

Healthy Michigan Call Center
Quarterly Report #2
(FY2019 Appropriation Act - Public Act 207 of 2018)

April 30, 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 – 2nd Quarter Report	
January 1, 2019 through March 31, 2019	
Description	Number
a) Call Volume	140,938
b) Percentage of calls resolved through the Customer Support call center*	86%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus) **	14%

*14% were resolved through the Beneficiary Help Line or the Phone Application Help Line

** The lower percentage is due to the Call Tracking System (CTS) no longer being used. CTS is a web-based system that was developed for the Specialized Action Center (SAC). The database was built with technology that is no longer supported. Therefore, calls handled by a Customer Support Call Center representative and then transferred to another office for further resolution can no longer be tracked. This percentage represents calls that were directly referred to the SAC by selecting the appropriate option on the Interactive Voice Response (IVR).