

Performance Dashboard

Executive Summary

Executive Owner

Enrollment	Michael Marchand
QHP: Current Enrollees (month end up to date)	
QHP: Enrollees Paid Once	
QHP: Returning Enrollees (renewals) ¹	
QHP: New Enrollees ²	
Medicaid: New Adult enrollment	
Total Medicaid	
Churn: QHP to Medicaid (accounts)	
Churn: QHP to Medicaid (percentage)	
Churn: Medicaid to QHP (accounts)	
Churn: Medicaid to QHP (percentage)	

	Sep-14	Oct-14	Nov-14	Dec-14	Target
	137,833	135,612	133,937	130,561	
	181,184	183,463	188,038	210,125	
	Jan 2015 OE			80,482	
				28,260	
	454,498	465,329	480,000	508,000	
	1,669,108	1,677,984	1,704,000	1,732,000	
	1,076	1,373	2,994	5,783	
	0.76%	1.00%	2.21%	4.32%	
	457	462	483	278	
	0.04%	0.03%	0.04%	0.02%	

Call Center Beth Walter

Abandon Rate for Calls	
Volume of Calls Received	
Medicaid Related Interactions (percentage)	
Average Wait Time for Calls	
Average Wait Time for Calls During Peak ³	
Percentage of Calls Meeting Service Level ⁴	

	2.52%	2.03%	11.40%	24.54%	5.00%
	95,974	98,668	124,279	228,497	N/A
	Data not available	Data not available	Data not available	31.00%	N/A
	33 seconds	26 seconds	2 min 47 sec	6 minutes	3 min
	Data not available	Data not available	6 min 30 sec	17 minutes	3 min
	91.66%	93.5%	71%	51%	80%

Legal Brian Peyton

Appeals Requested (appeals received per month)	
Appeals Closed Percentage (since October 1, 2013)	

	90	52	34	24	
	98.29%	98.23%	99.00%	98.86%	

HPF Performance Pam MacEwan

Throughput	
System Availability: HPF Only	
System Availability: Plus Partners	
EDI: Accounts Impacted	
EDI: Error rate	
Invoices: Accounts Impacted	
Invoices: Error Rate	

	87.35%	83.69%	72.73%	87.14%	90.00%
	99.68%	100.00%	98.07%	97.01%	98.50%
	93.07%	81.69%	91.05%	92.03%	
				1700	
	3.70%	2.80%	1.70%	1.70%	1.00%
	6,731	12,487	6,071	6,084	
	6.20%	12.00%	6.10%	6.30%	1.00%

¹ & ²: 2015 Open Enrollment enrollee count as of December 31, 2014, ³: Peak time between 10:30 am and 11:30 am, ⁴: Percentage of calls answered within 3 minutes