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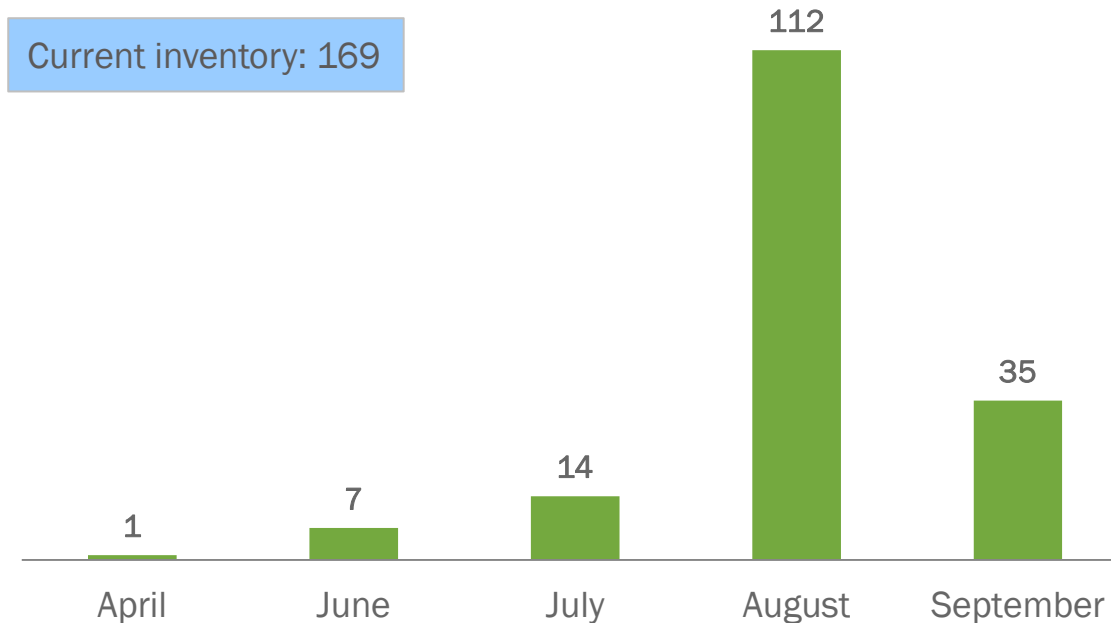
# **Executive Director's Report: Customer Experience Update**

