



Executive Director's Report: Customer Experience Update and System Update

Board of Directors Meeting, August 13, 2015

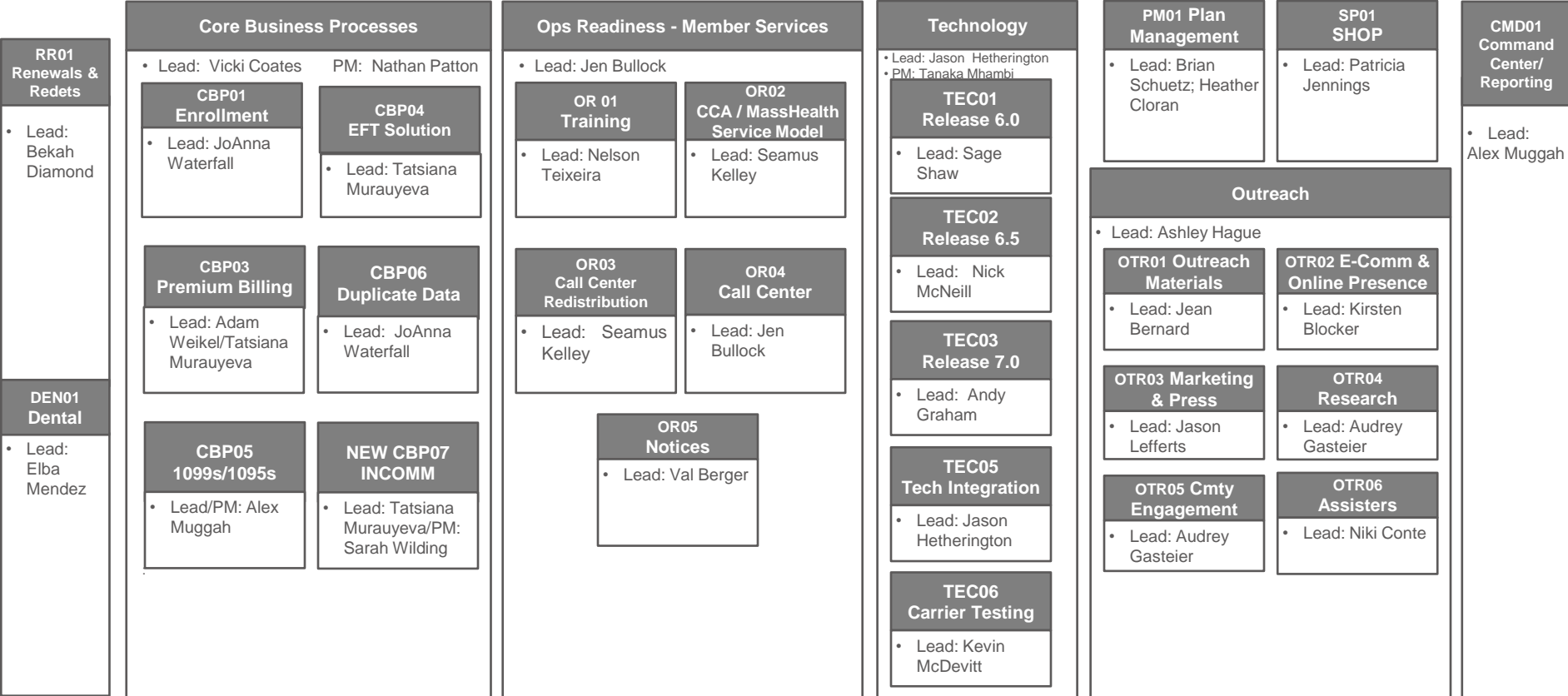
2016 Open Enrollment Readiness: Organizational Chart



