

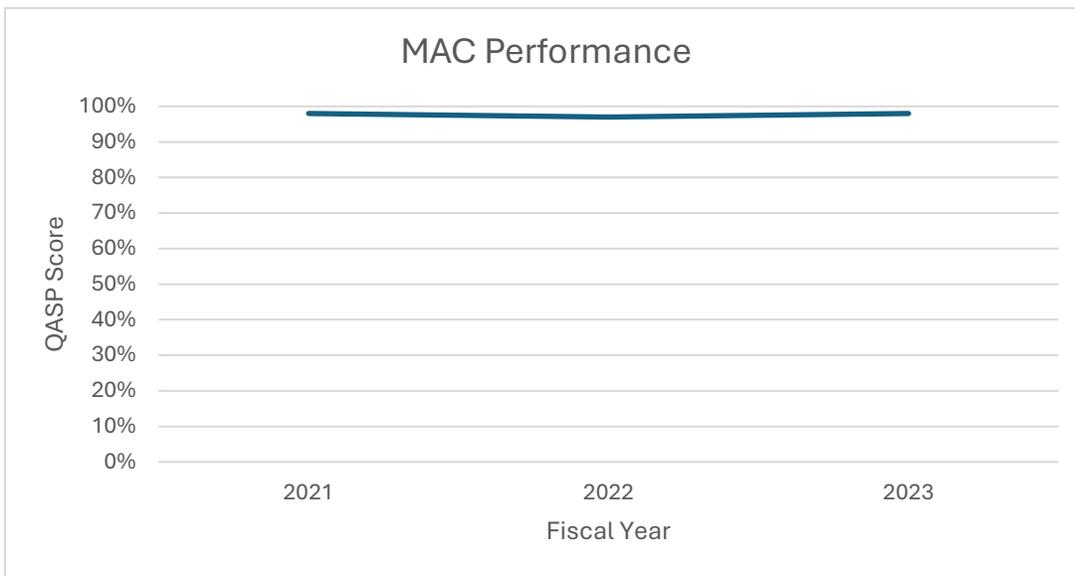
# QASP Provider Customer Service Program

## What is measured?

The Provider Customer Service Program QASP standards measure accuracy and timeliness of responses to both written and telephone inquiries; customer satisfaction; and quality assurance monitoring.

## Performance Data

Fiscal Year	Avg	Low	Median	High
2021	98%	82%	100%	100%
2022	97%	85%	100%	100%
2023	98%	85%	100%	100%



## Trends and Observations

An overall steady trend can be observed from Fiscal Year 2021 – 2023. In all years at least one MAC was in 100% compliance.