LSA | LANGUAGE® SERVICES ASSOCIATES

CMS Part C & Part D Call Center Studies

Call Center Monitoring — Accuracy & Accessibilty Studies

These studies evaluate call centers on timeliness, accuracy, and accessibility of information for Medicare beneficiaries. They impact star ratings and ensure that health plans provide effective and responsive services to all members.

The Latest Performance Standards

8
Ensure that interpreters are available within **8 minutes** of the caller reaching a CSR.

7
Ensure that CSRs are able to respond promptly to questions. Each accuracy question has a **7-minute timer.**

TIP

Because the time is limited to 7 minutes for each of the general accuracy questions, a best practice for CSRs is to speak at a high level first and offer more detail if asked. When asked *Are you the right person to answer questions about...?* it is best for the CSR to respond *yes* or *no*.

All call centers should make live telephone service available to callers from **8:00 a.m. through 4:30 p.m.** for all time zones of the geographical area serviced, Monday through Friday.

CMS interviewers testing secondary languages won't select IVR options if the instructions are only in the primary language. Ensure IVR systems default to a live operator if no buttons are pressed or no verbal selection is made.

Languages to be tested in 2025 shown as a percentage of non-English languages spoken at home in the United States.*

Language	Percentage
Spanish	62%
Cantonese & Mandarin	5%
French	3%
Tagalog	3%
Vietnamese	2%
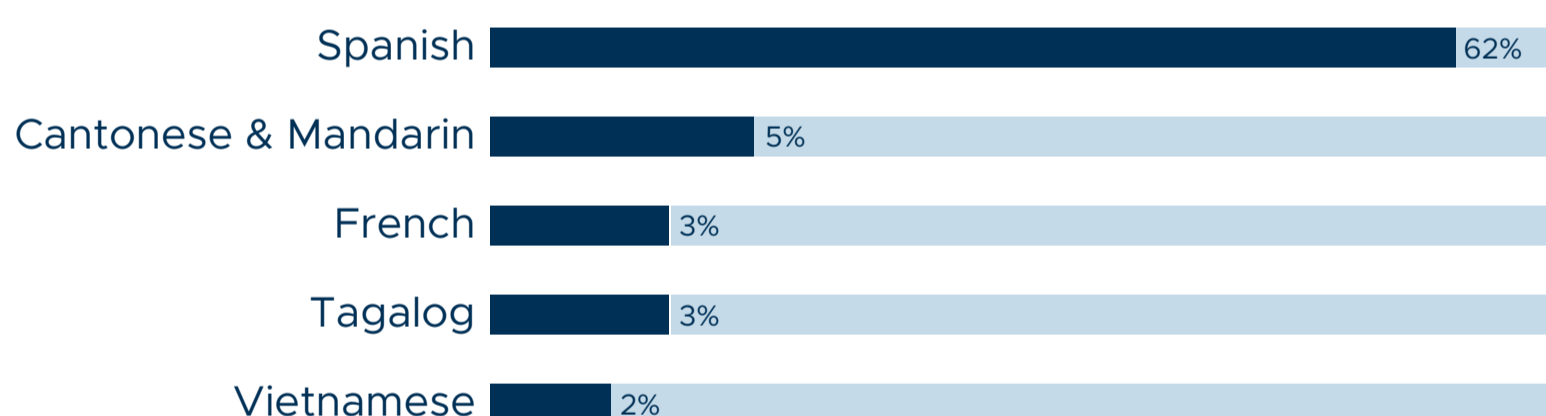
*Source: Language Use in the United States 2019 | US Census

Looking for an interpretation and translation services company who can help you succeed during the CMS Call Monitoring season? **We can help.**

SCHEDULE A DEMO

How We Help

We provide our clients with a dedicated toll-free number that CSRs can easily and quickly access while being tested, decreasing unnecessary wait time.

Our interpreters are provided with support materials to help prepare them for the CMS Season — ensuring your call center is compliant and prepared for success.

We provide support in hundreds of languages, including the languages you will be tested on, helping you meet accesibility requirements.