

Q & A Attachment 2

**EPIC, AIH and NYPS
Helpline Statistics
January 1, 2012 - February 29, 2012**

Helpline Service	2012		<u>Total</u>
	Jan	Feb	
EPIC Calls			
Participant Calls	37,335	23,256	60,591
Provider Calls	8,802	3,340	12,142
Total Calls Received	46,137	26,596	72,733
Average Time per Call Participant	4 min 34 sec	4 min 12 sec	
Average Time per Call Provider	2 min 59 sec	3 min 17 sec	
NYPS Calls			
Member Calls	473	348	821
Provider Calls	168	213	381
Total Calls Received	641	561	1,202
Total Received (ALL)	46,778	27,157	73,935
Average Time per Call Participant	2 min 29 sec	2 min 44 sec	
Average Time per Call Provider	1 min 25 sec	1 min 8 sec	