

## DVHA-HAEEU KPI Dashboard - October 2018

September 2018 data - with comparisons to Sep2017, Aug 2018, and targets - as evaluated on Oct 09, 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 <span style="float: right;">★</span>							
Primary Metric	Sep-17	Aug-18	Sep-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	75%	81%	80%	★		>=70%	80% - 74%
Secondary Metrics							
Tier 1 Answer Rate	97%	98%	98%	★		>=95%	90% - 94%
Tier 1 Internal Transfer Rate	10%	12%	14%	★		<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	23	26	23	★		<=90	91 - 100
Tier 1 Transfer Rate (to Tier 2)	6%	8%	8%	★		<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	93%	97%	98%	★		>=91%	70% - 90%
Goal 2: Process member requests timely <span style="float: right;">★</span>							
Primary Metric	Sep-17	Aug-18	Sep-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	96%	92%	90%	★		>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	99.4%	98.3%	98.0%	★		>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	98.2%	97.2%	98.2%	★		>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately <span style="float: right;">★</span>							
Primary Metric	Sep-17	Aug-18	Sep-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	1	0	0	★		<=15	10 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	18	0	0	★		<=15	10 - 31
VHC-Carrier total error inventory	23	6	12	★		<=50	51 - 100
VHC-WEX total error inventory	36	4	3	★		<=50	51 - 100
VHC-Carrier error rate	1.1%	1.1%	1.0%	★		<=1.5%	2.5% - 3%
VHC-WEX error rate	2.9%	2.4%	2.1%	★		<=1.5%	2.5% - 3%
In-Flight Over 4 Days	20	16	28	★		<50	50 - 100
Goal 4: Resolve QHP discrepancies expeditiously (monthly reconciliation) <span style="float: right;">★</span>							
Primary Metric	Sep-17	Aug-18	Sep-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%	100%	98%	★		>=90%	80% - 99%
Total potential discrepancies identified	6,410	8,623	9,060	★		<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	223	25	45	★		<=500	501 - 1000
1-month carryover	25	7	19	★		<=100	101 - 200
2-month carryover	5	6	6	★		<=50	51 - 100
Goal 5: Facilitate use of self-service functionality <span style="float: right;">★</span>							
Primary Metric	Sep-17	Aug-18	Sep-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	4.2%	4.5%	3.4%	★		>=4.8%	4.0% - 4.6%
Secondary Metrics							
Self-Serve Applications (as % of total)	44%	42%	46%	★		>=48.4%	41.5% - 48.3%
Members who logged in within 30 days	5,605	6,174	6,797	★		>=6185	5324 - 6164
Recurring as % of electronic payments	50%	56%	58%	★		>=55%	47% - 54.9%