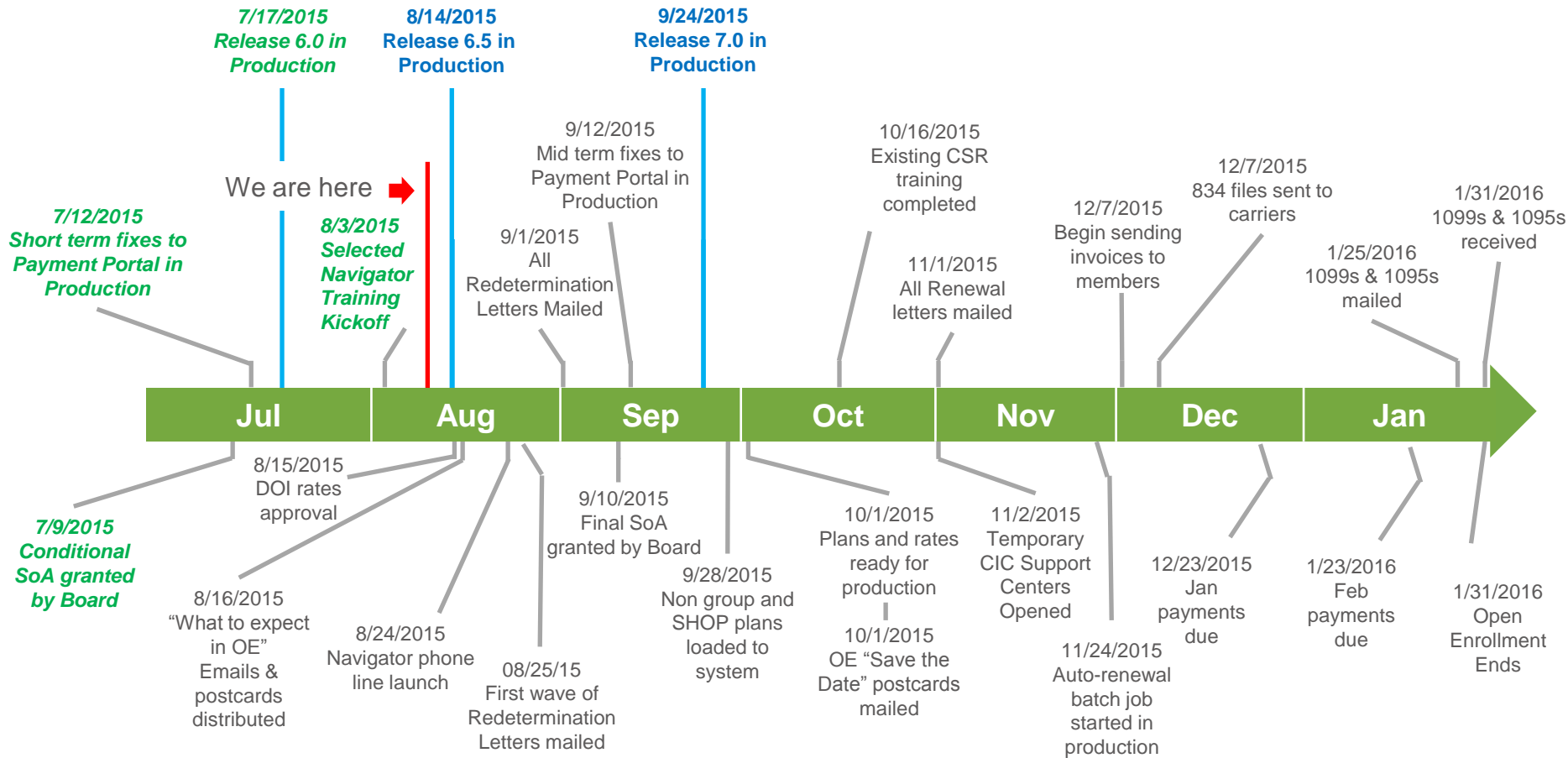
Executive
Louis Gutierrez

Leads
Vicki Coates, Ashley Hague,
Jason Hetherington

Program Manager
Mary Joyce
Program Coordinator
Rob Dunn



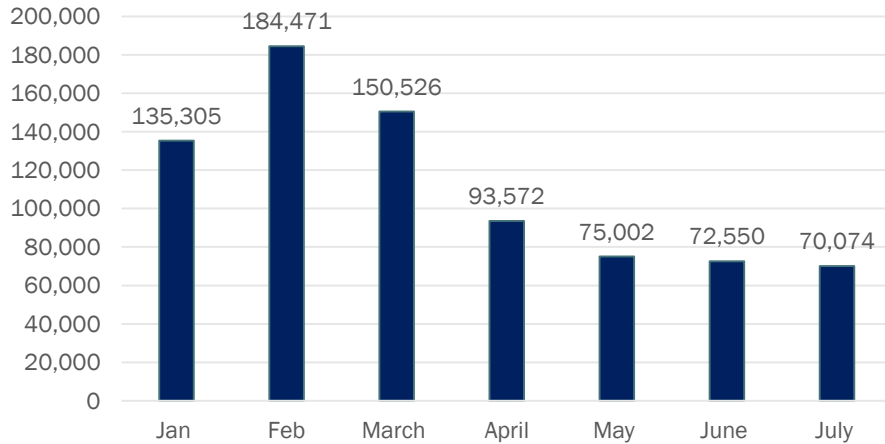
2016 Open Enrollment Critical Path



Green = Completed

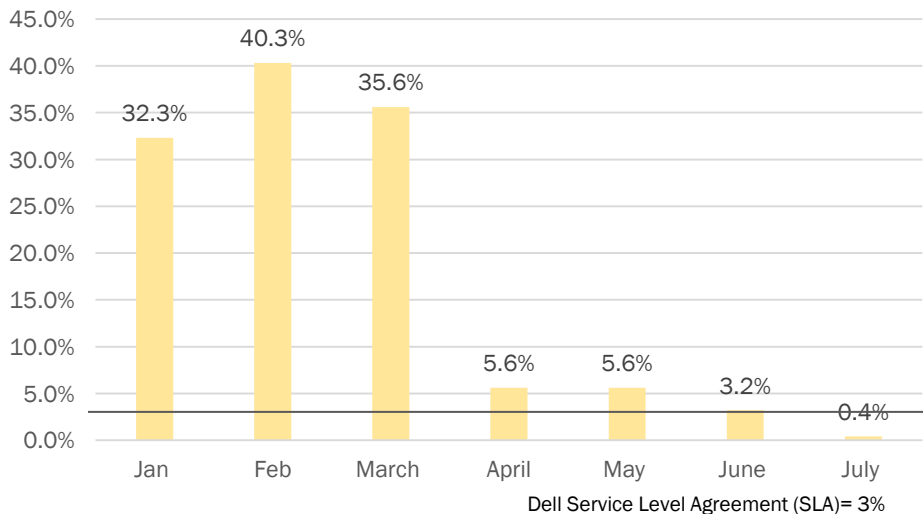
Call Center Performance

Offered Calls

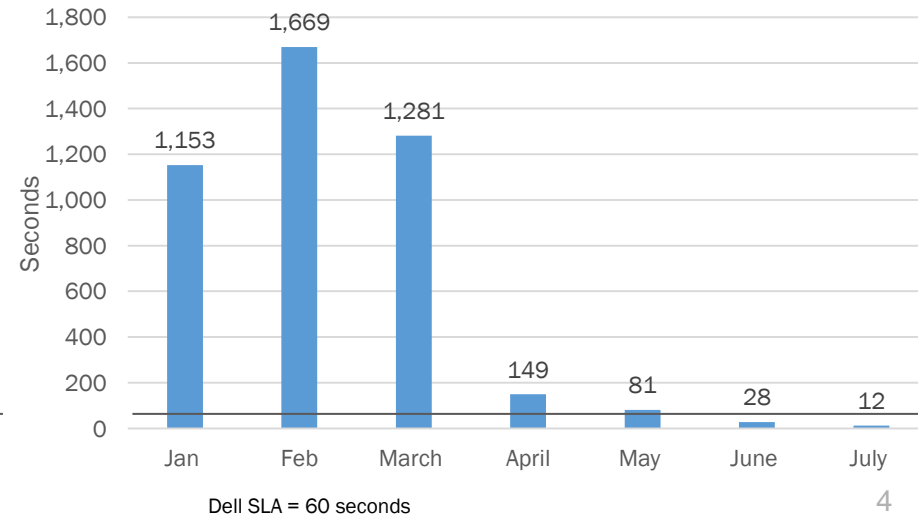


The Call Center continues to perform well against Service Level Agreements (SLAs). Work now is focused on maintaining the gains while improving the quality of the interactions.

Abandonment Rate, Call Center



Average Speed to Answer (ASA), Call Center



Highest Priority Areas of Focus



Customer Expectation

Solution

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

Establish rigorous controls for premium billing, credit balance handling and collection processes

My calls should be answered in a timely manner

Continue to meet Average Speed to Answer (ASA) service levels through proactive and improved forecasting plans

My questions should be answered courteously and accurately when I call the Health Connector Call Center

