

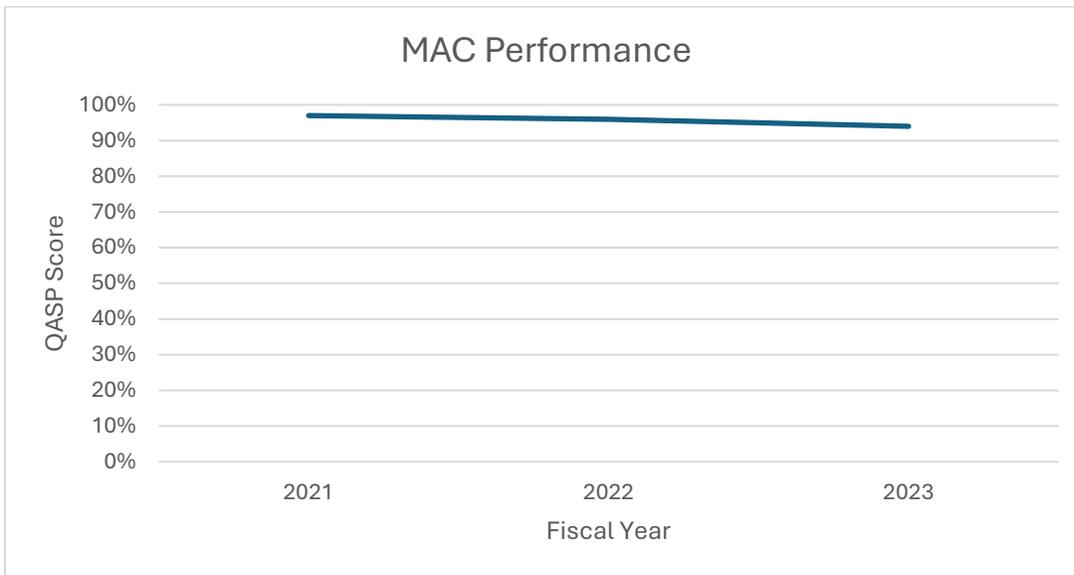
QASP Beneficiary Customer Service

What is measured?

The various Beneficiary Customer Service standards measure the contractors timely and accurate handling of congressional and beneficiary inquiries as well as Next Generation Desktop acceptance and tracking.

Performance Data

Fiscal Year	Avg	Low	Median	High
2021	97%	70%	100%	100%
2022	96%	70%	100%	100%
2023	94%	60%	100%	100%



Trends and Observations

An overall slightly negative trend can be observed from Fiscal Year 2021 – 2023. Specifically, there has been an overall decrease in average scores of 3 percentage points (3% decrease). Every year, at least one MAC was in 100% compliance.