

Performance Dashboard

Executive Summary

Executive Owner

Enrollment

Michael Marchand

	Jun-14	Jul-14	Target
QHP: New enrollment (paid once)	168,663	172,385	
QHP: Current enrollment (month end up to date)	152,807	152,488	
Medicaid: MAGI enrollment	342,416	352,386	

Call Center

Beth Walter

	Jun-14	Jul-14	Target
Call Center: Abandon rate	3.40%	2.83%	5.00%
Call Center: Volume	100,582	89,695	

Legal

Brian Peyton

	Jun-14	Jul-14	Target
Appeals requested (appeals received per month)	172	136	
Appeals closed percentage (since October 1, 2013)	89.81%	88.79%	

HPF Performance

Pam MacEwan

	Jun-14	Jul-14	Target
Throughput	83.99%	85.58%	90.00%
System availability	98.39%	100.00%	98.50%
EDI: Error rate	2.50%*	2.30%	1.00%
Invoices: Error Rate	3.20%*	3.40%	1.00%

* Does not reflect underlying data issues