

## Quality Assurance

Consider these current RightCHOICE Benefit Administrators' performance statistics:

	Industry Standard	Our Goal
<b><i>Claim Performance</i></b>		
<input type="checkbox"/> Turn-around time (Claims paid in 10 days)	85%	90%
<input type="checkbox"/> Average claims turn-around Time (days to pay)	7.5	6.5
<input type="checkbox"/> Procedural accuracy	97%	98%
<input type="checkbox"/> Financial accuracy	98%	99%

### ***Customer Service Performance***

- Call abandon rate < 5% < 5%
- Average speed to answer < 45 sec. < 30 sec.

RightCHOICE Benefit Administrators wants to work closely with each consultant or broker and their clients, to establish and meet performance standards. When selected as a finalist in a group's TPA-selection process, we want to discuss specific performance expectations with the consultant or broker and their client.

*RightCHOICE Benefit Administrators offers the Customer Service Satisfaction Survey (form and latest survey results below) to help a group to gage plan reception.*

## RightCHOICE Service Questionnaire

You recently had the opportunity to speak with {CSR's name}, our Claim Service Representative, on {month} {day}. Please take a minute to reflect on the service you received, and tell us how we did. Please circle the number which best represents your answer:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1. Getting through to a Service Representative was easy.	5	4	3	2	1
2. If the representative placed you on hold at any time, the wait was reasonable and acceptable.	5	4	3	2	1
3. The representative was courteous and pleasant.	5	4	3	2	1
4. The representative showed interest and concern about my inquiry or problem.	5	4	3	2	1
5. The representative provided complete and accurate information.	5	4	3	2	1
6. Overall, I received outstanding service when I called the RightCHOICE Call Center.	5	4	3	2	1

<b>RightCHOICE Service Questionnaire Results:</b>							
Question	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Unanswered	Total received back
1. Getting through to a Service Representative was easy.	36.9%	48.1%	8.6%	3.2%	2.1%	1.1%	187
2. If the representative placed you on hold at any time, the wait was reasonable and acceptable.	31.0%	54.0%	3.2%	1.6%	0.5%	9.6%	187
3. The representative was courteous and pleasant.	65.2%	26.2%	1.6%	4.3%	0.5%	2.1%	187
4. The representative showed interest and concern about my inquiry or problem.	58.8%	30.5%	4.8%	2.1%	1.1%	2.7%	187
5. The representative provided complete and accurate information.	57.2%	32.1%	5.9%	1.6%	1.1%	2.1%	187
6. Overall, I received outstanding service when I called the Call Center.	55.1%	32.6%	5.3%	3.7%	0.5%	2.7%	187
<i>Sent out 587 letters Jan - May; Received 187 back as of June 13, resulting in a 31.8% survey return.</i>							