

DVHA-HAEEU KPI Dashboard - June 2018

May 2018 data - with comparisons to May 2017, Apr 2018, and targets - as evaluated on June 11, 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	May-17	Apr-18	May-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	84%	81%	85%	★	⬆️	>=75%	60% - 74%
Secondary Metrics							
Tier 1 Answer Rate	98%	98%	99%	★	⬆️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	8%	3%	5%	★	⬆️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	23	22	16	★	↔️	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	8%	8%	8%	☆	↔️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	94%	95%	98%	★	⬆️	>=91%	76% - 90%

Goal 2: Process member requests timely							
Primary Metric	May-17	Apr-18	May-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	96%	82%	96%	★	⬆️	>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	99.5%	98.4%	98.7%	☆	⬆️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	98.2%	97.9%	97.0%	★	⬆️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately							
Primary Metric	May-17	Apr-18	May-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	11	0	0	★	↔️	<=15	16 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	0	0	0	★	↔️	<=15	16 - 31
VHC-Carrier total error inventory	51	11	6	★	⬆️	<=50	51 - 100
VHC-WEX total error inventory	13	4	7	★	⬆️	<=50	51 - 100
VHC-Carrier error rate	1.1%	0.5%	0.9%	★	⬆️	<=1.5%	2.5% - 3%
VHC-WEX error rate	2.7%	1.1%	1.1%	★	↔️	<=1.5%	2.5% - 3%
In-Flight Over 4 Days	88	26	10	★	⬆️	<50	50 - 100

Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation)							
Primary Metric	May-17	Apr-18	May-18	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	93%	100%	100%	★	↔️	=100%	99% - 99.9%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	65%	97%	95%	★	⬆️	>=90%	80% - 89%
Total potential discrepancies identified	6,006	7,671	7,738	●	⬆️	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	354	31	19	★	⬆️	<=500	501 - 1000
1-month carryover	164	5	2	★	⬆️	<=100	101 - 200
2-month carryover	81	1	2	★	⬆️	<=50	51 - 100

Goal 5: Facilitate use of self-service functionality							
Primary Metric	May-17	Apr-18	May-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	2.9%	3.8%	3.8%	★	↔️	>=3.2%	2.8% - 3.1%
Secondary Metrics							
Self-Serve Applications (as % of total)	38%	45%	44%	★	⬆️	>=42%	36% - 41%
Members who logged in within 30 days	5,750	6,158	5,676	☆	⬆️	>=6325	5462 - 6324
Recurring as % of electronic payments	44%	54%	54%	★	↔️	>=49%	42% - 48%

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.