

**Jurisdiction B Durable Medical Equipment
Medicare Administrative Contractor
Provider Contact Center Update**

2nd Quarter 2009 Timeliness – April 2009 MTD

ASA: 36 seconds

Quality Assurance Scores

Privacy Act – 96%

Customer Skills – 99%

Knowledge Skills – 96%

3rd Quarter 2009 Timeliness – July-September

ASA : 41 seconds

Quality Assurance Scores

Privacy Act – 97%

Customer Skill - 100%

Knowledge Skills – 95%

MTD Timeliness- October

ASA: 43 seconds