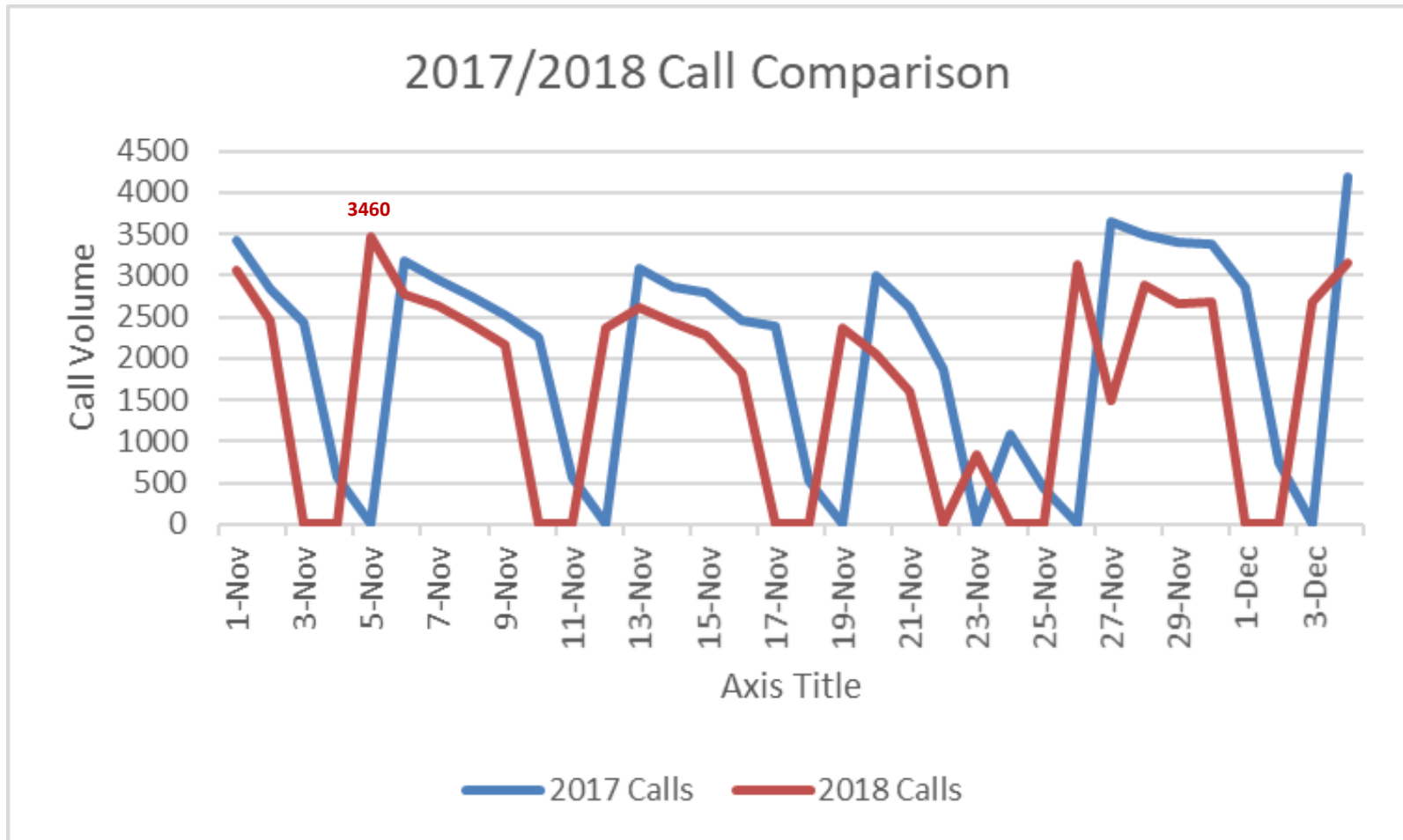
