

DVHA-HAEEU KPI Dashboard - Aug 2017

July 2017 data - with comparisons to July 2016, June 2017, and targets - as evaluated on Aug 15, 2017

- ★ Meeting key goals.
- ★ Attention needed.
- Action needed.
- Better than prior month.
- Same as prior month.
- Worse than prior month.

Goal 1: Promptly answer members' calls ★							
Primary Metric	Jul-16	Jun-17	Jul-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	61%	83%	67%	★	⬇️	>=75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	87%	98%	95%	★	⬇️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	N/A*	5%	4%	★	⬆️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	N/A*	18	44	★	⬇️	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	8%	7%	6%	★	⬆️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	46%	98%	92%	★	⬇️	>=75%	60% - 74%
Goal 2: Process member requests timely ★							
Primary Metric	Jul-16	Jun-17	Jul-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	84%	95%	96%	★	⬆️	>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	84.2%	99.6%	99.7%	★	⬆️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	81.5%	98.2%	98.4%	★	⬆️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Jul-16	Jun-17	Jul-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	122	0	5	★	⬆️	<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	78	3	12	★	⬇️	<=20	21 - 50
VHC-Carrier total error inventory	142	19	38	★	⬇️	<=100	101 - 200
VHC-WEX total error inventory	84	16	155	★	⬇️	<=100	101 - 200
VHC-Carrier error rate	7.0%	0.9%	1.1%	★	⬇️	<=3%	4% - 6%
VHC-WEX error rate	2.2%	2.2%	3.6%	★	⬇️	<=3%	4% - 6%
In-Flight Over 4 Days	>250*	27	20	★	⬆️	<=250	250 - 500
Goal 4: Resolve discrepancies expediently (monthly reconciliation) ★							
Primary Metric	Jul-16	Jun-17	Jul-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	N/A*	100%	100%	★	⬆️	>=90%	81% - 89%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	N/A*	91%	81%	★	⬇️	>=85%	80% - 84%
Total potential discrepancies identified	N/A*	5,923	6,204	★	⬇️	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	367	324	★	⬆️	<=750	751 - 1500
1-month carryover	N/A*	27	34	★	⬆️	<=100	101 - 200
2-month carryover	N/A*	55	16	★	⬆️	<=50	51 - 100
Goal 5: Facilitate use of self-service functionality ★							
Primary Metric	Jul-16	Jun-17	Jul-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	0%	2.8%	3.9%	★	⬆️	>=3.12%	2.69% - 3.11%
Secondary Metrics							
Self-Serve Applications (as % of total)	29%	37%	47%	★	⬆️	>=32.1%	27.7% - 32%
Members who logged in within 30 days	4,853	5,645	5,731	★	⬆️	>=5338	4610 - 5337
Recurring as % of electronic payments	39%	42%	52%	★	⬆️	>=50%	26% - 49%

Notes:

Goal 1: DVHA-HAEEU began tracking the Tier 1 Internal Transfer Rate and Internal Transfer Average Speed of Answer (ASA) in September 2016.

Goal 3: As of the last Thursday in July 2016, there were 250 cases that had been in flight for over 10 days. By comparison, as of the last Thursday in July 2017, there were 9 cases that had been flight for over 10 days. HAEEU began tracking the "over 4 days" metric in late 2016 as improved performance allowed the unit to set a more aggressive goal.

Goal 4: The 2016 reconciliation effort followed a different business process with metrics that are not easily comparable to the 2017 process.