













DVHA-HAEEU KPI Dashboard - January 2018







Dec 2017 data - with comparisons to Dec 2016, Nov 2017, and targets - as evaluated on Jan 15, 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	Dec-16	Nov-17	Dec-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	82%	73%	65%			>=75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	97%	96%	92%			>=95%	90% - 94%
Tier 1 Internal Transfer Rate	19%	19%	20%			<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	74	86	400			<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	8%	6%	6%			<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	44%	96%	90%			>=75%	60% - 74%













Goal 2: Process member requests timely

Primary Metric	Dec-16	Nov-17	Dec-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	92%	96%	95%			>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	97.0%	99.1%	98.8%			>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	90.5%	96.9%	96.1%			>=95%	85% - 94%









Goal 3: Transmit data files timely and accurately

Primary Metric	Dec-16	Nov-17	Dec-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	25	0	19			<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	82	2	428			<=20	21 - 50
VHC-Carrier total error inventory	33	23	29			<=100	101 - 200
VHC-WEX total error inventory	105	16	451			<=100	101 - 200
VHC-Carrier error rate	1.0%	0.8%	0.3%			<=3%	4% - 6%
VHC-WEX error rate	6.4%	0.6%	5.0%			<=3%	4% - 6%
In-Flight Over 4 Days	54	99	16			<250	250 - 500

Goal 4: Resolve discrepancies expediently (monthly reconciliation)

Primary Metric	Dec-16	Nov-17	Dec-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	N/A*	100%	100%			>=90%	81% - 89%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	N/A*	84%	66%			>=85%	80% - 84%
Total potential discrepancies identified	N/A*	6,866	1,233			<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	283	204			<=750	751 - 1500
1-month carryover	N/A*	19	44			<=100	101 - 200
2-month carryover	N/A*	22	0			<=50	51 - 100

Goal 5: Facilitate use of self-service functionality

Primary Metric	Dec-16	Nov-17	Dec-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	4.6%	8.0%	8.5%			>=5.01%	4.32% - 5%
Secondary Metrics							
Self-Serve Applications (as % of total)	46%	54%	52%			>=50.3%	43.4% - 50.2%
Members who logged in within 30 days	7,626	7,973	9,180			>=8388	7244 - 8387
Recurring as % of electronic payments	40%	49%	46%			>50%	26% - 49%

Notes:

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