



STATE OF WASHINGTON  
**HEALTH CARE AUTHORITY**

626 8th Avenue, SE • P.O. Box 45502 • Olympia, Washington 98504-5502

July 3, 2012

Thomas Hoemann, Secretary  
Washington State Senate  
P.O. Box 40482  
Olympia, WA 98504-0482

Barbara Baker, Chief Clerk  
House of Representatives  
P.O. Box 40600  
Olympia, WA 98504-0600

Dear Mr. Hoemann and Ms. Baker:

**SUBJECT: Legislative Proviso 2ESBH 1087, Section 213, Subsection 45**

\$480,000 of the general fund – state appropriation for fiscal year 2012, \$480,000 of the general fund – state appropriation for fiscal year 2013, and \$824,000 of the general fund – federal appropriation are provided solely for customer services staff. The Health Care Authority (HCA) will attempt to improve the phone answer rate to 40 percent and reduce the response times to written questions to ten days for clients and 25 days for providers. HCA will report to the legislature on its progress toward achieving these goals by January 1, 2012. If HCA has not achieved these goals by July 1, 2012, then the agency shall reduce expenditures on management staff in order to increase expenditures on customer service staff until the goals are achieved.

**Progress Report**

As of May 31, 2012, there is continued improvement in the phone answer rate and responses to emailed requests from providers and clients. The Office of Medical Assistance Customer Service Center (MACSC), within Eligibility Policy and Service Delivery (EPSD), has maintained a consistent level of staffing, which contributed to the ability to train staff on additional skills that had a higher wait time. From the nine FTEs allocated by the Legislature, plus the hiring of additional vacancies in July 2011, we have been able to retain the majority of staff. The first group of newly-hired staff now takes a minimum of five specific types of phone calls (skills) so that hold times and answer rates on several skills can be positively affected. Over the past six months, our call answer rate has averaged 54.7% and our average number of days to respond to non-phone provider contacts has dropped; the goal set forth in the proviso has been achieved.

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	May Data	6 month average (Dec 2011-May 2012)
Average % Calls Answered	60.6% (Provider 61.0%, Client 60.4%)  67,384 total call attempts	54.7% (Provider 51%, Client 56%)  69,540 call attempts average/month
Average number of days to respond to Non-Phone contacts	5 days – Provider 4 days – Client	30 days – Provider 4 days - Client

If you have any further questions or need clarification, please contact Manning Pellanda, Assistant Director, HCA Eligibility, Policy, Service, and Delivery, at (360) 725-1416 or via email at [manning.pellanda@hca.wa.gov](mailto:manning.pellanda@hca.wa.gov).

Sincerely,



Doug Porter  
Director

cc: Senator Karen Keiser, Chair, Senate Health & Long Term Care Committee  
Senator Randi Becker, Ranking Minority Member, Senate Health & Long Term Care Committee  
Senator Ed Murray, Chair, Senate Ways & Means Committee  
Senator Joseph Zarelli, Ranking Minority Member, Senate Ways & Means Committee  
Representative Eileen Cody, Chair, House Health Care & Wellness Committee  
Representative Joe Schmick, Ranking Minority Member, House Health Care & Wellness Committee  
Representative Ross Hunter, Chair, House Ways & Means Committee  
Representative Gary Alexander, Ranking Minority Member, House Ways & Means Committee  
Mich'I Needham, Research Analyst, Senate Health & Long Term Care Committee  
Tim Yowell, Fiscal Analyst, Senate Ways & Means Committee  
David Hanig, Policy Analyst, Senate Democratic Caucus  
Eric Lohnes, Policy Analyst, Senate Republican Caucus  
Eric Cornellier, Analyst, House Ways & Means  
Chris Blake, Coordinator/Counsel, House Health Care & Wellness Committee  
Jane Beyer, Counsel, House Democratic Caucus  
Stacey Baker, Policy Analyst, House Republican Caucus  
Richard Pannkuk, Fiscal Analyst, Office of Financial Management  
Jason McGill, Executive Policy Analyst, Executive Policy Office