



COLORADO

Department of Health Care
Policy & Financing

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Average Speed to Answer (ASA) Monthly Reporting Required Data Elements for Tier 1 Counties

As part of the FY 2024-25 County Incentives Program, Customer Service Incentive for Tier 1 Call Center requirements, counties must provide the following information to HCPF monthly.

To submit monthly reporting:

- If the county's Call Center system has the necessary functionality, the county can automate the monthly reporting to automatically send by the 7th of each month
 - The automated reporting can be emailed to HCPF_CountyRelations@state.co.us
- If the county's Call Center does not have that functionality, the county will have to manually pull the data and submit by the 7th of each month
 - The manual reporting must be submitted to the [County Relations webform](#), ticket type "Incentives Program."

Required data elements for monthly reporting:

- **Total Call Volume**, for the previous month
 - How many calls are you receiving?
 - Provide total for overall call volume, and total across individual queues
- **Percentage and Total Abandoned Calls (ABD%)**, for the previous month
 - How many calls were abandoned by the caller because they couldn't get through?
 - Provide both the actual number of abandoned calls and the total percentage •

Average Speed to Answer (ASA), for the previous month

- How long did it take a caller to get to a live agent?
- ASA of all calls answered across all queues
- Individual queues should be broken out, if possible

• **Average Handle Time (AHT)**, for the previous month

- How long was the member on the line with the live agent?
- AHT of all calls answered across all queues
- Individual queues should be broken out, if possible

• **Average Number of Agents Answering calls**, for the previous month

- How many agents were answering calls on average last month?
- Provide the total number of vacancies for call center agents for last month