

Performance Dashboard

Executive Summary

Executive Owner

Enrollment	Michael Marchand	Jun-14	Jul-14	Aug-14	Sep-14	Target
QHP: New enrollment (paid once)		173,009	175,819	178,744	181,184	
QHP: Current enrollment (month end up to date)		147,465	144,494	142,503	140,945	
QHP: Renewals				Report after OE 2015	Report after OE 2015	
Medicaid: MAGI enrollment		338,175	352,386	363,520	366,273	
Medicaid: Renewals		530,302	583,765	631,064	664,999	
Medicaid Previously eligible but not enrolled		183,390	199,631	212,109	215,352	
Churn: QHP to Medicaid		0.83%	0.82%	0.85%	0.86%	
Churn: Medicaid to QHP		0.06%	0.04%	0.04%	0.04%	

Call Center	Beth Walter					
Abandon rate for calls		3.40%	2.83%	5.26%	2.52%	5.00%
Volume of calls received		100,582	89,695	94,104	95,974	
Medicaid related calls				No Data	No Data	
Average wait time for calls				70 seconds	33 seconds	
Average wait time for calls during peak				No Data	No Data	
Percentage of calls answered				99.5%	99.3%	

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

HPF Performance	Pam MacEwan					
Throughput		83.99%	85.58%	84.69%	87.35%	90.00%
System Availability: HPF Only		98.39%	100.00%	99.54%	99.68%	98.50%
System Availability: Plus Partners					54.57%	
EDI: Error Rate		2.50%*	2.30%	1.90%	3.70%	1.00%
Invoices: Error Rate		3.20%*	3.40%	7.80%	6.20%	1.00%

* Does not reflect underlying data issues