

## DVHA-HAEEU KPI Dashboard - May 2017

- ★ Meeting key goals.
- ★ Attention needed.
- Action needed.
- ⬆️ Better than prior period.
- ↔️ Same as prior period.
- ⬇️ Worse than prior period.

Goal 1: Promptly answer members' calls <span style="float: right;">★</span>						
Primary Metric	Mar-17	Apr-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	80%	84%	★	⬆️	>=75%	60% - 73.5%
Secondary Metrics						
Tier 1 Answer Rate	97%	97%	★	↔️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	9%	9%	★	↔️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	39	26	★	⬆️	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	10%	11%	●	⬇️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	68%	82%	★	⬆️	>=75%	60% - 74%
Goal 2: Process member requests timely <span style="float: right;">★</span>						
Primary Metric	Mar-17	Apr-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	92%	95%	★	⬆️	>=85%	75% - 84%
Secondary Metric						
Customer requests resolved in 60 days	99%	99%	★	⬆️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	99%	99%	★	⬆️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately <span style="float: right;">★</span>						
Primary Metric	Mar-17	Apr-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	34	6	★	⬆️	<=20	21 - 50
Secondary Metrics						
VHC-WEX errors >10 days old	367	0	★	⬆️	<=20	21 - 50
VHC-Carrier total error inventory	95	37	★	⬆️	<=100	101 - 200
VHC-WEX total error inventory	411	10	★	⬆️	<=100	101 - 200
VHC-Carrier error rate	1%	2%	★	⬇️	<=3%	4% - 6%
VHC-WEX error rate	10%	4%	★	⬆️	<=3%	4% - 6%
In-Flight Over 4 Days	64	133	★	⬇️	<250	250 - 500
Goal 4: Resolve discrepancies expediently (monthly reconciliation) <span style="float: right;">★</span>						
Primary Metric	Mar-17	Apr-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	100%	96%	★	⬇️	>=90%	81% - 89%
Secondary Metrics						
% discrepancies confirmed fixed in 30 days	94%	67%	●	⬇️	>=85%	80% - 84%
Total potential discrepancies identified	5,800	7,420	●	⬇️	<=1000	1001 - 2000
Discrepancy work inventory <small>(excludes in-flight cases and known reporting issues)</small>	682	567	★	⬆️	<=750	751 - 1500
1-month carryover	96	18	★	⬆️	<=100	101 - 200
2-month carryover	N/A	5	★		<=50	51 - 100
Goal 5: Facilitate use of self-service functionality <span style="float: right;">★</span>						
Primary Metric	Mar-17	Apr-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	3.0%	2.7%	★	⬇️	>=3.12%	2.69% - 3.11%
Secondary Metrics						
Self-Serve Applications (as % of total)	34%	36%	★	⬆️	>=13.8%	11.9% - 13.7%
Members who logged in within 30 days	6,887	6,192	★	⬆️	>=5663	4891 - 5662
Recurring as % of electronic payments	34%	49%	★	⬆️	>50%	26% - 49%