

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)	

	Nov-14	Dec-14	Jan-15	Feb-15	Target
	130,722	123,491	99,614	158,302*	
	Jan 2015 OE	80,482	93,126	Jan 2016 OE	
		28,260	66,430		
	188,038	210,125	241,539	218,983	
	480,000	508,000	508,257	533,621	
	1,704,000	1,732,000	1,739,203	1,767,863	
	2,977	5,632	2,647	669	
	2.22%	4.31%	2.14%	0.67%	
	477	267	3,505	1,901	
	0.04%	0.02%	0.25%	0.13%	

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	

	11.40%	24.54%	7.96%	8.66%	5.00%
	Data not available	31.00%	41.10%	38%	N/A
	2 min 47 sec	6 minutes	1.65 minutes	1.32 Minutes	3 min
	6 min 30 sec	17 minutes	2 min 12 sec	1.03 Minutes	3 min
	71%	51%	80%	80.73%	80%

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

	34	24	28	73	
	99.00%	98.86%	88.0%	62.4%	

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	

	72.73%	87.14%	86.45%	84.23%	90.00%
	98.07%	97.01%	99.17%	99.04%	98.50%
	91.05%	92.03%	96.20%	89.87%	
		1700	1,000	1,200	
	1.70%	1.70%	1.40%	1.30%	1.00%
	6,071	6,084	1,195	4,100	
	6.10%	6.30%	1.79%	4.69%	1.00%

*Enrollee count as of March 9, 2015 for March coverage

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	Nov-14	Dec-14	Jan-15	Feb-15	Target
QHP: Monthly Enrollment		93,586	88,309	70,951	89,566	
Mixed Households		20,573	21,172	13,156	17,357	
Call Center	Beth Walter					
Volume of Calls Received		124,279	228,497	182,804	197,008	N/A