

Healthy Michigan Call Center
Quarterly Report #3
(FY2020 Appropriation Act - Public Act 67 of 2019)

July 31, 2020

Sec. 1506. The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office quarterly reports on the implementation status of the public assistance call center that include all of the following information:

- (a) Call volume during the prior quarter.***
- (b) Percentage of calls resolved through the public assistance call center.***
- (c) Percentage of calls transferred to a local department office or other office for resolution.***



**Healthy Michigan Call Center
Section 1506 PA 67 of 2019
Report #3**

Public Assistance Customer Support Call Center Information Fiscal Year 2020 – 3rd Quarter Report April 1, 2020 through May 29, 2020*	
Description	Number
a) Call Volume	125,835
b) Percentage of calls resolved through the Customer Support call center**	87%
c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus)	13%

*The Customer Support call center ended on May 29, 2020. Report data is from April 1, 2020 through May 29, 2020 only.

**10% were resolved through the Beneficiary Help Line or the Phone Application Help Line.