



FINANCE & OPERATIONS COMMITTEE

OE4 Metrics

We plan to provide metrics in the following areas on a weekly basis

Subject area	Metrics	Informs	Benchmark
Enrollment numbers	Number of plan selections / new vs. returning customers	Everything!	n/a
Customer service	Number of calls / achievement of service levels	Customer satisfaction. Underlying technical / procedural issues. Service center staffing and costs.	80% service level
Realtime Eligibility (RTE) Determination	The proportion of enrollments through SES that are able to complete their plan enrollment within 2 minutes of completing the SES application	A low RTE% causes additional manual work for C4/ counties, reduces the sign up rate. It may indicate a technical issue with SES or a need for training of channels.	80%
Reasonable Opportunity Period	The proportion of enrollments that will have to provide documentation in order to retain APTC	A high ROP% implies manual work on C4 and disruption for customers. It may indicate a technical issue with FDSH or a need for training of channels.	20%
System performance	TBD		