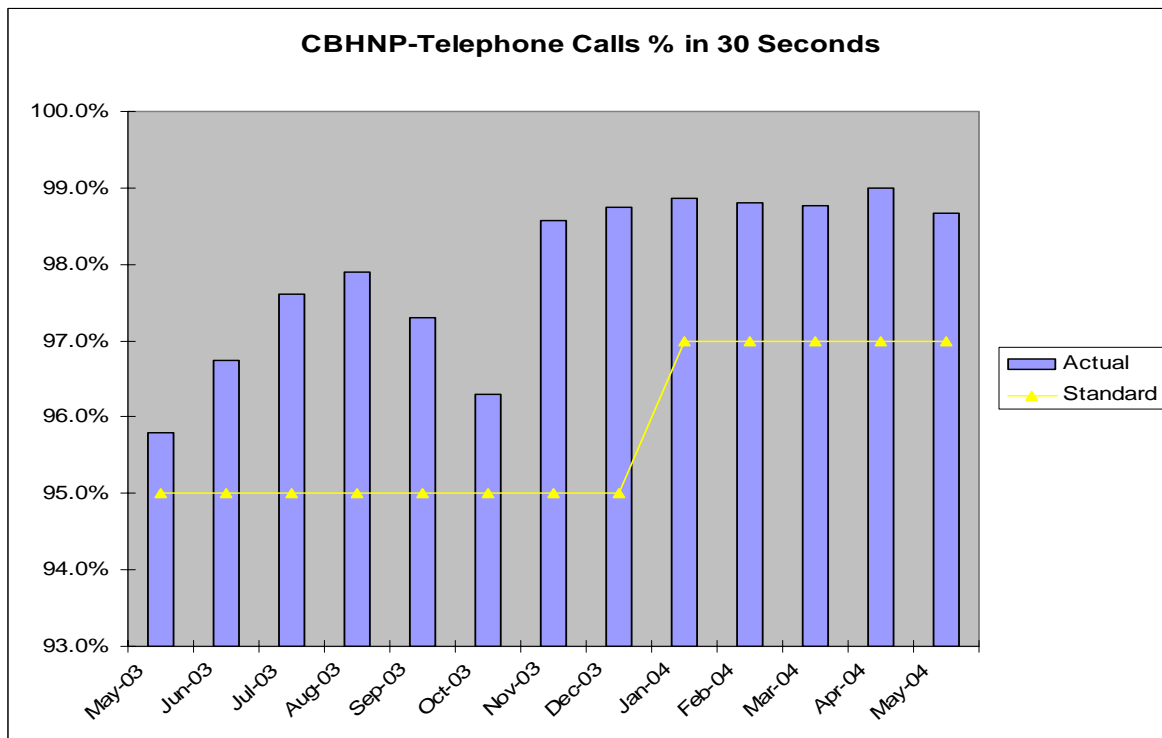


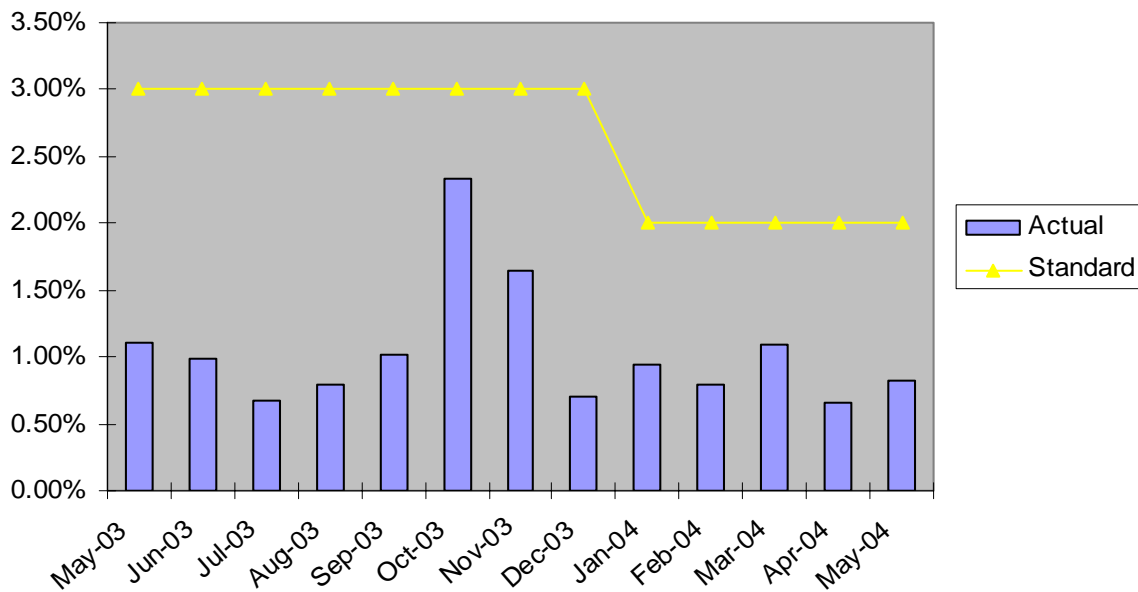
Q1 Spotlight

July 2004

The CBHNP Member Services Department is dedicated to providing timely access to information for both Members and Providers. Ongoing measures of telephone service statistics demonstrate that an extremely high level of service has been established and maintained by Member Services. During a time when increasing call volume approached and sometimes exceeded 10,000 calls per month, approximately 99% of calls were answered within 30 seconds with less than 1% of calls being dropped or “abandoned” before being answered.



CBHNP-Telephone Abandonment Rate



Call Volume

