

# DVHA-HAEEU KPI Dashboard - December 2017

Nov 2017 data - with comparisons to Nov 2016, Oct 2017, and targets - as evaluated on Dec 14, 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 <span style="float: right;">★</span>							
Primary Metric	Nov-16	Oct-17	Nov-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	85%	89%	<b>73%</b>	<span style="color: orange;">★</span>		>=75%	60% - 73.5%
<b>Secondary Metrics</b>							
Tier 1 Answer Rate	97%	97%	<b>96%</b>	<span style="color: green;">★</span>		>=95%	90% - 94%
Tier 1 Internal Transfer Rate	19%	15%	<b>19%</b>	<span style="color: orange;">★</span>		<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	118	20	<b>86</b>	<span style="color: green;">★</span>		<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	7%	6%	<b>6%</b>	<span style="color: green;">★</span>		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	51%	99%	<b>96%</b>	<span style="color: green;">★</span>		>=75%	60% - 74%
Goal 2: Process member requests timely <span style="float: right;">★</span>							
Primary Metric	Nov-16	Oct-17	Nov-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	90%	95%	<b>96%</b>	<span style="color: green;">★</span>		>=85%	75% - 84%
<b>Secondary Metric</b>							
Customer requests resolved in 60 days	93.4%	99.3%	<b>99.1%</b>	<span style="color: green;">★</span>		>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	91.3%	97.0%	<b>97.0%</b>	<span style="color: green;">★</span>		>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately <span style="float: right;">★</span>							
Primary Metric	Nov-16	Oct-17	Nov-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	41	10	<b>0</b>	<span style="color: green;">★</span>		<=20	21 - 50
<b>Secondary Metrics</b>							
VHC-WEX errors >10 days old	71	7	<b>2</b>	<span style="color: green;">★</span>		<=20	21 - 50
VHC-Carrier total error inventory	43	38	<b>23</b>	<span style="color: green;">★</span>		<=100	101 - 200
VHC-WEX total error inventory	75	17	<b>16</b>	<span style="color: green;">★</span>		<=100	101 - 200
VHC-Carrier error rate	0.7%	1.2%	<b>0.8%</b>	<span style="color: green;">★</span>		<=3%	4% - 6%
VHC-WEX error rate	2.3%	2.4%	<b>0.6%</b>	<span style="color: green;">★</span>		<=3%	4% - 6%
In-Flight Over 4 Days	115	3	<b>99</b>	<span style="color: green;">★</span>		<250	250 - 500
Goal 4: Resolve discrepancies expeditiously (monthly reconciliation) <span style="float: right;">★</span>							
Primary Metric	Nov-16	Oct-17	Nov-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	N/A*	100%	<b>100%</b>	<span style="color: green;">★</span>		>=90%	81% - 89%
<b>Secondary Metrics</b>							
% discrepancies confirmed fixed in 30 days	N/A*	90%	<b>84%</b>	<span style="color: orange;">★</span>		>=85%	80% - 84%
Total potential discrepancies identified	N/A*	2,209	<b>6,866</b>	<span style="color: red;">●</span>		<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	199	<b>283</b>	<span style="color: green;">★</span>		<=750	751 - 1500
1-month carryover	N/A*	20	<b>19</b>	<span style="color: green;">★</span>		<=100	101 - 200
2-month carryover	N/A*	7	<b>22</b>	<span style="color: green;">★</span>		<=50	51 - 100
Goal 5: Facilitate use of self-service functionality <span style="float: right;">★</span>							
Primary Metric	Nov-16	Oct-17	Nov-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	4.3%	4.5%	<b>8.0%</b>	<span style="color: green;">★</span>		>=4.69%	4.05% - 4.68%
<b>Secondary Metrics</b>							
Self-Serve Applications (as % of total)	43%	43%	<b>54%</b>	<span style="color: green;">★</span>		>=47.1%	40.6% - 47%
Members who logged in within 30 days	7,119	5,667	<b>7,973</b>	<span style="color: green;">★</span>		>=7830	6763 - 7829
Recurring as % of electronic payments	42%	48%	<b>49%</b>	<span style="color: orange;">★</span>		>50%	26% - 49%

Notes:  
 Goal 3: As of the last Thursday in November 2016, normal integration had not been turned on after the renewal period. Therefore, the year-over-year above actually compares the last Thursday of November 2017 with the second Thursday of December 2016.

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