Improve quality and accuracy of calls

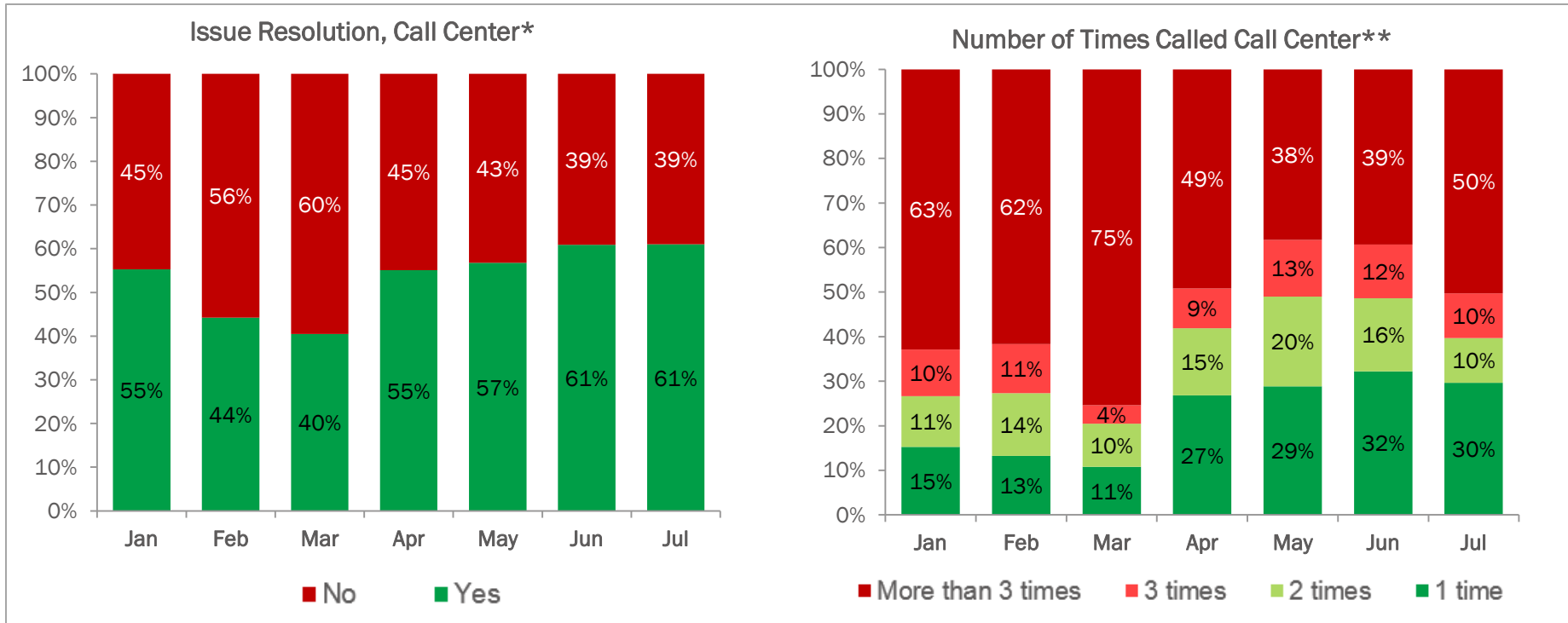
If an action is promised by the Health Connector Call Center staff to resolve my concerns, I should have confidence it will be completed

Improve training, accountability and point of service capabilities of Customer Service Representatives (CSRs)

Call Center Satisfaction Survey: Results



- Issue resolution satisfaction is steady; it was expected to decrease given that many of the CSRs are new as we convert temporary staff to permanent staff
- The number of times called has increased; root cause is under investigation
- A driver of calls is in billing/payment arena; a refresher training is being conducted



