


























DVHA-HAEEU KPI Dashboard - March 2018

Feb 2018 data - with comparisons to Feb 2017, Jan 2018, and targets - as evaluated on March 20, 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	Feb-17	Jan-18	Feb-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	80%	73%	76%	★		≥75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	96%	96%	97%	★		≥95%	90% - 94%
Tier 1 Internal Transfer Rate	15%	15%	7%	★		≤10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	53	45	20	★		<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	10%	8%	7%	★		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	68%	94%	99.5%	★		≥90%	75% - 89%
Goal 2: Process member requests timely ★							
Primary Metric	Feb-17	Jan-18	Feb-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	93%	93%	93%	★		≥95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	97.2%	98.4%	98.8%	★		≥99%	95% - 98%
VHC Change requests made by 15th of month processed by first invoice	98.0%	97.4%	97.1%	★		≥95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Feb-17	Jan-18	Feb-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	35	8	1	★		≤15	16-31
Secondary Metrics							
VHC-WEX errors >10 days old	333	37	7	★		≤15	16-31
VHC-Carrier total error inventory	64	12	41	★		≤50	51-100
VHC-WEX total error inventory	388	46	8	★		≤50	51-100
VHC-Carrier error rate	0.7%	0.2%	0.3%	★		≤1.5%	1.6% - 3.0%
VHC-WEX error rate	8.1%	4.2%	1.9%	★		≤1.5%	1.6% - 3.0%
In-Flight Over 4 Days	174	16	12	★		≤50	51-100
Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation) ★							
Primary Metric	Feb-17	Jan-18	Feb-18	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	100%	-	100%	★		≥90%	81% - 89%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	92%	-	93%	★		≥90%	80% - 89%
Total potential discrepancies identified	4,375	-	7,708	●		<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	1,404	-	231	★		≤500	501 - 1000
1-month carryover	N/A*	-	16	★		≤100	101 - 200
2-month carryover	N/A*	-	N/A*			≤50	51 - 100
Goal 5: Facilitate use of self-service functionality ★							
Primary Metric	Feb-17	Jan-18	Feb-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	3.0%	4.5%	4.2%	★		>=3.3%	3.0 - 3.2%
Secondary Metrics							
Self-Serve Applications (as % of total)	39%	42%	46%	★		>=43%	39% - 42%
Members who logged in within 30 days	6,756	7,056	6,104	●		>=7431	6418 - 7430
Recurring as % of electronic payments	39%	44%	51%	★		>=43%	39% - 42%

Notes:

Goal 4: This year, the monthly reconciliation process with insurance carriers began in February. As such, there is no data for January and the 2-month carryover metric will first appear on the April dashboard.

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.

Underlined Targets: Also in the spirit of continual improvement, DVHA made several target thresholds more aggressive for 2018 than they had been in 2017. These targets are noted by an underline.