

Performance Dashboard

Executive Summary

Executive Owner

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

	Oct-14	Nov-14	Dec-14	Jan-15	Target
134,419	130,806	123,511	159,556*		
Jan 2015 OE			80,482	93,126	
			28,260	66,430	
183,463	188,038	210,125	241,539		
465,329	480,000	508,000	508,257		
1,677,984	1,704,000	1,732,000	1,739,203		
1,350	2,981	5,661	2,659		
0.99%	2.22%	4.33%	2.15%		
454	477	267	3,523		
0.03%	0.04%	0.02%	0.25%		

Call Center	Beth Walter
Abandon Rate for Calls	
Medicaid Related Interactions (percent)	
Average Wait Time for Calls	
Average Wait Time for Calls During Peak ³	
Percentage of Calls Meeting Service Level ⁴	

2.03%	11.40%	24.54%	7.96%	5.00%
Data not available	Data not available	31.00%	41.10%	N/A
26 seconds	2 min 47 sec	6 minutes	1.65 minutes	3 min
Data not available	6 min 30 sec	17 minutes	2 min 12 sec	3 min
93.5%	71%	51%	80%	80%

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

52	34	24	28	
98.23%	99.00%	98.86%	88.0%	

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	

83.69%	72.73%	87.14%	86.45%	90.00%
100.00%	98.07%	97.01%	99.17%	98.50%
81.69%	91.05%	92.03%	96.20%	
		1700	1,000	
2.80%	1.70%	1.70%	1.40%	1.00%
12,487	6,071	6,084	1,195	
12.00%	6.10%	6.30%	1.79%	1.00%

*Final 2015 Open Enrollment enrollee count as of February 15, 2015.

¹ & ²: 2015 Open Enrollment enrollee count as of February 15, 2015, ³: Peak time between 10:30 am and 11:30 am, ⁴: Percentage of calls answered within 3 minutes

Executive Owner

Enrollment	Michael Marchand	Oct-14	Nov-14	Dec-14	Jan-15	Target
QHP: Monthly Enrollment					70,921	
Mixed Households					13,186	

Call Center	Beth Walter	Oct-14	Nov-14	Dec-14	Jan-15	Target
Volume of Calls Received		98,668	124,279	228,497	182,804	N/A