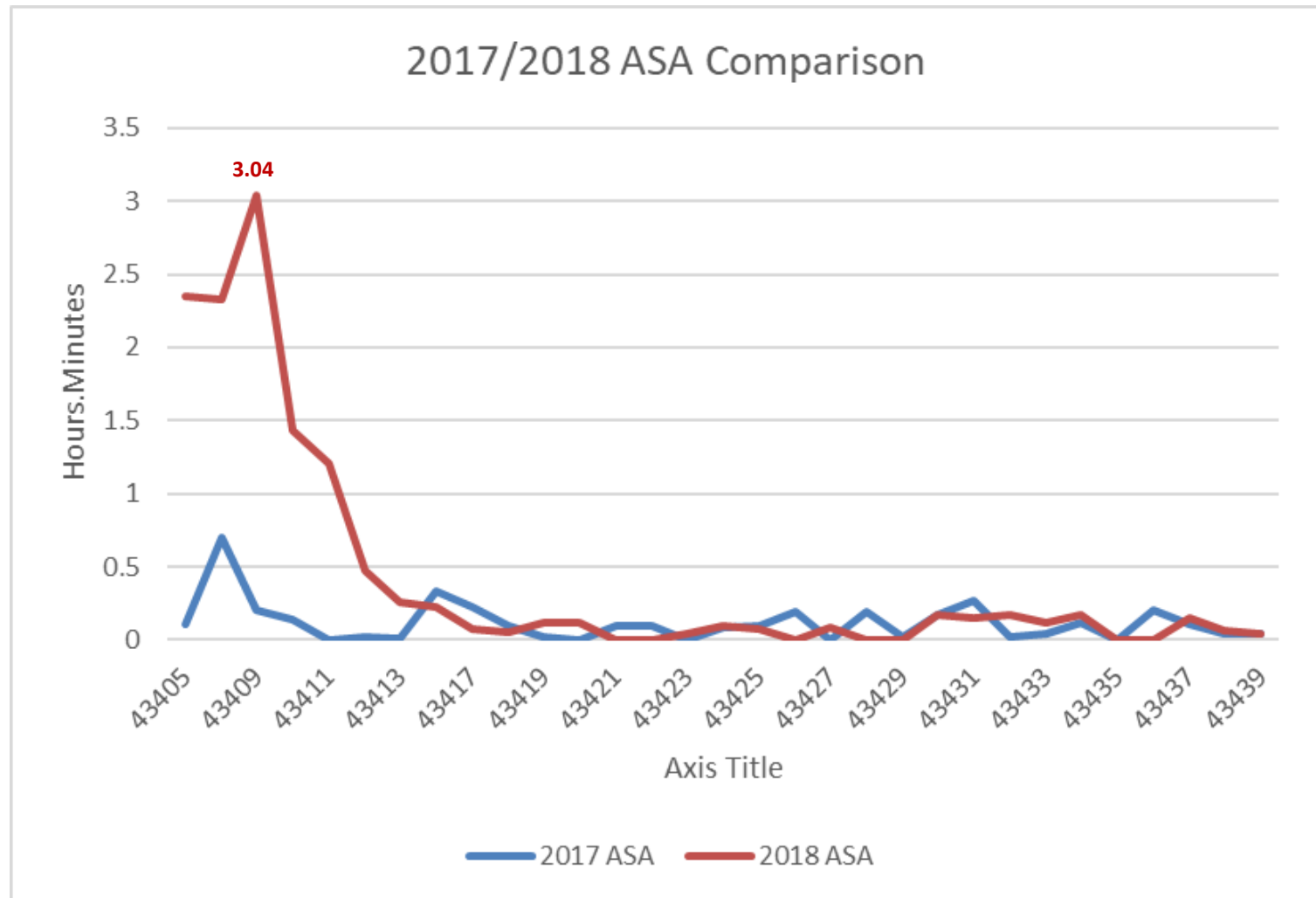