Board of Directors Meeting, September 10, 2015

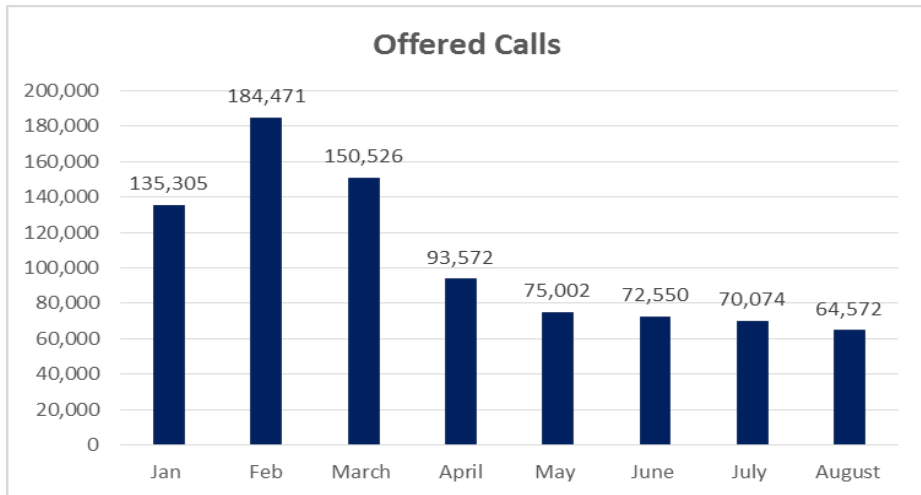
# Operational Update: Urgent Services



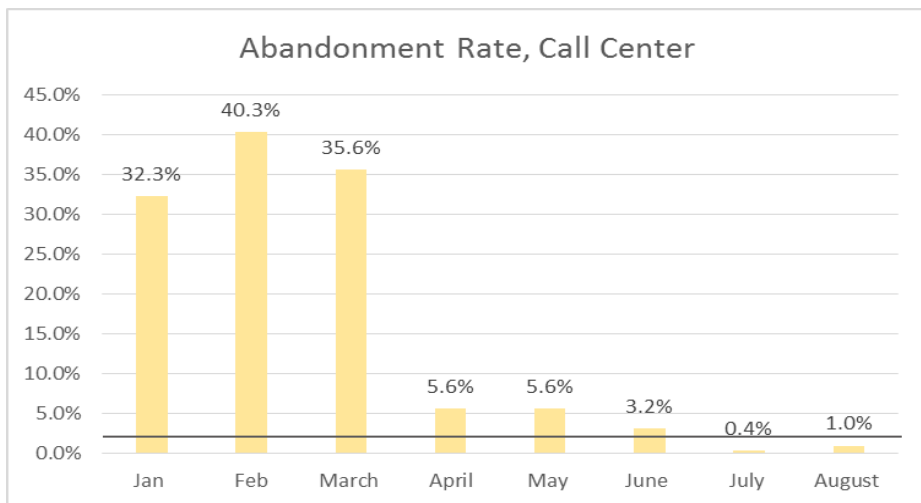
- Urgent services cases resolution number and turnaround time require multi-step manual interventions – team assembled to resolve these and to address root causes prior to Open Enrollment
- Creating a better path for call resolution within the call center to decrease need for urgent interventions



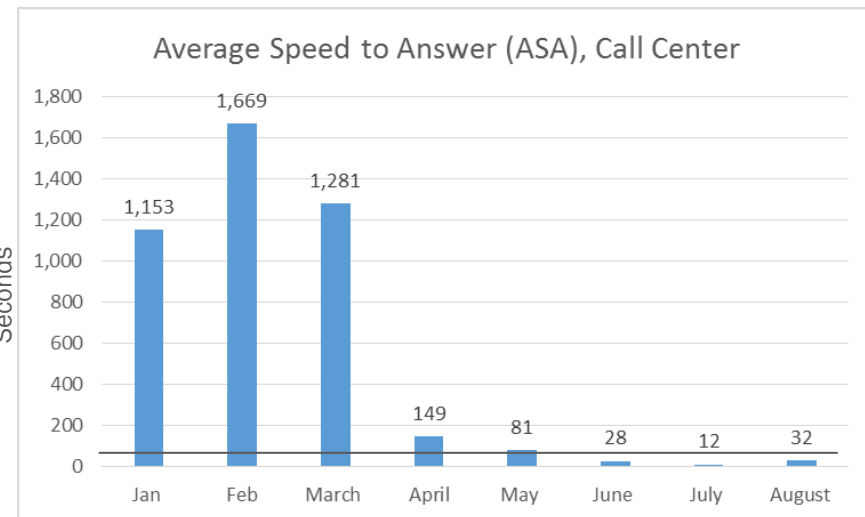
# Call Center Performance



- Good news is the call center continues to hold the gains made in the last several months
- Focus in training on shopping support in preparation for Open Enrollment
- Staffing on track to match anticipated increase in call volume associated with Open Enrollment



