

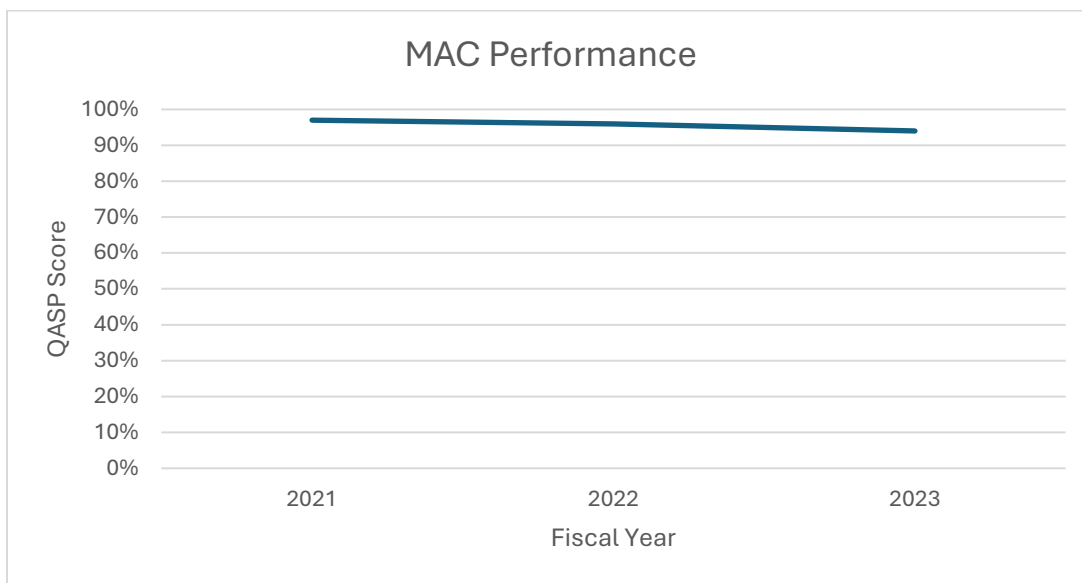
# QASP Beneficiary Customer Service

## 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.