

DVHA-HAEEU KPI Dashboard - September 2017

Aug 2017 data - with comparisons to Aug 2016, July 2017, and targets - as evaluated on Sep 15, 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	Aug-16	Jul-17	Aug-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	36%	67%	64%	★	⬇️	>=75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	61%	95%	95%	★	⬇️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	N/A*	4%	4%	★	⬇️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	N/A*	44	38	★	⬆️	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	7%	6%	6%	★	⬇️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	67%	92%	95%	★	⬆️	>=75%	60% - 74%

Goal 2: Process member requests timely ★

Primary Metric	Aug-16	Jul-17	Aug-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	85%	96%	97%	★	⬆️	>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	89.1%	99.7%	99.5%	★	⬇️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	85.6%	98.2%	98.2%	★	⬇️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ★

Primary Metric	Aug-16	Jul-17	Aug-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	161	5	10	★	⬆️	<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	77	12	33	★	⬆️	<=20	21 - 50
VHC-Carrier total error inventory	233	38	98	★	⬆️	<=100	101 - 200
VHC-WEX total error inventory	86	155	57	★	⬆️	<=100	101 - 200
VHC-Carrier error rate	5.0%	1.1%	0.9%	★	⬆️	<=3%	4% - 6%
VHC-WEX error rate	7.4%	3.6%	7.1%	●	⬇️	<=3%	4% - 6%
In-Flight Over 4 Days	>210*	20	18	★	⬆️	<=250	250 - 500

Goal 4: Resolve discrepancies expediently (monthly reconciliation) ★

Primary Metric	Aug-16	Jul-17	Aug-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*	81%	92%	★	⬆️	>=85%	80% - 84%
Total potential discrepancies identified	N/A*	6,204	6,126	●	⬆️	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	324	401	★	⬇️	<=750	751 - 1500
1-month carryover	N/A*	34	63	★	⬇️	<=100	101 - 200
2-month carryover	N/A*	16	44	★	⬇️	<=50	51 - 100

Goal 5: Facilitate use of self-service functionality ★

Primary Metric	Aug-16	Jul-17	Aug-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	2.7%	3.9%	4.5%	★	⬆️	>=2.92%	2.52% - 2.91%
Secondary Metrics							
Self-Serve Applications (as % of total)	29%	47%	44%	★	⬇️	>=32.3%	27.9% - 32.2%
Members who logged in within 30 days	5,680	5,731	5,640	★	⬆️	>=6248	5396 - 6247
Recurring as % of electronic payments	40%	52%	46%	★	⬇️	>=50%	26% - 49%

Notes:

Goal 1: DVHA-HAEEU began tracking the Tier 1 Internal Transfer Rate and Internal Transfer Average Speed of Answer (ASA) in September 2016.

Goal 3: As of the last Thursday in August 2016, there were 210 cases that had been in flight for over 10 days. By comparison, as of the last Thursday in August 2017, there were 13 cases that had been 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.