OE6 SERVICE CENTER UPDATES

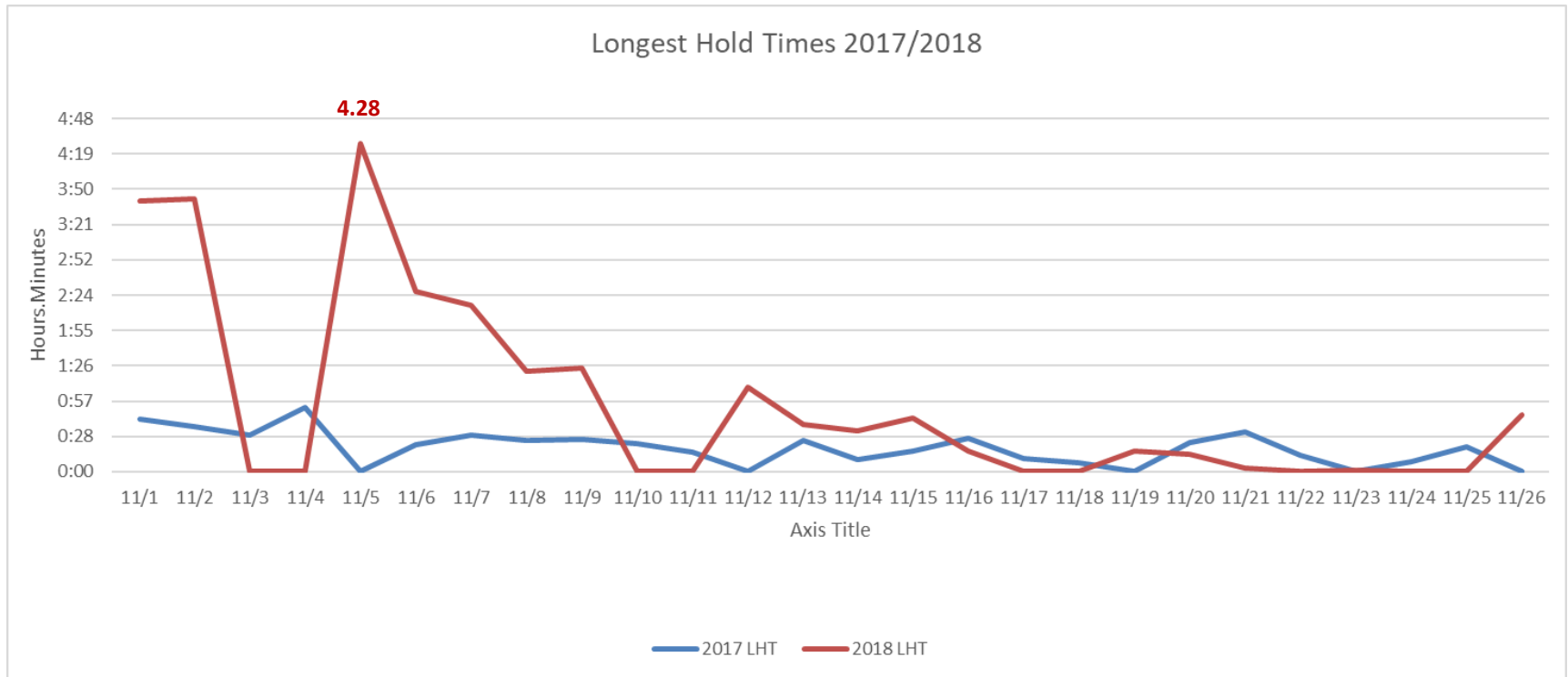
Year over Year Call Volume



Average Speed of Answer (ASA)

