

OE6 MARKETPLACE OPERATIONS SUPPORT UNIT (MA SITE PILOT)

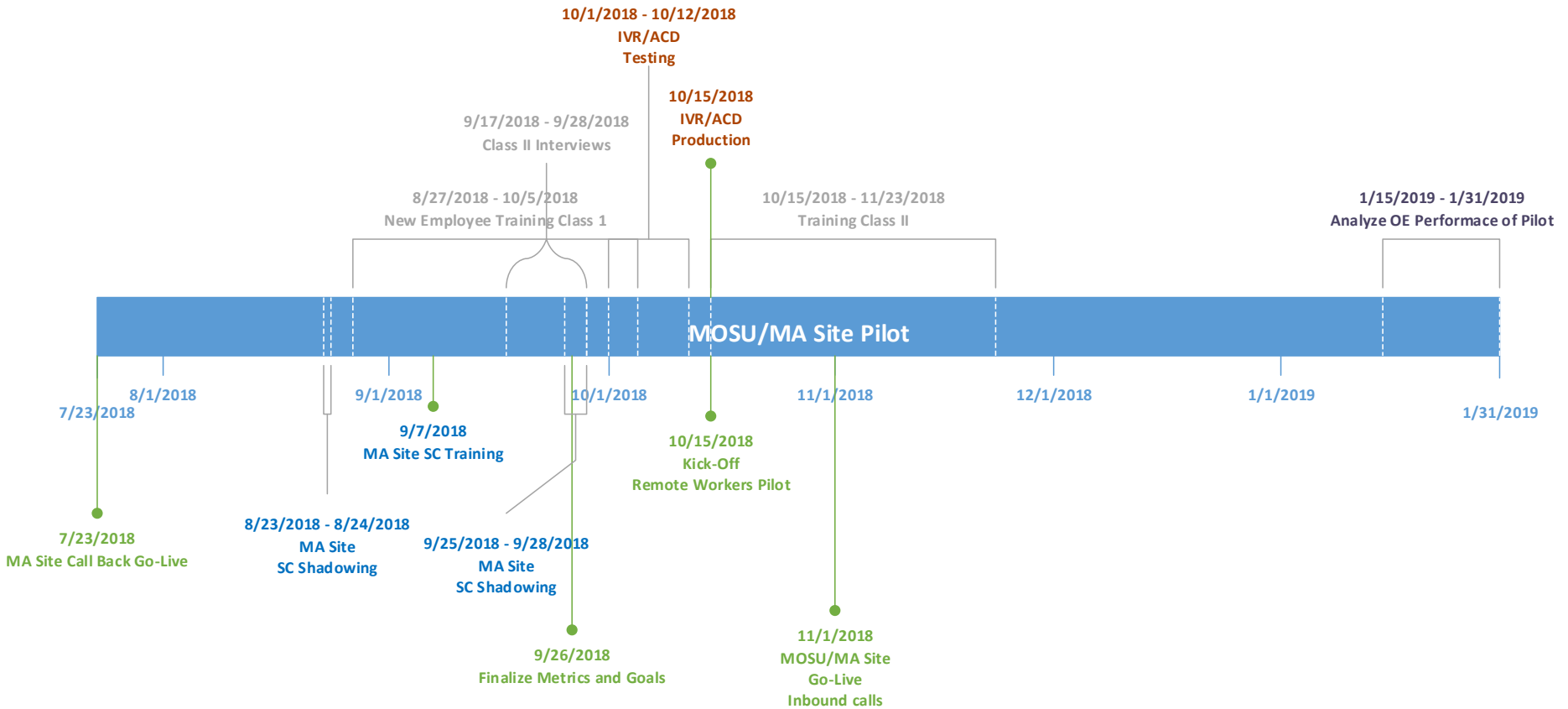
Expansion of the MA Site Pilot

- Marketplace Operations Support Unit (MOSU) MA Site Pilot
 - *In response to the positive results and feedback received from the C4HCO stakeholders C4HCO is expanding the original MA site pilot to provide direct inbound caller support for mixed eligibility households.*
- New IVR configuration to support routing mixed eligibility households directly to the MOSU team to be introduced in early October.
- Specialized support through OE6 of Enrollment Centers and Assistors

Service Center Metrics

Metric	Current	OE5 (December)
ASA Average Speed of Answer	1:47	2:43
AHT Average Handle Time	14:42	16:31
ABDN Abandon Rate	1%	3%
FCR First Call Resolution	78%	86%
Csat Customer Satisfaction	72%	67%
Calls Offered	24K	94K

MOSU_MA Site Pilot Timeline



Success Criteria for Pilot

- Improve Member Experience
 - Measured by
 - Customer Satisfaction Scores
 - Daily monitoring of call volumes and QA review of call quality
 - Real-time monitoring of ACD
 - First Call Resolution
- Goals
 - Improve First Call Resolution
 - National Average of 90%+
 - Current performance (June 2018) 79%
 - Reduction of timeline to resolution for complex enrollments
 - Current OE5 Metric 10+ working days
 - Maintain all call metrics at or improved over OE5 service center performance
 - Maintain all contact resolution metrics at or improved over OE5 service center performance
 - Maintain all responsibilities as outlined in the HCPF contract for the MA Site
 - Cost Reduction