

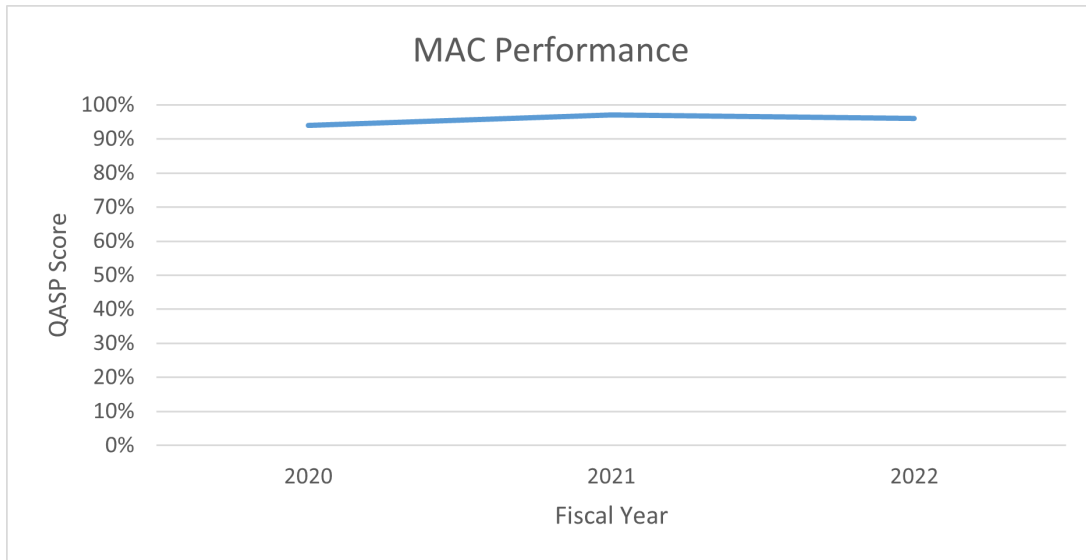
QASP Beneficiary Customer Service

What is measured?

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

Performance Data

Fiscal Year	Avg	Low	Median	High
2020	94%	55%	100%	100%
2021	97%	70%	100%	100%
2022	96%	70%	100%	100%



Trends and Observations

An overall slightly positive trend can be observed from Fiscal Year 2020 - 2022. Specifically, there has been an overall increase in average scores of two percentage points (2% increase). Every year, at least one MAC was in 100% compliance.