

Healthy Michigan Call Center
Quarterly Report #3
(FY2019 Appropriation Act - Public Act 207 of 2018)

July 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 – 2nd Quarter Report April 1, 2019 through June 30, 2019	
Description	Number
a) Call Volume	123,498
b) Percentage of calls resolved through the Customer Support call center*	87%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus) **	13%

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

** The lower percentage is due to the CTS system no longer being used. 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 is calls that were directly referred to the Specialized Action Center (SAC) by selecting the appropriate option on the IVR.