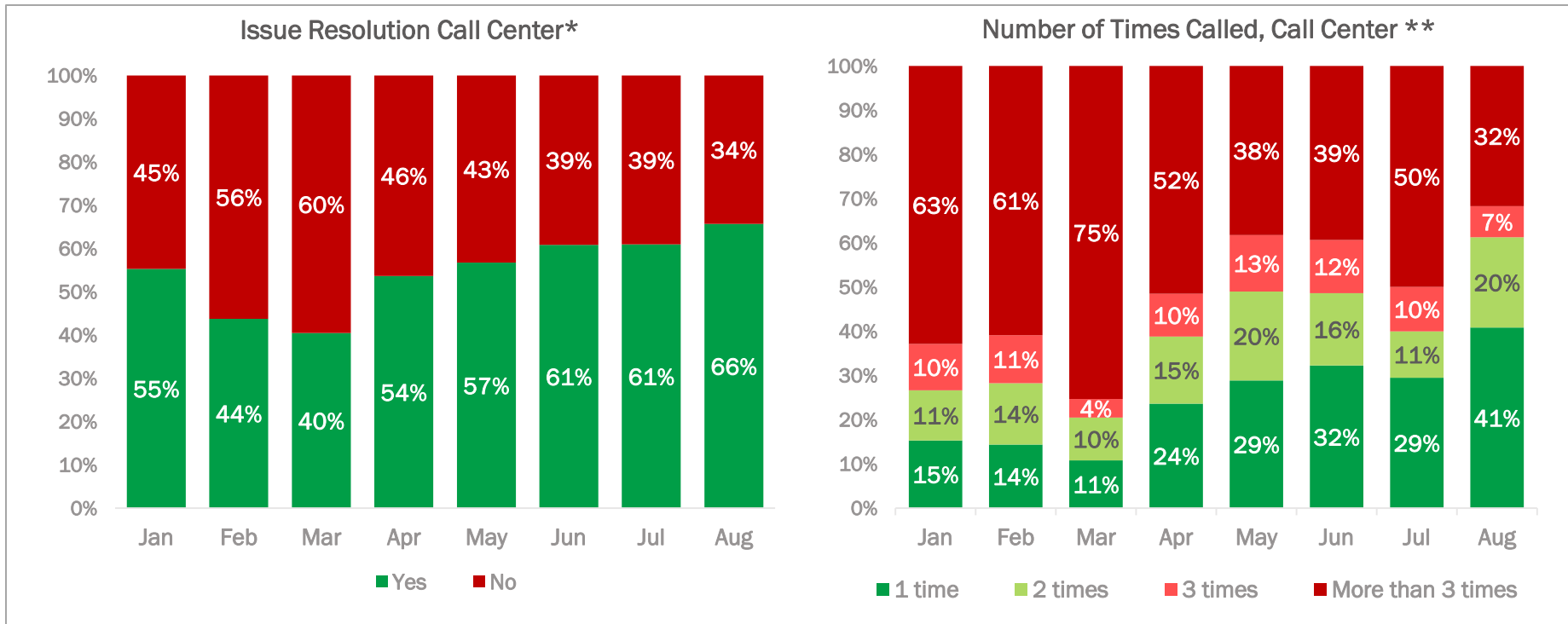
Dell Service Level Agreement (SLA)= 3%



Dell SLA = 60 seconds

# Call Center Satisfaction Survey: Results

- Issue resolution has increased by 5% after holding steady for a couple of months
- Significant reduction in people dissatisfied regards multiple calls – area of continued focus for improvement

