

Appendix 7 – BPOC Monthly Status Report Components

MSP Activity Components

- MSP Work Queue Inventory
- Small Employer Exception Monthly Report

Call Center and Correspondence Components

- Call Center Performance Report
- Call Center Key Performance Indicators
- Total Calls Report > 0
- Total Calls < 3
- Total Calls > 500
- RRE Calls Transferred to Queue
- Beneficiary Calls by Activity Code
- Beneficiary Representative Calls by Activity Code
- Provider Calls by Activity Code
- Provider Bene
- DSA Calls by Activity Code
- RRE Calls by Activity Code
- Attorney Calls by Activity Code
- Employer Calls by Activity Code
- Total Calls by Activity Code
- Total Authenticated Beneficiary Calls
- Beneficiary Authentication Breakdown
- Reason for Failing Beneficiary Authentication
- Queue Summary and KPI Statistics
- COB Telephone Summary Report
- COB Correspondence Report
- Recovery Open Correspondence Report
- IVR & Self-Service Performance Report

ECRS Components.

- MSP Inquiries and CWF Assistance Requests by MACs/DMACs/ROs
- MSP Inquiries and CWF Assistance Requests Trending Report
- MSP Inquiries and CWF Assistance Requests Trending Charts
- "I" Records by Contractor
- "I" Records Top Submitters (>500)
- MSP Inquiries by Part C and D Plans
- CWF Assistance Requests by Part C and D Plans
- CWF Assistance Requests Top Submitters (>1500)
- CWF Assistance Requests Completed by Contractor
- CWF Assistance Requests Completed by Resolution