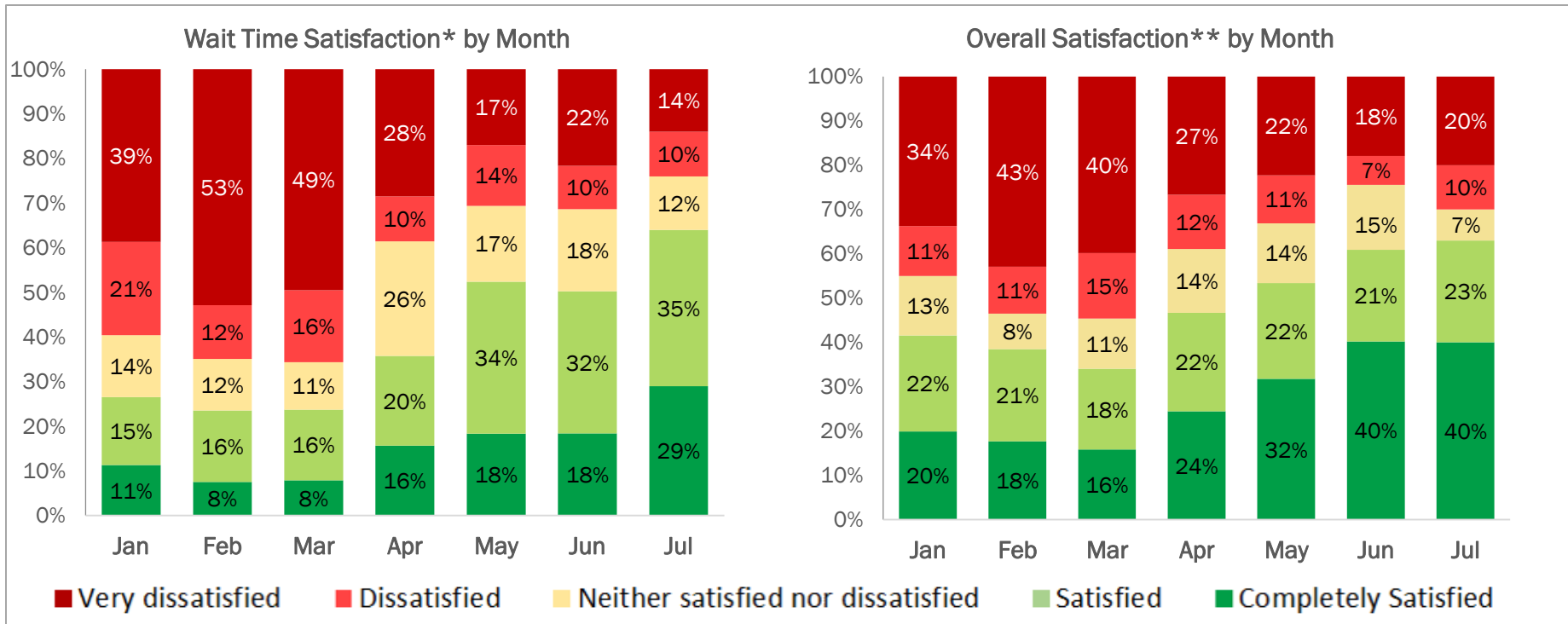
*Q: Was your issue resolved during your call?

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

Call Center Satisfaction Survey: Results



- Satisfaction with wait times has increased; reflects Call Center improvements regards speed to answer
- Overall satisfaction remained roughly the same



*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?

Health Connector Assister Line: New!



The Assister Line is being implemented to provide superior service to Navigators and Certified Application Counselors (CACs) who call requesting assistance with their customers/members.

- Soft launch for the Navigator line runs 8/3-8/14
 - Three veteran Navigator organizations will participate in soft launch
- “Go Live” scheduled for 8/24
 - Remaining Navigator and CAC organizations will receive instructions on how to use the new line
- 10 Agents will be trained to operate the special line during normal business hours (Closed Enrollment and Open Enrollment)
 - Five back-up agents will be trained to assist if call volume is high
- If phone lines are not busy, representatives will answer other incoming calls as usual



System Update

Second Half-2015 (2H2015) Release Summary



R6.0 7/17/15 - Implemented	R6.5 8/14/15	R7.0 9/24/15	R7.1 (TBD) 10/15 – 12/15	R7.2 2/4/16
<ul style="list-style-type: none"> 1) Partial Disability & MA-21 Report 2) Provisional Eligibility 3) Premium Billing 4) Department of Revenue Matching 5) Pregnancy End Date 6) Age-Out (26 year olds; pregnancy) 7) Retroactive Enrollment 8) Administrative Closings 9) User Interface/User Experience Changes (e.g., income & immigration screens) 10) Reporting 11) Special Enrollment Period Updates 12) Voter Registration 13) Notice Updates 14) Plan Management 15) Defect Fixes 	<ul style="list-style-type: none"> 1) CCA Renewals/Re-Determinations 2) Additional Noticing for Renewals 3) 2016 Plan Management 4) Plan Mapping (Shopping/Plan Selection) 5) Advanced Premium Tax Credit Calculation 6) Dental Plans (not incorrectly terming Dental plans prior to their 12 month anniversary end date) 7) Plan Discontinuation Notice 8) Auto Enrollment 	<ul style="list-style-type: none"> 1) Premium Assistance (MassHealth) 2) Shopping Improvements (Reordering of Benefits) 3) Reporting 4) Advanced Premium Tax Credit for Married Filing Separately in Cases of Domestic Violence or Spousal Abandonment 5) User Interface/User Experience Updates 6) Special Accommodation 7) Defect Fixes 	<ul style="list-style-type: none"> <input type="checkbox"/> Notice Improvement <input type="checkbox"/> Improvements to Plan Sorting <input type="checkbox"/> Simple Integration Between Health Insurance Exchange and Commonwealth Connector Authority solutions <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Provider Search <input type="checkbox"/> Payment Processing 	<ul style="list-style-type: none"> 1) Verified Lawful Presence Steps 2 & 3 <input type="checkbox"/> Other Functionality To Be Determined

