

DVHA-HAEU KPI Dashboard - April 2018

Mar 2018 data - with comparisons to Mar 2017, Feb 2018, and targets - as evaluated on April 9, 2018

- ★ 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	Mar-17	Feb-18	Mar-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	80%	76%	80%	★		>=75%	60% - 74%
Secondary Metrics							
Tier 1 Answer Rate	97%	97%	96%	★		>=95%	90% - 94%
Tier 1 Internal Transfer Rate	9%	7%	7%	★		<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	39	20	37	★		<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	10%	7%	5%	★		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	68%	100%	98%	★		>=91%	76% - 90%
Goal 2: Process member requests timely ★							
Primary Metric	Mar-17	Feb-18	Mar-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	92%	93%	86%	★		>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	99.1%	98.8%	98.4%	★		>=99.0%	95.0 - 98.9%
Change requests made by the 15th of month processed by first invoice	99%	97%	97%	★		>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Mar-17	Feb-18	Mar-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	34	1	0	★		<=15	16 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	367	7	0	★		<=15	16 - 31
VHC-Carrier total error inventory	95	41	9	★		<=50	51 - 100
VHC-WEX total error inventory	411	8	1	★		<=50	51 - 100
VHC-Carrier error rate	1.2%	0.3%	0.8%	★		<=1.5%	1.6% - 3.0%
VHC-WEX error rate	10.0%	1.9%	1.4%	★		<=1.5%	1.6% - 3.0%
In-Flight Over 4 Days	64	12	6	★		<=50	50 - 100
Goal 4: Resolve QHP discrepancies expeditiously (monthly reconciliation) ★							
Primary Metric	Mar-17	Feb-18	Mar-18	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	100%	100%	100%	★		=100%	90% - 99%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	94%	93%	91%	★		>=90%	80% - 89%
Total potential discrepancies identified	5,800	7,708	7,618	●		<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	682	231	99	★		<=500	501 - 1000
1-month carryover	96	16	16	★		<=100	101 - 200
2-month carryover	N/A*	N/A	9	★		<=50	51 - 100
Goal 5: Facilitate use of self-service functionality ★							
Primary Metric	Mar-17	Feb-18	Mar-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	3.5%	4.2%	4.4%	★		>=3.8%	3.3% - 3.7%
Secondary Metrics							
Self-Serve Applications (as % of total)	34%	46%	46%	★		>=37%	32% - 36%
Members who logged in within 30 days	6,887	6,104	6,473	●		>=7575	6542 - 7574
Recurring as % of electronic payments	34%	51%	50%	★		>=37%	32% - 36%

Notes:

Goal 4: This year, the monthly reconciliation process with insurance carriers began in February. As such, the data for the 2-month carryover metric first appeared on the April dashboard.

Goal 5: In the spirit of continual improvement, the target for all of Goal 5's metrics is to achieve at least 10% increase over the same month of the previous year.

Underlined Targets: Also in the spirit of continual improvement, DVHA made several target thresholds more aggressive for 2018 than they had been in 2017. These targets are noted by an underline.