

DVHA-HAEU KPI Dashboard - July 2018

June 2018 data - with comparisons to Jun 2017, May 2018, and targets - as evaluated on July 10, 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	Jun-17	May-18	Jun-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	83%	85%	86%	★	⬆️	>=75%	60% - 74%
Secondary Metrics							
Tier 1 Answer Rate	98%	99%	99%	★	↔️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	5%	5%	8%	★	⬇️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	18	16	17	★	⬇️	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	7%	8%	8%	☆	↔️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	98%	98%	97%	★	⬇️	>=91%	76% - 90%

Goal 2: Process member requests timely ★							
Primary Metric	Jun-17	May-18	Jun-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	95%	96%	95%	★	⬇️	>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	99.6%	98.7%	98.4%	☆	⬇️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	98.2%	97.0%	97.1%	★	⬆️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Jun-17	May-18	Jun-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	0	0	0	★	↔️	<=15	16 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	3	0	0	★	↔️	<=15	16 - 31
VHC-Carrier total error inventory	19	6	8	★	⬇️	<=50	51 - 100
VHC-WEX total error inventory	16	7	4	★	⬆️	<=50	51 - 100
VHC-Carrier error rate	0.9%	0.9%	0.8%	★	⬆️	<=1.5%	2.5% - 3%
VHC-WEX error rate	2.2%	1.1%	2.1%	☆	⬇️	<=1.5%	2.5% - 3%
In-Flight Over 4 Days	27	10	0	★	⬆️	<50	50 - 100

Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation) ☆							
Primary Metric	Jun-17	May-18	Jun-18	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	100%	100%	100%	★	↔️	=100%	99% - 99.9%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	91%	95%	91%	★	⬇️	>=90%	80% - 89%
Total potential discrepancies identified	5,923	7,738	8,180	●	⬇️	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	367	19	11	★	⬆️	<=500	501 - 1000
1-month carryover	27	2	8	★	⬇️	<=100	101 - 200
2-month carryover	55	2	4	★	⬇️	<=50	51 - 100

Goal 5: Facilitate use of self-service functionality ★							
Primary Metric	Jun-17	May-18	Jun-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	2.8%	3.8%	3.9%	★	⬆️	>=3.0%	2.6% - 3.0%
Secondary Metrics							
Self-Serve Applications (as % of total)	37%	44%	51%	★	⬆️	>=40.8%	35.3% - 40.7%
Members who logged in within 30 days	5,645	5,676	5,755	☆	⬆️	>=6209	5362 - 6208
Recurring as % of electronic payments	42%	54%	56%	★	⬆️	>=47%	40% - 46.9%

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.