

DVHA-HAEEU KPI Dashboard - February 2019

January 2019 data - with comparisons to Jan2018, Dec 2018, and targets - as evaluated on Feb 19, 2019

- ★ 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	Jan-18	Dec-18	Jan-19	Status	Trend	Green	Yellow	
Tier 1 Calls Answered <24 seconds	73%	35%	43%	●	↻	>=76%	60% - 74%	
Secondary Metrics								
Tier 1 Answer Rate	96%	85%	85%	●	↻	>=95%	90% - 94%	
Tier 1 Internal Transfer Rate	15%	34%	31%	●	↻	<=10%	11% - 20%	
Tier 1 Internal Transfer ASA (s)	45	1,996	847	●	↻	<=90	91 - 180	
Tier 1 Transfer Rate (to Tier 2)	8%	5%	9%	★	↓	<=7%	8% - 10%	
Tier 2 Calls Answered <300 seconds	94%	94%	91%	★	↓	>=91%	76% - 90%	

Goal 2: Process member requests timely ★								
Primary Metric	Jan-18	Dec-18	Jan-19	Status	Trend	Green	Yellow	
Customer requests resolved in 10 business days	93%	97%	89%	★	↓	>=95%	85% - 94%	
Secondary Metric								
Customer requests resolved in 60 days	98.4%	99.1%	98.7%	★	↓	>=99%	95% - 98%	
Change requests made by the 15th of month processed by first invoice	97.4%	97.7%	97.8%	★	↻	>=95%	85% - 94%	

Goal 3: Transmit data files timely and accurately ★								
Primary Metric	Jan-18	Dec-18	Jan-19	Status	Trend	Green	Yellow	
VHC-Carrier errors >10 days old	8	0	0	★	↻	<=15	16 - 31	
Secondary Metrics								
VHC-WEX errors >10 days old	37	14	0	★	↻	<=15	16 - 31	
VHC-Carrier total error inventory	12	21	1	★	↻	<=50	51 - 100	
VHC-WEX total error inventory	46	31	0	★	↻	<=50	51 - 100	
VHC-Carrier error rate	0.2%	0.2%	0.5%	★	↓	<=1.5%	2.5% - 3%	
VHC-WEX error rate	4.2%	1.0%	1.6%	★	↓	<=1.5%	2.5% - 3%	
In-Flight Over 4 Days	16	115	60	★	↻	<50	50 - 100	

Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation) ★								
Primary Metric	Jan-18	Dec-18	Jan-19	Status	Trend	Green	Yellow	
% discrepancy work completed in 30 days	0%	0%	100%	★	↻	=100%	99% - 99.9%	
Secondary Metrics								
% discrepancies confirmed fixed in 30 days	66%	0%	97%	★	↻	>=90%	80% - 89%	
Total potential discrepancies identified	853	-	2,026	●	↓	<=1000	1001 - 2000	
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	101	-	302	★	↓	<=500	501 - 1000	
1-month carryover	-	-	46	★	↓	<=100	101 - 200	
2-month carryover	N/A					<=50	51 - 100	

Goal 5: Facilitate use of self-service functionality ★								
Primary Metric	Jan-18	Dec-18	Jan-19	Status	Trend	Green	Yellow	
Self-Serve Change Requests (as % of total)	4.5%	9.9%	4.3%	★	↓	>=4.9%	4.3% - 4.9%	
Secondary Metrics								
Self-Serve Applications (as % of total)	42%	57%	44%	★	↓	>=46.7%	40.3% - 46.6%	
Members who logged in within 30 days	7,056	10,800	8,155	★	↓	>=7761	6703 - 7760	
Recurring as % of electronic payments	44%	52%	48%	★	↓	>=48%	41% - 47.9%	

Notes:

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.