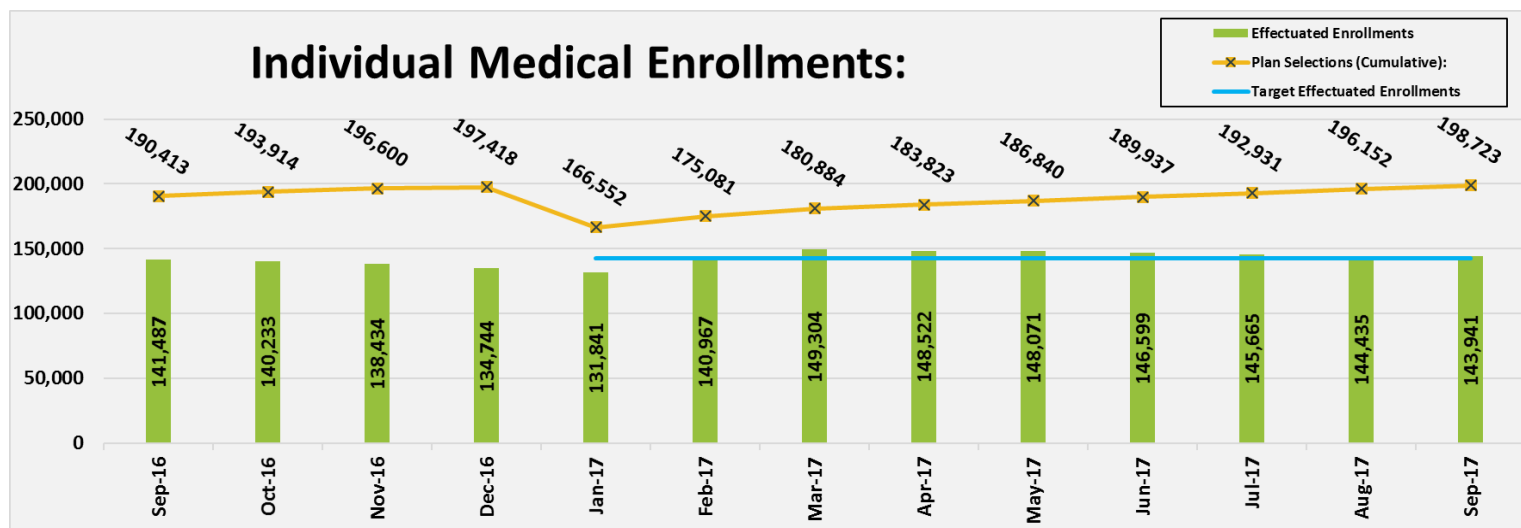




QUARTERLY KEY PERFORMANCE INDICATORS – SUPPLEMENTAL INFORMATION

Finance and Operations Committee
October 23, 2017

Medical Effectuated Enrollments



Business Definitions

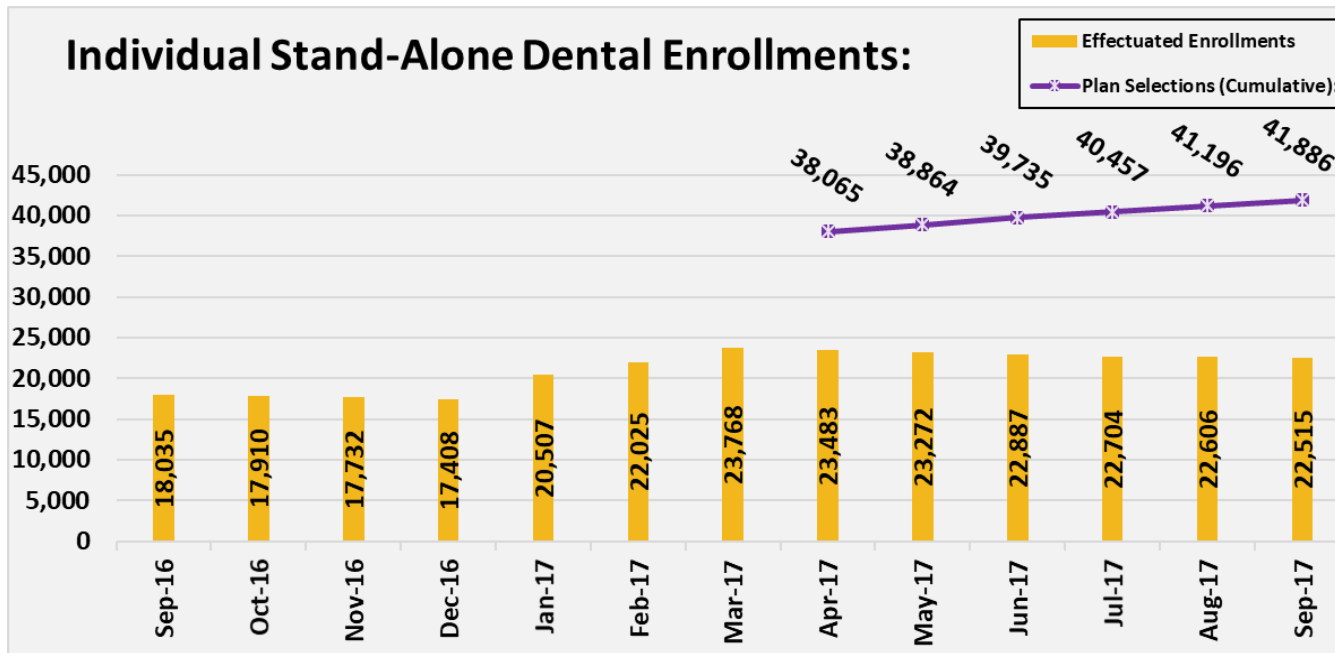
Individual Medical Enrollments: Plan Selection (cumulative)

Cumulative count of unique individuals who have selected a Medical Qualified Health Plan (QHP), regardless of current policy status.

Individual Medical Enrollments: Effectuated Enrollments (net)

Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and the month's premium payment was received and acknowledged by the issuer. As this is a "net" number, terminations and cancellations are subtracted.

Dental Effectuated Enrollments



Business Definitions	
Individual Stand-Alone Dental Enrollments: Plan Selection (cumulative)	Count of unique individuals who have selected a 2017 Stand-Alone Dental Plan (SADP), regardless of policy status.
Individual Stand-Alone Dental Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP/QDP Eligible and selected a Stand-Alone Dental Plan (SADP), and the month's premium payment was received and acknowledged by the issuer. QDP is Qualified Dental Plan.

Customer Service KPI's

Number of Complaints	4
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Percent of First Call Resolution (FCR)	
<i>Month</i>	<i>%</i>
July 2017	78%
August 2017	78%
September 2017	79%

Customer Satisfaction	
<i>Month</i>	<i>%</i>
July 2017-old questions	62%
August 2017-old questions	55%
August 2017-new questions	71%
September 2017-new questions	70%

Business Definitions	