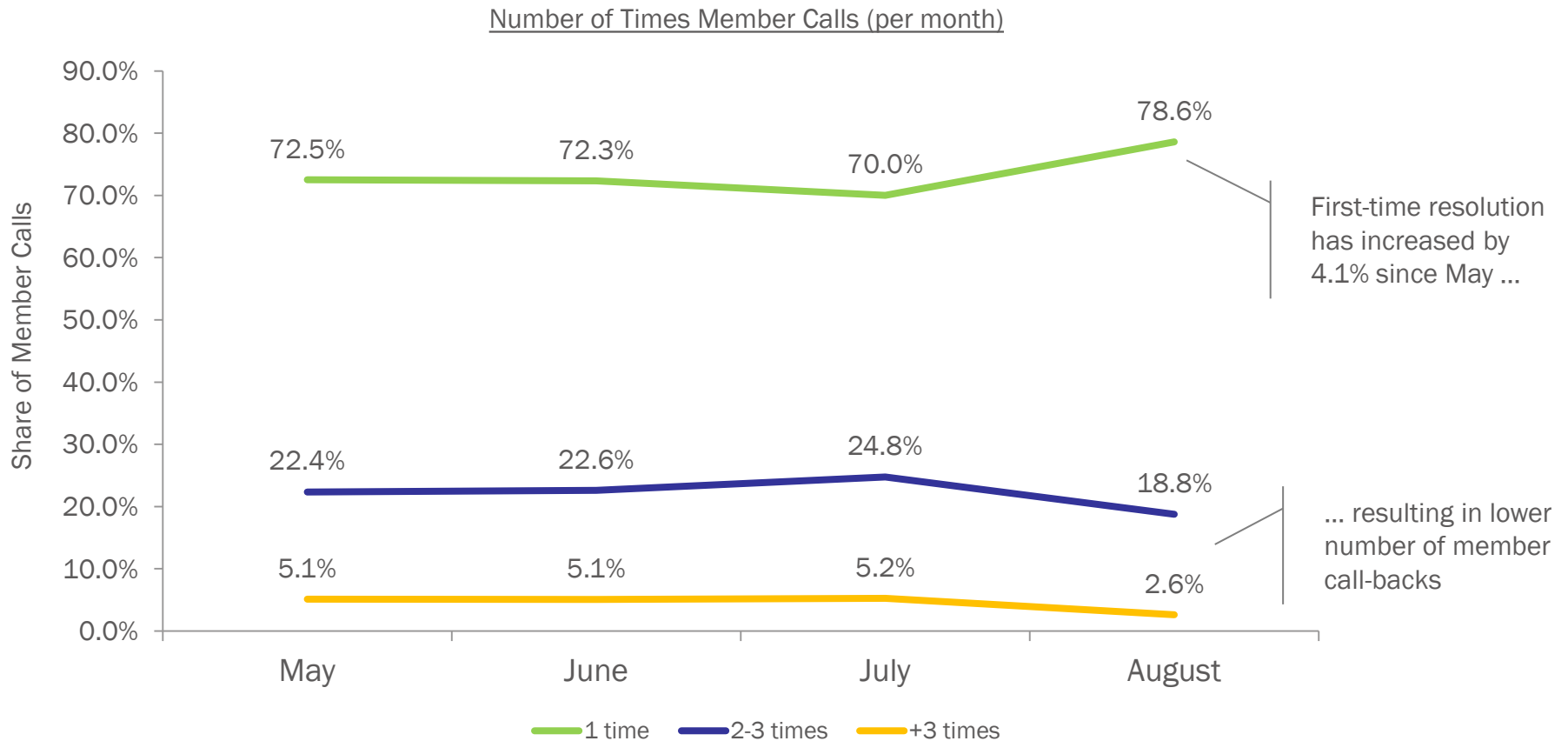


\*Q: Was your issue resolved during your call?

\*\*Q: How many times have you previously called about this issue?

