

Performance Dashboard

Executive Summary

Enrollment

	Aug-15	Sep-15	Oct-15	Nov-15	Target
QHP: Current Enrollees (month end up to date)	152,399	152,502	151,331	148,812	
QHP: Returning Enrollees (renewals) ¹	Jan 2016 OE				
QHP: New Enrollees ²					
QHP: Enrollees Paid Once	267,530	268,771	269,189	270,465	
Total MAGI Medicaid/CHIP	1,486,073	1,486,456	1,493,801	1,503,154	
Total Medicaid Population	1,696,670	1,696,345	1,703,577	1,712,010	
Churn: QHP to Medicaid (enrollees)	858	838	1,174	3,094	
Churn: QHP to Medicaid (percent)	0.56%	0.55%	0.77%	2.03%	
Churn: Medicaid to QHP (enrollees)	614	594	539	539	
Churn: Medicaid to QHP (percent)	0.04%	0.04%	0.04%	0.04%	
QHP: Monthly Enrollment	113,506	111,063	110,223	108,212	
Mixed Households	22,054	21,576	21,667	22,206	

Call Center

Abandon Rate for Calls	4.12%	2.76%	.47%	2.33%	5.00%
Medicaid Related Interactions (percent)	20.92%	21.35%	23.86%	23.94%	N/A
Average Wait Time for Calls	3 min 25 sec	2 min 20 sec	16 seconds	2 min 4 sec	3 min
Average Wait Time for Calls During Peak ³	2 min 30 sec	2 min 21 sec	11 seconds	3 min 7 sec	3 min
Percentage of Calls Meeting Service Level ⁴	59.33%	73.50%	97.44%	77.99%	80%
Volume of Calls Received	84,941	94,325	89,843	106,393	

Legal

Appeals Requested (appeals received per month)	43	46	56	61	
Appeals Closed Percentage	89.64%	89.60%	90.26%	88.05%	

HPF Performance

Throughput	77.00%	92.00%	94.00%	95%	90.00%
System Availability: HPF Only	100%	99.63%	100.00%	100%	98.50%
System Availability: Plus Partners	95.50%	92.14%	99.35%	99.30%	
EDI: Accounts Impacted	519	507	489	729	
EDI: Error rate	.41%	.40%	.38%	.39%	1.00%
Invoices: Accounts Impacted	4,621	3,737	No Data	No Data	
Invoices: Error Rate	3.97%	3.34%	No Data	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