Customer Experience Update

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Inventory Management – Update

**Urgent Services**

**Account Changes**

**Member Requested Refunds**

**Verification Inventory**

- **Backlog Resolved**
- **Resolution Expected by July 31**
- **Enhanced functionality received on May 6**
Call Center Improvements – Update

- Call volumes peaked in February to 184,471
- Volumes have stabilized in mid-70,000
- The key driver for the drop in the call volume from April to June has been the reduction of repeat calls which is directly correlated to the reduction in the inventory

![Offered Calls Graph]

![Abandonment Rate Graph]

![Average Speed to Answer Graph]
### One Key Pain Point – Online Premium Payment

<table>
<thead>
<tr>
<th>Desired State</th>
<th>Current State</th>
<th>Closing the Gap for OE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single sign on from eligibility application</td>
<td><strong>EFT Portal</strong></td>
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### Legend

- **Current State**
- **Short Term** 7/12/15
- **Planned, Mid Term ~Oct ’15**
- **Desired, Long Term**
## Highest Priority Operational Challenges for Next Two Months

<table>
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<tr>
<th>Customer Expectation</th>
<th>Solution</th>
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<tr>
<td>My premium is collected and posted accurately and on time; the Health Connector needs to inspire the same confidence as my bank regarding transfer of funds</td>
<td>Establish rigorous controls for premium billing, credit balance handling and collection processes</td>
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<td>My calls should be answered in a timely manner</td>
<td>Continue to meet ASA service levels though proactive and improved forecasting plans</td>
</tr>
<tr>
<td>My questions should be answered courteously and accurately when I call the Health Connector Call Center</td>
<td>Improve Call Center first call resolution with target of 75%</td>
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<td>If an action is promised by the Health Connector Call Center staff to resolve my concerns, I should have confidence it will be completed</td>
<td>Improve training, accountability and point of service capabilities of Customer Service Representatives</td>
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<tr>
<td>As long as I pay my premiums on time, my dental and medical coverage should be seamless</td>
<td>Improve and simplify 834 and 820 file exchange processes with health plan partners</td>
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</table>
Call Center Satisfaction Survey – Approach

- Surveys conducted from January through June have been conducted manually. The survey captures a number of metrics, including:
  - Call by type (e.g. application/eligibility, billing/payment, etc.)
  - Overall call satisfaction
  - Wait time satisfaction
  - Number of times the consumer called
- Beginning August 1st, automated, optional satisfaction surveys will be offered at the conclusion of each of handled incoming call
Call Center Satisfaction Survey – Results

- Issue resolution rates were as low as 40% through March, but increased to 61% by the end of June.

- In January, 73% of members called the Call Center three times or more; by the end of May, 48% of members called fewer than three times.

*Q: Was your issue resolved during your call?

**Q: How many times have you previously called about this issue?
The overall and wait time satisfaction levels saw poor performance through March, but began to improve in April as the results of the Call Center turnaround effort were realized.

Wait time satisfaction was as low as 24% through March, but increased to 50% by the end of June.

Overall satisfaction through March was as low as 34%, but increased to 61% by the end of May.

**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?**