

DVHA-HAEEU KPI Dashboard - October 2017

Sept 2017 data - with comparisons to Sept 2016, Aug 2017, and targets - as evaluated on Oct 13, 2017

★ 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	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	53%	64%	75%	★	⬆️	>=75%	60% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	70%	95%	97%	★	⬆️	>=95%	90% - 94%
Tier 1 Internal Transfer Rate	33%	4%	10%	★	⬇️	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	1,503	38	23	★	⬆️	<=80	91 - 180
Tier 1 Transfer Rate (to Tier 2)	8%	6%	6%	★	➡️	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	60%	95%	93%	★	⬇️	>=75%	60% - 74%

Goal 2: Process member requests timely

Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	83%	97%	96%	★	⬇️	>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	92.0%	99.5%	99.4%	★	⬇️	>=99%	95% - 98%
Change requests made by the 15th of month processed by first invoice	89.4%	98.2%	98.2%	★	➡️	>=95%	85% - 94%

Goal 3: Transmit data files timely and accurately

Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	163	10	1	★	⬆️	<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	87	33	18	★	⬆️	<=20	21 - 50
VHC-Carrier total error inventory	128	98	23	★	⬆️	<=100	101 - 200
VHC-WEX total error inventory	97	57	36	★	⬆️	<=100	101 - 200
VHC-Carrier error rate	5.0%	0.9%	1.1%	★	⬇️	<=3%	4% - 6%
VHC-WEX error rate	4.9%	7.1%	2.9%	★	⬆️	<=3%	4% - 6%
In-Flight Over 4 Days	>327*	18	20	★	⬇️	<=250	250 - 500

Goal 4: Resolve discrepancies expediently (monthly reconciliation)

Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	N/A*	100%	100%	★	➡️	>=90%	81% - 89%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	N/A*	92%	91%	★	⬇️	>=85%	80% - 84%
Total potential discrepancies identified	N/A*	6,126	6,410	●	⬇️	<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	401	223	★	⬆️	<=750	751 - 1500
1-month carryover	N/A*	63	31	★	⬆️	<=100	101 - 200
2-month carryover	N/A*	44	6	★	⬆️	<=50	51 - 100

Goal 5: Facilitate use of self-service functionality

Primary Metric	Sep-16	Aug-17	Sep-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	3.0%	4.5%	4.2%	★	⬇️	>=3.32%	2.86% - 3.31%
Secondary Metrics							
Self-Serve Applications (as % of total)	32%	44%	44%	★	➡️	>=35.3%	30.5% - 35.2%
Members who logged in within 30 days	5,580	5,640	5,605	⚠️	⬇️	>=6138	5301 - 6197
Recurring as % of electronic payments	39%	46%	50%	★	⬆️	>=50%	26% - 49%

Notes:

Goal 3: As of the last Thursday in September 2016, there were 327 cases that had been in flight for over 10 days. By comparison, as of the last Thursday in September 2017, there were seven cases that had been in flight for over 10 days. HAEEU began tracking the "over 4 days" metric in late 2016 as improved performance allowed the unit to set a more aggressive goal.

Goal 4: The 2016 reconciliation effort followed a different business process with metrics that are not easily comparable to the 2017 process.

DVHA-HAEEU KPI Dashboard - November 2017

Oct 2017 data - with comparisons to Oct 2016, Sep 2017, and targets - as evaluated on Nov 6, 2017

- ★ Meeting key goals.
- ⦿ Attention needed.
- Action needed.
- ⦿ Better than prior month.
- ➡ Same as prior month.
- ⦿ Worse than prior month.

Goal 1: Promptly answer members' calls							
Primary Metric	Oct-16	Sep-17	Oct-17	Status	Trend	Green	Yellow
Tier 1 Calls Answered <24 seconds	82%	75%	89%	★	⦿	>=75%	80% - 73.5%
Secondary Metrics							
Tier 1 Answer Rate	97%	97%	97%	★	➡	>=85%	90% - 94%
Tier 1 Internal Transfer Rate	21%	10%	15%	⦿	⦿	<=10%	11% - 20%
Tier 1 Internal Transfer ASA (s)	124	23	20	★	⦿	<=80	91 - 180
Tier 1 Transfer Rate (to Tier 2)	7%	6%	6%	★	➡	<=7%	8% - 10%
Tier 2 Calls Answered <300 seconds	51%	93%	99%	★	⦿	>=75%	80% - 74%

Goal 2: Process member requests timely							
Primary Metric	Oct-16	Sep-17	Oct-17	Status	Trend	Green	Yellow
Customer requests resolved in 10 business days	83%	96%	95%	★	⦿	>=85%	75% - 84%
Secondary Metric							
Customer requests resolved in 60 days	94.9%	99.4%	99.3%	★	⦿	>=89%	95% - 98%
Change requests made by the 15th of month processed by first invoice	90.2%	98.2%	TBD			>=85%	85% - 94%

Goal 3: Transmit data files timely and accurately							
Primary Metric	Oct-16	Sep-17	Oct-17	Status	Trend	Green	Yellow
VHC-Carrier errors >10 days old	67	1	10	★	⦿	<=20	21 - 50
Secondary Metrics							
VHC-WEX errors >10 days old	83	18	7	★	⦿	<=20	21 - 50
VHC-Carrier total error inventory	54	23	38	★	⦿	<=100	101 - 200
VHC-WEX total error inventory	84	36	17	★	⦿	<=100	101 - 200
VHC-Carrier error rate	5.7%	1.1%	1.2%	★	⦿	<=3%	4% - 6%
VHC-WEX error rate	6.6%	2.9%	2.4%	★	⦿	<=3%	4% - 6%
In-Flight Over 4 Days	>234*	20	3	★	⦿	<250	250 - 500

Goal 4: Resolve discrepancies expediently (monthly reconciliation)							
Primary Metric	Oct-16	Sep-17	Oct-17	Status	Trend	Green	Yellow
% discrepancy work completed in 30 days	N/A*	100%				>=80%	81% - 88%
Secondary Metrics							
% discrepancies confirmed fixed in 30 days	N/A*	91%				>=85%	80% - 84%
Total potential discrepancies identified	N/A*	6,410				<=1000	1001 - 2000
Discrepancy work inventory (excludes in-flight cases and known reporting issues)	N/A*	223				<=750	751 - 1500
1-month carryover	N/A*	31				<=100	101 - 200
2-month carryover	N/A*	6				<=50	51 - 100

Goal 5: Facilitate use of self-service functionality							
Primary Metric	Oct-16	Sep-17	Oct-17	Status	Trend	Green	Yellow
Self-Serve Change Requests (as % of total)	2.4%	4.2%	4.5%	★	⦿	>=2.67%	2.31% - 2.66%
Secondary Metrics							
Self-Serve Applications (as % of total)	38%	44%	43%	★	⦿	>=41.5%	35.8% - 41.4%
Members who logged in within 30 days	5,862	5,605	5,667	⦿	⦿	>=6448	5568 - 6447
Recurring as % of electronic payments	44%	50%	TBD			>50%	26% - 46%

Notes:

Goal 3: As of the last Thursday in October 2016, there were 234 cases that had been in flight for over 10 days. By comparison, as of the last Thursday in October 2017, there were zero cases that had been flight for over 10 days. HAEEU began tracking the "over 4 days" metric in late 2016 as improved performance allowed the unit to set a more aggressive goal.

Goal 4: The 2016 reconciliation effort followed a different business process with metrics that are not easily comparable to the 2017 process.