# Member Call Rate

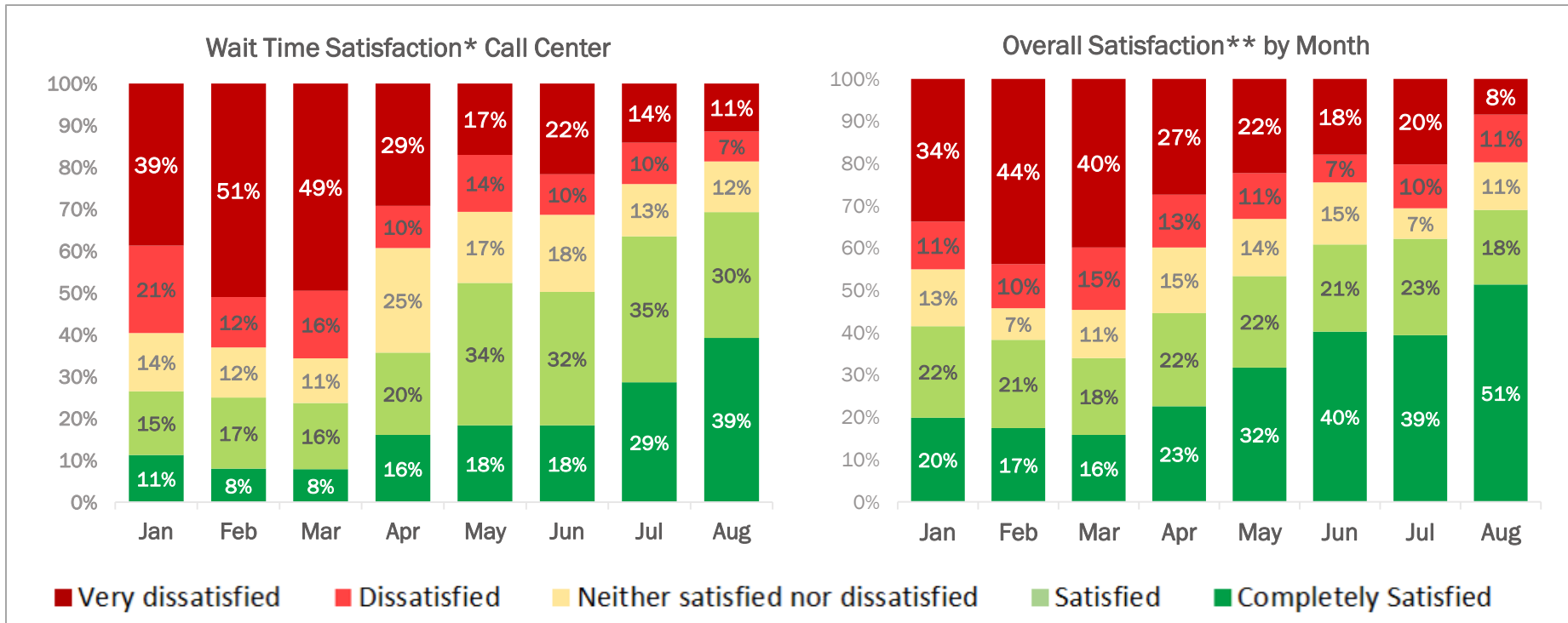
**Health Connector call centers are getting fewer call-backs from members as our Customer Service Representatives (CSRs) improve first-contact resolution.**



# Call Center Satisfaction Survey: Results



- Satisfaction with wait times has increased, most likely tied to overall call center performance; we are addressing hold times next
- Overall satisfaction increased by 7% from July to August; trend continues in right direction



\*Q: How satisfied were you with the wait time to talk to a Call Center agent?

\*\*Q: How satisfied were you with the service provided during your call to the Call Center?

# Customer Comments: We Are Listening

- *“I had a good experience, & agents have answered all questions & coverage is in good shape.”*
- *“The only thing I suggest is less prompts to get a live person.”*
- *“Keep up the improvement on calls.”*
- *“Keep on working, there is always room for improvement, you are doing good.”*
- *“Good quality customer service.”*
- *“CSR was very thorough.”*
- *“Being able to talk to billing about your problem.”*
- *“Having someone that's more knowledgeable when giving a call back.”*
- *“Customer service should be able to speak to billing.”*
- *“Reinstatement should be faster.”*
- *“Call the member back to let them know what the results are, especially when it's not the member's fault.”*
- *“I feel like everyone passed the buck; take ownership.”*

- Renewed emphasis on soft skills training
- Creating premium billing resolution capability for front line staff
- Creating an “Agent Assist Desk” within call center – Pilot launch 9/8
- Analyzing root cause of multiple calls for further improvements