

**BAYOU HEALTH
Inbound Call Action Report**

Reporting Month: January 2016

Call Action	Total Call Actions	% of Total Calls Logged
Behavioral Health Call	240	2.4%
BH (Bayou Health)	324	3.2%
Call Dropped	92	0.9%
Fraud / Abuse	0	0.0%
Health Plan Information	3,189	31.3%
Hung Up	141	1.4%
Mailing Address	297	2.9%
Outbound Call, Address Received	2	0.0%
Phone Number Change	31	0.3%
Provider	566	5.5%
Request Client/Case Status	1,496	14.7%
Request General Information	484	4.7%
Request Information About Medicaid	5,172	50.7%
Request Information About Other Programs	403	4.0%
Request Plan Information/Customer Service Information	2,112	20.7%
Research/Review	28	0.3%
Vmail/Left Msg	1	0.0%
Period Total	14,578	
Total Inbound Calls	10,202	

Description: Summary report showing a count of calls by call action for all inbound calls logged.