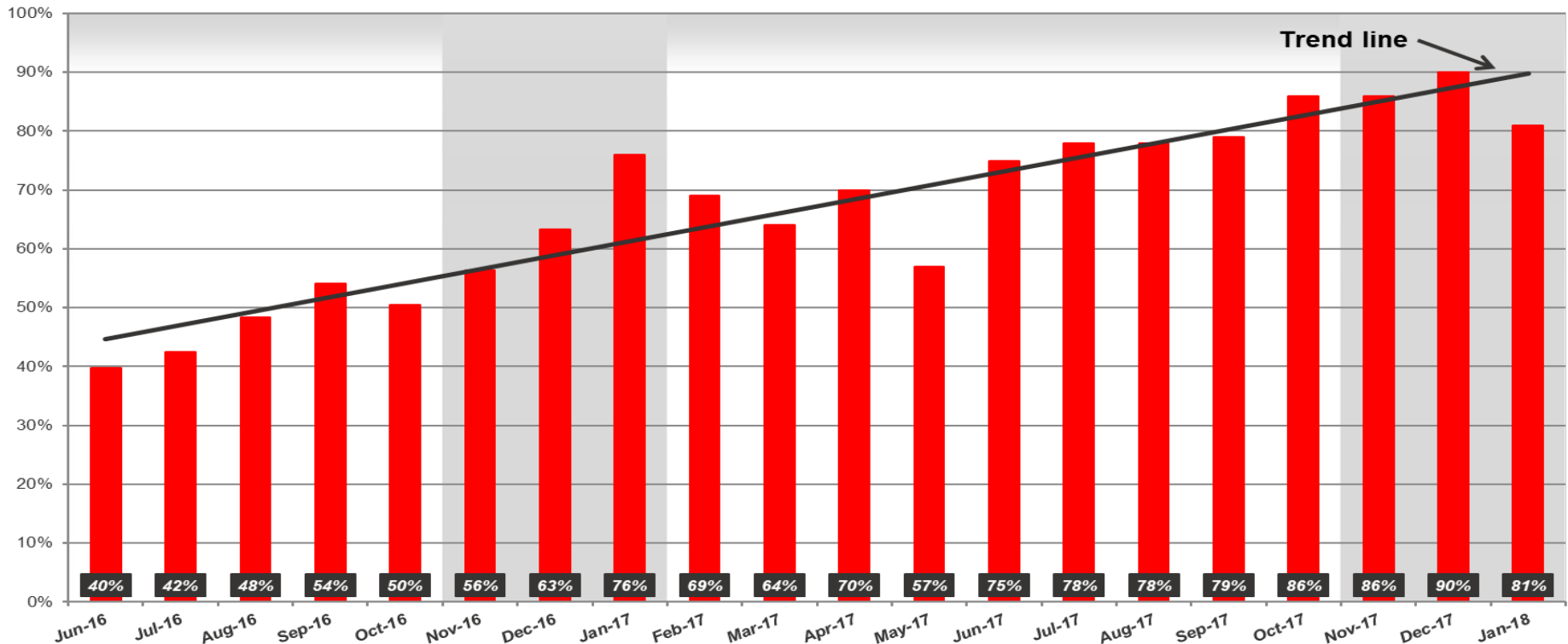


Service Center Updates

First Call Resolution % - MoM Performance



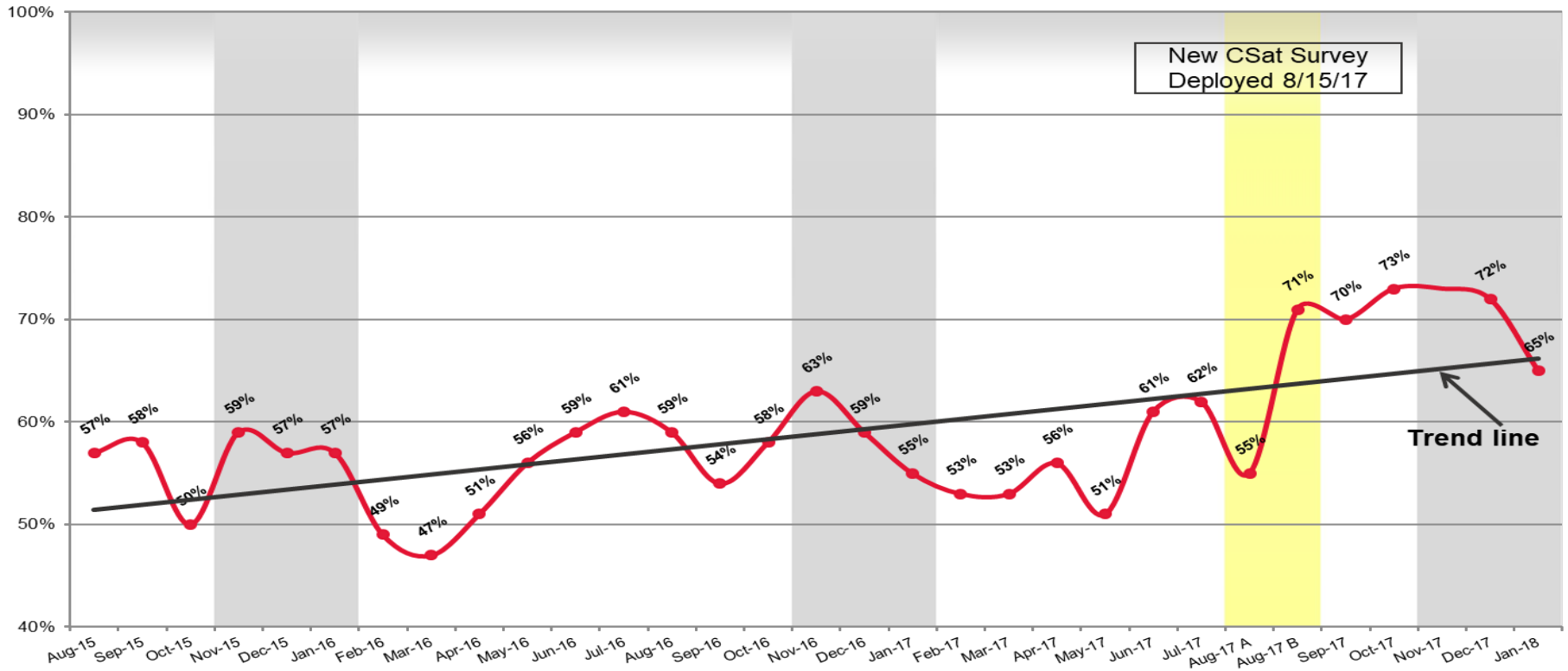
*Industry wide average FCR 80%.

*Health Insurance Industry average FCR 90%

*(Benchmark Portal, Contact Center Industry Benchmark Report – September 2017)

