

# DETROIT WAYNE INTEGRATED HEALTH NETWORK

Access Call Center /February 2021  
Performance



# Access Call Center Transition Go live

## 2/1/2021

### Monthly Performance

QUEUES	Calls Offered	Calls Handled	Calls Abandoned	% Abandoned Goal : <5%	Average speed to answer Goal : 30 sec	Average call Length	% of calls answered Goal: 80%	Service Level Goal 80% Stretch Goal 85%
CALL REPS	17,605	16,657	948	5.4%	00:20 sec.	0:5:48 mins	94.61%	87.78%
SUD (Subset of all calls)	2,787	2760	27	1.0%	00:15 sec.	0:14:26 mins	99.03%	96.3%
Clinicians (Subset of all calls)	919	874	45	4.9%	00:31 sec.	22.35 mins	95.10.3%	86.3%
Totals	17,605	16,657	948	5.4%	20 sec.	5:46 mins	94.61%	87.78%



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- Began Call Center redesign by leveraging phone equipment to enhance Call flow.
  - Changed 2 minutes work timer call center phone staff to 30 seconds
  - Created an auto answer which would go directly to an available agent instead of ringing the phone allowing for a quicker phone answer
  - Addressing exception processing and determining which processes can be streamlined.
- Began Call Center redesign by leveraging Internal system.
  - Reviewing MHWIN to streamline manual processes.
  - Addressing backlogged volumes resulting from Transition

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## CALL CENTER INFORMATION

EFFECTIVE February 1, 2021

CALL Center # 1-800-241-4949

**CALL CENTER WILL CONDUCT ALL SCREENING AND  
INITIAL ASSESSMENTS**

**DWIHN UTILIZATION STAFF WILL CONTINUE TO  
CONDUCT ALL REAUTHORIZATIONS**

**Call Center Contact Information:**

**FAX # 877 909-3950**

**Email: [accesscenter@dwihn.org](mailto:accesscenter@dwihn.org)**



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Call Center Issues and Concerns please contact:

**Email:**

**Katrina Palmer :[kpalmer@dwihn.org](mailto:kpalmer@dwihn.org)**

**Artavia Epperson: [aeperson@dwihn.org](mailto:aeperson@dwihn.org)**

Bonnie Herndon , Call Center Administrator, 313 402- 4964

Miriam Bielski, Call Center Director, 313 595 -5428

Adding a SUD Call Center Administrator position. We are currently interviewing