Customer Service Center Metrics: Complaints	A formal complaint is a written complaint received by Connect for Health Colorado's mailroom on the official complaint form. An informal complaint is a written complaint received by the mailroom that is not on the official complaint form. Note: The definition of "Complaint" will be updated in November 2017.
Customer Service Center Metrics: First Call Resolution	First Call Resolution (FCR) occurs when a ticket is opened, resolved and closed on the same day. This percentage is calculated using the # of FCR tickets / Calls answered by Customer Service Representatives. The goal is 85% Month-over-Month.
Customer Service Center Metrics: Customer Satisfaction	Note: Change in survey questions in mid-August 2017. Survey respondents who indicated on the Survey that they were "Very Satisfied" or "Satisfied" (old questions responses) and "Very Satisfied" or "Moderately Satisfied" (new questions responses) with the level of service they received from their most recent interaction with the C4HCO Customer Service Center Representative.

Appeals Case Reporting

Summary of Appeals Cases	
<i>Month</i>	<i>#</i>
July 2017	129
August 2017	15
September 2017	11

Summary of Appeals Dispositions	
<i>Quarter 1 FY2018 (July-Sept 2017)</i>	<i>#</i>
In Process	89
Withdrawn	37
Other	9
Denied	8
Informally Resolved	6
Resolved Informally	5
Expired Appeal	1
Grand Total	155

Business Definitions	
Appeals: Number of Cases	An Appeal Case is a valid disagreement with an eligibility determination (e.g., APTC QHP, QDP, etc.)
Appeals: Disposition Reasons	An Appeal Disposition Reason informs the Appeals Analyst at a glance in which stage is the Appeals Case.