Service Center Updates

Customer Satisfaction

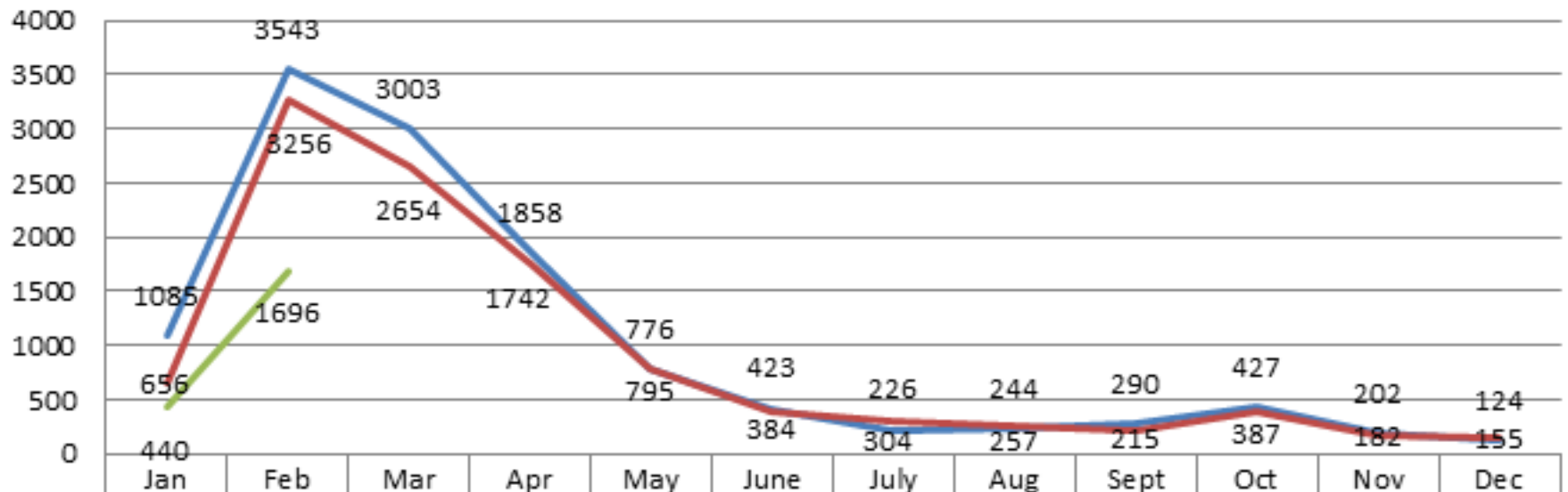


*CSat “Top Box” Industry average 65.29%

*(Benchmark Portal, Contact Center Industry Benchmark Report – September 2017)

1095A Dispute Tracking

1095 Tickets by Year



— 2016	1085	3543	3003	1858	776	423	226	244	290	427	202	124
— 2017	656	3256	2654	1742	795	384	304	257	215	387	182	155
— 2018	440	1696										

Continuous Improvement Projects

- Training Review and Revision
- Ensure that all processes and procedures are in alignment with regulatory guidelines
- Standardized terminology
- Escalations Taskforce
- Ticket closure process now includes additional details in the closure email
- Broker/Member Ticket History Summary Page
 - See next slide for example

Member/Broker Example View of Ticket History



Welcome Rachel Green

Show entries

Search:

	Customer Name	Ticket Number	Status	Category	Sub Category	Date Opened	Date Closed	Date Modified
DETAILS	Green, Rachel	171120-022628	Open	Technical Support	Password Reset	Mon Nov 20 1:56 PM 2017	Mon Nov 20 1:56 PM 2017	Tue Mar 6 2:26 PM 2018
<p>Ticket Progress</p> <p>Escalated issue has been received and assigned to a Problem Resolution Office specialist for resolution.</p> <p>Open</p> <p>Your account has been assigned to a team member for processing.</p> <p>Technical Support</p> <p>We were contacted about a technical issue. We addressed your issue while on the phone with you.</p> <p>Password Reset</p> <p>You called us to have your password reset. We addressed your issue while on the phone with you.</p> <p>Origin</p> <p>Inquiry into the Service Center</p>								
DETAILS	Green, Rachel	170831-020807	Closed	Account Corrections	Profile Changes	Thu Aug 31 10:44 AM 2017	Thu Aug 31 10:45 AM 2017	Thu Aug 31 10:45 AM 2017
DETAILS	Green, Rachel	160928-016245	Closed	Life Change Event	Adding Dependents	Wed Sep 28 11:31 AM 2016	Thu Jun 8 3:56 PM 2017	Thu Jun 8 3:56 PM 2017

Showing 1 to 3 of 3 entries

Previous Next



Service Center Ticket Process

One “Issue” Ticket Process

- 1. All activity needs to be noted in a single “issue” ticket**
- 2. Ticket is considered resolved when the “issue” is confirmed resolved**
 - Issue is defined as the issue being reported by the customer/Broker/Assistor**
- 3. 3 attempt – 3 day rule for closing ticket without customer consent**
 - Two phone calls followed by an email notification**

Service Center Escalation and Monitoring Process

Escalation Identification

1. Resolution exceeds established timeframe
2. Member or Member Representative requests supervisor
3. Member or Member Representative has called four times in the past 30 days for the same issue

Escalation Path

1. Supervisor/Lead
2. Manager
3. Director

Ticket “Abandonment” Monitoring Process

1. Tickets are monitored by aging vs. abandonment with aging reports and active aging protocols
2. Tickets under go a monthly QA and audit process