

Performance Dashboard

Executive Summary

Enrollment

	Jul-15	Aug-15	Sep-15	Oct-15	Target
QHP: Current Enrollees (month end up to date)	153,078	152,687	152,810	151,619	
QHP: Returning Enrollees (renewals) ¹	Jan 2016 OE				
QHP: New Enrollees ²					
QHP: Enrollees Paid Once	265,779	267,530	268,771	269,189	
Total MAGI Medicaid/CHIP	1,480,953	1,486,073	1,486,456	1,493,801	
Total Medicaid Population	1,692,288	1,696,670	1,696,345	1,703,577	
Churn: QHP to Medicaid (enrollees)	942	891	847	1,177	
Churn: QHP to Medicaid (percent)	0.61%	0.58%	0.56%	0.77%	
Churn: Medicaid to QHP (enrollees)	928	632	610	558	
Churn: Medicaid to QHP (percent)	0.06%	0.04%	0.04%	0.04%	
QHP: Monthly Enrollment	113,524	113,506	111,063	110,223	
Mixed Households	21,689	22,054	21,576	21,667	

Call Center

Abandon Rate for Calls	17.31%	4.12%	2.76%	.47%	5.00%
Medicaid Related Interactions (percent)	21.32%	20.92%	21.35%	23.86%	N/A
Average Wait Time for Calls	6.88 minutes	3 min 25 sec	2 min 20 sec	16 seconds	3 min
Average Wait Time for Calls During Peak ³	5.72 minutes	2 min 30 sec	2 min 21 sec	11 seconds	3 min
Percentage of Calls Meeting Service Level ⁴	34.62%	59.33%	73.50%	97.44%	80%
Volume of Calls Received	93,936	84,941	94,325	89,843	

Legal

Appeals Requested (appeals received per month)	36	43	46	56	
Appeals Closed Percentage	94.61%	89.64%	89.60%	90.26%	

HPF Performance

Throughput	90.00%	77.00%	92.00%	94.00%	90.00%
System Availability: HPF Only	99.50%	100%	99.63%	100.00%	98.50%
System Availability: Plus Partners	96.73%	95.50%	92.14%	99.35%	
EDI: Accounts Impacted	473	519	507	489	
EDI: Error rate	.39%	.41%	.40%	.38%	1.00%
Invoices: Accounts Impacted	5,058	4,621	3,737	No Data	
Invoices: Error Rate	4.26%	3.97%	3.34%	No Data	1.00%

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