




















DVHA-HAEEU KPI Dashboard - November 2018







October 2018 data - with comparisons to Oct2017, Sep 2018, and targets - as evaluated on Nov 13, 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	Oct-17	Sep-18	Oct-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	89%	80%	76%	★		>=76%	60% - 74%
Secondary Metrics							
Tier 1 Answer Rate	97%	98%	97%	★		>=95%	90% - 94%
Tier 1 Internal Transfer Rate	15%	14%	13%	★		<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	20	23	55	★		<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	6%	8%	7%	★		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	99%	98%	99%	★		>=91%	76% - 90%

Goal 2: Process member requests timely ★							
Primary Metric	Oct-17	Sep-18	Oct-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	95%	90%	92%	★		>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	99.3%	98.3%	99.1%	★		>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	97.0%	98.2%	98.2%	★		>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Oct-17	Sep-18	Oct-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	10	0	8	★		<=15	16 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	7	0	0	★		<=15	16 - 31
VHC-Carrier total error inventory	38	12	13	★		<=50	51 - 100
VHC-WEX total error inventory	17	3	20	★		<=50	51 - 100
VHC-Carrier error rate	1.2%	1.0%	0.9%	★		<=1.5%	2.5% - 3%
VHC-WEX error rate	2.4%	2.1%	1.8%	★		<=1.5%	2.5% - 3%
In-Flight Over 4 Days	3	28	14	★		<50	50 - 100

Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation) ★							
Primary Metric	Oct-17	Sep-18	Oct-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	90%	98%	67%	●		>=90%	80% - 89%
Total potential discrepancies identified	2,209	9,060	828	★		<=1000	1001 - 2000
Discrepancy work inventory <small>(excludes in-flight cases and known reporting issues)</small>	199	45	18	★		<=500	501 - 1000
1-month carryover	20	19	14	★		<=100	101 - 200
2-month carryover	7	6	10	★		<=50	51 - 100

Goal 5: Facilitate use of self-service functionality ●							
Primary Metric	Oct-17	Sep-18	Oct-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	4.5%	3.4%	4.2%	●		>=4.9%	4.2% - 4.9%
Secondary Metrics							
Self-Serve Applications (as % of total)	43%	46%	43%	★		>=47.6%	41.1% - 47.5%
Members who logged in within 30 days	5,667	5,797	6,550	★		>=6233	5383 - 6232
Recurring as % of electronic payments	48%	58%	56%	★		>=53%	46% - 52.9%

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.