

Healthy Michigan Call Center
(FY2018 Appropriation Act - Public Act 107 of 2017)

October 31, 2018

Sec. 1506. The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a quarterly report on the implementation status of the public assistance call center that includes all of the following information:

(a) Call volume during the prior quarter.

(b) Percentage of calls resolved through the public assistance call center.

(c) Percentage of calls transferred to a local department office or other office for resolution.

(d) Number of Medicaid applications completed by the public assistance call center staff and submitted on behalf of clients.



Section 1506 - Report #4
(FY2018 Appropriation Act - Public Act 107 of 2017)

Public Assistance Customer Support Call Center Information	
Fiscal Year 2018 4th Quarter Report	
July 1, 2018 through September 30, 2018	
Description	Number
a) Call Volume	103,632
b) Percentage of calls resolved through the Customer Support call center*	65%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus) **	35%
d) Number of Medicaid applications completed by the public assistance call center staff and submitted on behalf of clients***	0

*18% were resolved through the Beneficiary Help Line or the Phone Application Help Line

**66% were handled by a Customer Support Call Center representative and then transferred to another office for further resolution. The remaining 34% of these calls were directly referred to the Specialized Action Center (SAC) by selecting the missing payment or determination question option on the IVR.

***The CSCC does not handle Medicaid related issues (application and provider questions), these calls are directed to the Beneficiary Hotline or other appropriate resources.