

# Kansas Medicaid Call Center Data

Call center data covers the total calls the KanCare Clearinghouse received, as well as the amount of calls abandoned and the abandonment rate, the average speed to answer, the average time to handle a call, and the total number of outbound calls. Data is as-of the last day of the month.

	Total Call Handled	Abandoned Calls	Abandoned Rate	Avg Speed of Ans	Total Outbound Call	Avg Handle Time
Jun-24	29,310	70	24%	12.91	2,577	9:50
Jul-24	36,406	507	1%	55.09	2,357	9:32
Aug-24	29,825	451	1%	44.9	2,756	9:54
Sep-24	37,527	489	1%	47	2,728	9:42
Oct-24	37,249	749	2%	54	2,777	9:42
Nov-24	30,900	515	2%	56	2,577	9:43
Dec-24	41,857	350	1%	29	3,166	9:42
Jan-25	30,594	7,212	19%	314	3,609	9:53
Feb-25	31,442	80	1%	13	2,274	9:59
March-25	35,217	125	1%	16	2,434	9:31
April-25	37,994	106	1%	13	2,695	9:43
May- 25	33,213	85	1%	12	2,344	8:01
June- 25	33,316	273	1%	33	2,396	8:02
July- 25	35,824	79	1%	10	2,334	8:14
Aug- 25	32,989	183	1%	20	2,312	9:51
Sept- 25	32,315	98	1%	13	2,481	9:56
Oct- 25	32,379	77	1%	9	2,376	9:35
Nov- 25	23,536	120	1%	18	1,667	9:59
Dec- 25	31,143	54	1%	9	2,280	9:50