

| TennCare Member Hotline Statistics | | | | | |
|---|----------------------------------|----------------------------------|-------------------------|--------------------------------|----------------------|
| Months | Total Call Volume Offered | Total Call Volume Handled | Abandonment Rate | Average Speed Of Answer | Service Level |
| April 2010 | 33,861 | 33,474 | 1.14% | 13 | 87.66% |
| May 2010 | 30,297 | 30,017 | 0.92% | 10 | 88.92% |
| June 2010 | 36,274 | 35,762 | 1.41% | 15 | 86.13% |
| Quarter 2 2010 | 100,432 | 99,253 | 1.17% | 13 | 87.49% |
| July 2010 | 34,026 | 33,741 | 0.84% | 12 | 87.88% |
| August 2010 | 40,073 | 39,599 | 1.18% | 14 | 85.69% |
| September 2010 | 36,510 | 36,100 | 1.12% | 14 | 85.67% |
| Quarter 3 2010 | 110,609 | 109,440 | 1.06% | 13 | 86.36% |
| October 2010 | 34,930 | 34,447 | 1.38% | 15 | 86.52% |
| November 2010 | 33,458 | 33,228 | 0.69% | 9 | 90.75% |
| December 2010 | 31,216 | 30,996 | 0.70% | 9 | 89.68% |
| Quarter 4 2010 | 99,604 | 98,671 | 0.94% | 11 | 88.93% |
| January 2011 | 34,668 | 34,275 | 1.13% | 15 | 85.90% |
| February 2011 | 31,124 | 30,681 | 1.42% | 16 | 85.41% |
| March 2011 | 40,591 | 40,212 | 0.93% | 14 | 87.72% |
| Quarter 1 2011 | 106,383 | 105,168 | 1.14% | 15 | 86.45% |
| Total | 521,485 | 516,062 | 1.04% | 12 | 87.69% |
| State Standard | N/A | N/A | < 5% | 85% by 30 sec | |