

Performance Dashboard

Executive Summary

Executive Owner

Enrollment	Michael Marchand	May-14	Jun-14	Jul-14	Aug-14	Target
QHP: New enrollment (paid once)		169,356	173,009	175,819	178,744	
QHP: Current enrollment (month end up to date)		153,810	152,561	152,814	147,466	
QHP: Renewals					Report after OE 2015	
Medicaid: MAGI enrollment		326,779	338,175	352,386	363,520	
Medicaid: Renewals		516,539	530,302	583,765	631,064	
Medicaid Previously eligible but not enrolled		171,451	183,390	199,631	212,109	
Churn rate		22.0%	30.0%	31.0%	29.0%	

Call Center	Beth Walter					
Abandon rate for calls		4.10%	3.40%	2.83%	5.26%	5.00%
Volume of calls received		100,998	100,582	89,695	94,104	
Medicaid related calls					Data not available	
Average wait time for calls					70 seconds	
Average wait time for calls during peak					Data not available	
Percentage of calls answered					99.5%	

Legal	Brian Peyton					
Appeals requested (appeals received per month)		174	172	136	106	
Appeals closed percentage (since October 1, 2013)		94.38%	89.81%	88.79%	96.96%	

HPF Performance	Pam MacEwan					
Throughput		91.77%	83.99%	85.58%	84.69%	90.00%
System availability		98.58%	98.39%	100.00%	99.54%	98.50%
EDI: Error rate		5.41%*	2.50%*	2.30%	1.90%	1.00%
Invoices: Error Rate		2.00%*	3.20%*	3.40%	7.80%	1.00%

* Does not reflect underlying data issues