

DVHA-HAEEU KPI Dashboard - January 2019

December 2018 data - with comparisons to Dec2017, Nov 2018, and targets - as evaluated on Jan 14, 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 | Dec-17 | Nov-18 | Dec-18 | Status | Trend | Green | Yellow |
|------------------------------------|--------|--------|--------|--------------------------------------|--|-------|-----------|
| Tier 1 Calls Answered <24 seconds | 65% | 28% | 35% | ● | ↷ | >=76% | 60% - 74% |
| Secondary Metrics | | | | | | | |
| Tier 1 Answer Rate | 92% | 87% | 85% | ● | ↵ | >=95% | 90% - 94% |
| Tier 1 Internal Transfer Rate | 20% | 29% | 34% | ● | ↵ | <=10% | 11% - 20% |
| Tier 1 Internal Transfer ASA (s) | 400 | 624 | 1,996 | ● | ↵ | <=90 | 91 - 180 |
| Tier 1 Transfer Rate (to Tier 2) | 6% | 6% | 5% | ★ | ↶ | <=7% | 8% - 10% |
| Tier 2 Calls Answered <300 seconds | 90% | 98% | 94% | ★ | ↵ | >=91% | 76% - 90% |

Goal 2: Process member requests timely ★

| Primary Metric | Dec-17 | Nov-18 | Dec-18 | Status | Trend | Green | Yellow |
|--|--------|--------|--------|--------------------------------------|--|-------|-----------|
| Customer requests resolved in 10 business days | 95% | 91% | 97% | ★ | ↶ | >=95% | 85% - 94% |
| Secondary Metric | | | | | | | |
| Customer requests resolved in 60 days | 98.8% | 99.3% | 99.1% | ★ | ↵ | >=99% | 95% - 98% |
| Change requests made by the 15th of month processed by first invoice | 96.1% | 97.4% | 97.7% | ★ | ↶ | >=95% | 85% - 94% |

Goal 3: Transmit data files timely and accurately ★

| Primary Metric | Dec-17 | Nov-18 | Dec-18 | Status | Trend | Green | Yellow |
|-----------------------------------|--------|--------|--------|--------------------------------------|--|--------|-----------|
| VHC-Carrier errors >10 days old | 19 | 21 | 0 | ★ | ↶ | <=15 | 16 - 31 |
| Secondary Metrics | | | | | | | |
| VHC-WEX errors >10 days old | 428 | 8 | 14 | ★ | ↵ | <=15 | 16 - 31 |
| VHC-Carrier total error inventory | 29 | 16 | 21 | ★ | ↵ | <=50 | 51 - 100 |
| VHC-WEX total error inventory | 451 | 20 | 31 | ★ | ↵ | <=50 | 51 - 100 |
| VHC-Carrier error rate | 0.3% | 0.1% | 0.2% | ★ | ↵ | <=1.5% | 2.5% - 3% |
| VHC-WEX error rate | 5.0% | 12.0% | 1.0% | ★ | ↶ | <=1.5% | 2.5% - 3% |
| In-Flight Over 4 Days | 16 | 6 | 115 | ● | ↵ | <50 | 50 - 100 |

Goal 4: Resolve QHP discrepancies expediently

| Primary Metric | Dec-17 | Green | Yellow |
|---|--------|--------|-------------|
| % discrepancy work completed in 30 days | 100% | =100% | 99% - 99.9% |
| N/A | | | |
| Secondary Metrics | | | |
| % discrepancies confirmed fixed in 30 days | 66% | >=90% | 80% - 89% |
| Total potential discrepancies identified | 1,233 | <=1000 | 1001 - 2000 |
| Discrepancy work inventory <small>(excludes in-flight cases and known reporting issues)</small> | 204 | <=500 | 501 - 1000 |
| 1-month carryover | 44 | <=100 | 101 - 200 |
| 2-month carryover | - | <=50 | 51 - 100 |

Goal 5: Facilitate use of self-service functionality ★

| Primary Metric | Dec-17 | Nov-18 | Dec-18 | Status | Trend | Green | Yellow |
|--|--------|--------|--------|---------------------------------------|--|---------|---------------|
| Self-Serve Change Requests (as % of total) | 8.5% | 7.6% | 9.9% | ★ | ↶ | >=9.3% | 8.1% - 9.3% |
| Secondary Metrics | | | | | | | |
| Self-Serve Applications (as % of total) | 52% | 54% | 57% | ★ | ↶ | >=57.4% | 49.5% - 57.3% |
| Members who logged in within 30 days | 9,180 | 8,848 | 10,800 | ★ | ↶ | >=10098 | 8721 - 10097 |
| Recurring as % of electronic payments | 46% | 58% | 52% | ★ | ↵ | >=51% | 44% - 50.9% |

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.