DVHA-HAEEU KPI Dashboard - January 2019

December 2018 data - with comparisons to Dec2017, Nov 2018, and targets - as evaluated on Jan 22, 2019

Symbol	Meaning	Symbol	Meaning
★	Meeting key goals.	◐	Better than prior month.
☆	Attention needed.	◑	Same as prior month.
●	Action needed.	◓	Worse than prior month.

Goal 1: Promptly answer members' calls ●

Primary Metric	Dec-17	Nov-18	Dec-18	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	65%	28%	35%	●	◐	>=76%	60% - 74%
Secondary Metrics							
Tier 1 Answer Rate	92%	87%	85%	●	◓	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	20%	29%	34%	●	◓	<=10%	11% -20%
Tier 1 Internal Transfer ASA (s)	400	624	1,996	●	◓	<=90	91 - 180
Tier 1 Transfer Rate (to Tier 2)	6%	6%	5%	★	◐	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	90%	98%	94%	★	◓	>=91%	76% - 90%

Goal 2: Process member requests timely ★

Primary Metric	Dec-17	Nov-18	Dec-18	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	95%	91%	97%	★	◐	>=95%	85% - 94%
Secondary Metric							
Customer requests resolved in 60 days	98.8%	99.3%	99.1%	★	◓	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	96.1%	97.4%	97.7%	★	◐	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately ☆

Primary Metric	Dec-17	Nov-18	Dec-18	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	19	21	0	★	◐	<=15	16 - 31
Secondary Metrics							
VHC-WEX errors >10 days old	428	8	14	★	◓	<=15	16 - 31
VHC-Carrier total error inventory	29	16	21	★	◓	<=50	51 - 100
VHC-WEX total error inventory	451	20	31	★	◓	<=50	51 - 100
VHC-Carrier error rate	0.3%	0.1%	0.2%	★	◓	<=1.5%	2.5% - 3%
VHC-WEX error rate	5.0%	12.0%	1.0%	★	◐	<=1.5%	2.5% - 3%
In-Flight Over 4 Days	16	6	115	●	◓	<50	50 - 100

Goal 4: Resolve QHP discrepancies expediently (monthly reconciliation)

Primary Metric	Green	Yellow
% discrepancy work completed in 30 days	=100%	99% - 99.9%
Secondary Metrics		
% discrepancies confirmed fixed in 30 days	>=90%	80% - 89%
Total potential discrepancies identified	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	<=500	501 - 1000
1-month carryover	<=100	101 - 200
2-month carryover	<=50	51 - 100

TBD

Goal 5: Facilitate use of self-service functionality ★

Primary Metric	Dec-17	Nov-18	Dec-18	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	8.5%	7.6%	9.9%	★	◐	>=9.3%	8.1% - 9.3%
Secondary Metrics							
Self-Serve Applications (as % of total)	52%	54%	57%	☆	◐	>=57.4%	49.5% - 57.3%
Members who logged in within 30 days	9,180	8,848	10,800	★	◐	>=10098	8721 - 10097
Recurring as % of electronic payments	46%	58%	52%	★	◓	>=51%	44% - 50.9%

Notes:
Goal 5: In the spirit of continual improvement, the target for all of Goal 5's metrics is to achieve at least 10% increase over the same month of the previous year.