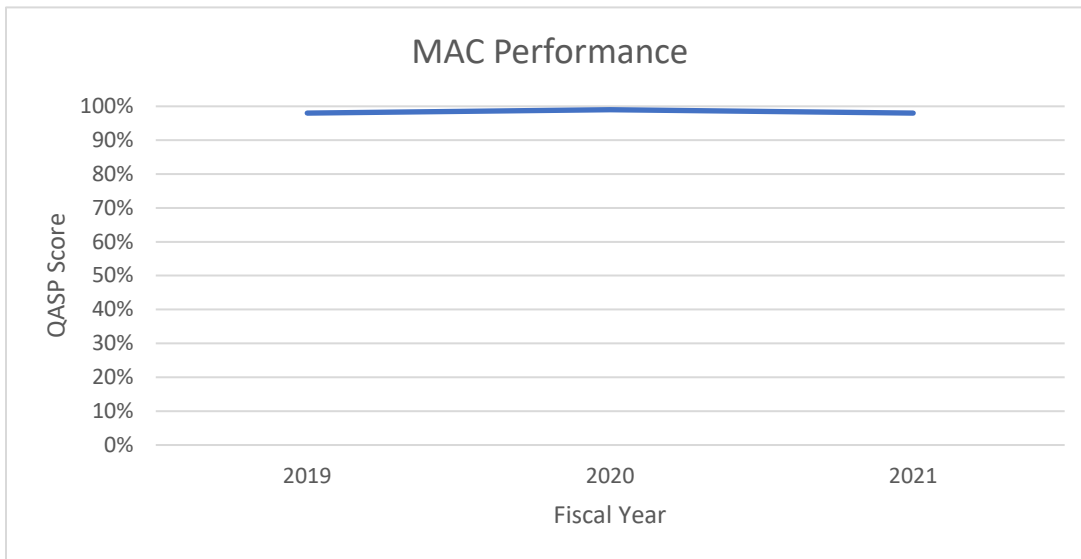
## QASP Provider Customer Service Program

### What is measured?

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

### Performance Data

Fiscal Year	Avg	Low	Median	High
2019	98%	85%	100%	100%
2020	99%	82%	100%	100%
2021	98%	82%	100%	100%



### Trends and Observations

An overall steady trend can be observed from Fiscal Year 2019 - 2021. Scores have remained very high for the three years measured. In all years more than half of the MACs were in 100% compliance.