

Healthy Michigan Call Center
Quarterly Report #1
(FY2019 Appropriation Act - Public Act 207 of 2018)

January 31, 2019

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 quarterly reports on the implementation status of the public assistance call center that include 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.***



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Public Assistance Customer Support Call Center Information Fiscal Year 2019 – 1st Quarter Report October 1, 2018 through December 31, 2018	
Description	Number
a) Call Volume	139,810
b) Percentage of calls resolved through the Customer Support call center*	71%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus) **	29%

*16% were resolved through the Beneficiary Help Line or the Phone Application Help Line

**53% 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.