






























DVHA-HAEEU KPI Dashboard - October 2017

Sept 2017 data - with comparisons to Sept 2016, Aug 2017, and targets - as evaluated on Oct 13, 2017

- ★ 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	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	53%	64%	75%	★		>=75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	70%	95%	97%	★		>=95%	90% - 94%
Tier 1 Internal Transfer Rate	33%	4%	10%	★		<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	1,503	38	23	★		<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	8%	6%	6%	★		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	60%	95%	93%	★		>=75%	60% - 74%
Goal 2: Process member requests timely ★							
Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	83%	97%	96%	★		>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	92.0%	99.5%	99.4%	★		>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	89.4%	98.2%	98.2%	★		>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★							
Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	163	10	1	★		<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	87	33	18	★		<=20	21 - 50
VHC-Carrier total error inventory	128	98	23	★		<=100	101 - 200
VHC-WEX total error inventory	97	57	36	★		<=100	101 - 200
VHC-Carrier error rate	5.0%	0.9%	1.1%	★		<=3%	4% - 6%
VHC-WEX error rate	4.9%	7.1%	2.9%	★		<=3%	4% - 6%
In-Flight Over 4 Days	>327*	18	20	★		<250	250 - 500
Goal 4: Resolve discrepancies expediently (monthly reconciliation) ★							
Primary Metric	Sep-16	Aug-17	Sep-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*	92%	91%	★		>=85%	80% - 84%
Total potential discrepancies identified	N/A*	6,126	6,410	●		<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	401	223	★		<=750	751 - 1500
1-month carryover	N/A*	63	31	★		<=100	101 - 200
2-month carryover	N/A*	44	6	★		<=50	51 - 100
Goal 5: Facilitate use of self-service functionality ★							
Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	3.0%	4.5%	4.2%	★		>=3.32%	2.86% - 3.31%
Secondary Metrics							
Self-Serve Applications (as % of total)	32%	44%	44%	★		>=35.3%	30.5% - 35.2%
Members who logged in within 30 days	5,580	5,640	5,605	★		>=6138	5301 - 6137
Recurring as % of electronic payments	39%	46%	50%	★		>50%	26% - 49%

Notes:

Goal 3: As of the last Thursday in September 2016, there were 327 cases that had been in flight for over 10 days. By comparison, as of the last Thursday in September 2017, there were seven cases that had been in flight for over 10 days. HAEEU began tracking the "over 4 days" metric in late 2016 as improved performance allowed the unit to set a more aggressive goal.

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