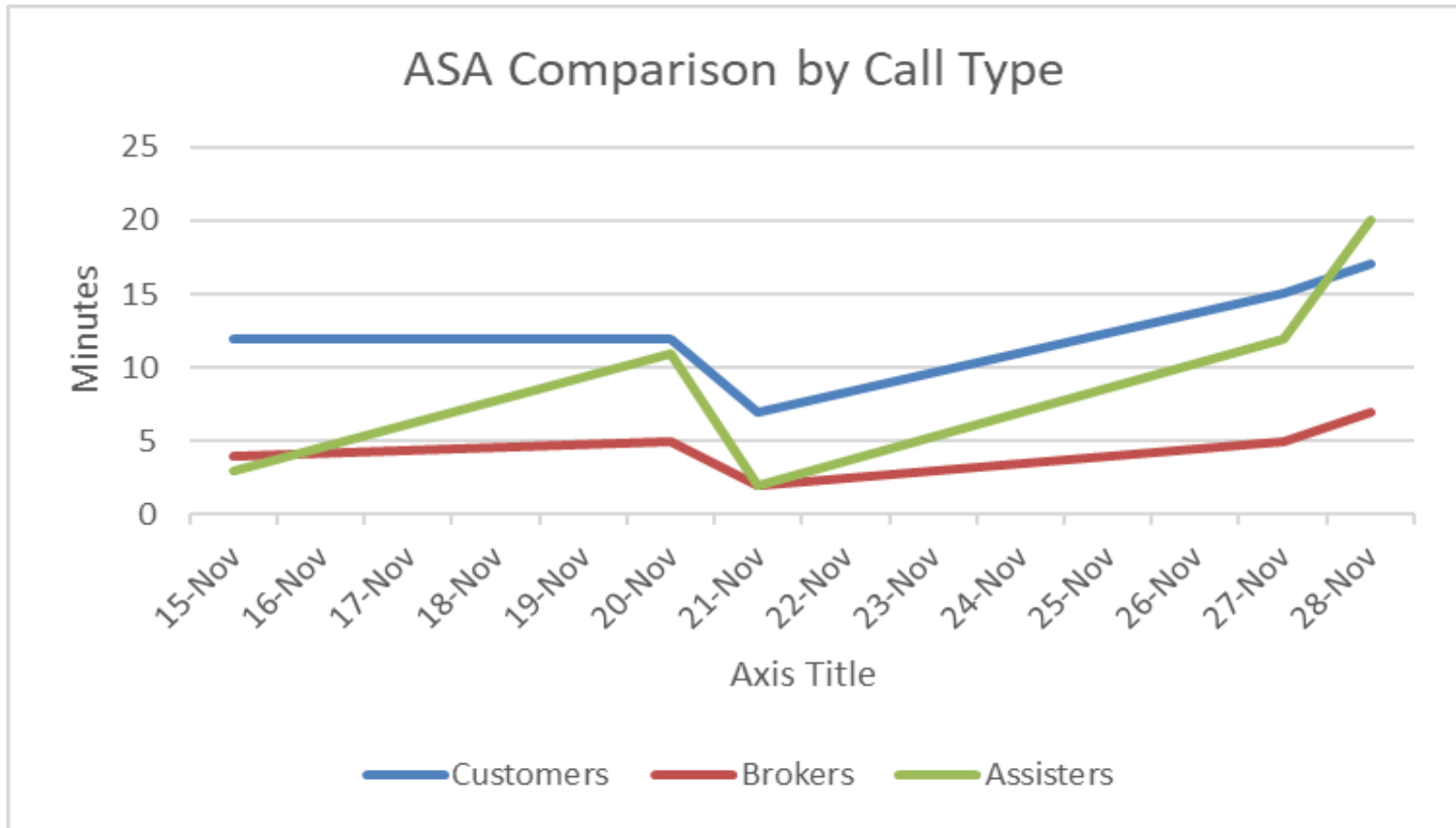


Longest Hold Times 2017/2018 Comparison



Weekends and Weekdays fall differently in 2017 than 2018, example 11/26 of 2017 was a Sunday and 11/26 of 2018 was the Monday following Thanksgiving. Call volumes historically Peak on Mondays and weekdays following a Holiday.

Average Speed of Answer Comparison by Call Type



Average Speed of Answer is subject to change based on the Average Handle and Average Hold times for the specific call queue and may increase or decrease based on the complexities and or volume of incoming calls.

Service Center Month to Date Stats

December Performance Summary		WEEK-TO-DATE	MONTH-TO-DATE
CALL QUEUES			
RECEIVED - CGI IVR QUEUES		5,802	5,802
ABANDONMENT RATE		5.77%	5.77%
ASA - CGI IVR QUEUES		0:11:15	0:11:15
VIRTUAL HOLD STATS			
RECEIVED - VCH - BROKER SUPPORT		64	64
RECEIVED - VCH - GENERAL ENG		767	767
RECEIVED - COS - VCH - PSWD RESETS		0	0
RECEIVED - CGI - VCH - ASSISTER SUPPORT		2	2
CHAT STATS:			
RECEIVED		1,221	1,221
ANSWERED		1,040	1,040
ABANDONMENT RATE		4%	4%
ASA		0:02:49	0:02:49
AHT		0:12:09	0:12:09

CGI Abandon Call Outreach Update

Disposition Abandoned Calls	Percent of Total
Already Assisted	29.97%
Business Number	7.53%
Open Ticket	5.48%
Left Voice Mail	43.75%
No Answer/No Voice Mail	8.16%
Wrong Number	5.10%

“In-Line” Extension for 1/1/19 Coverage Start Date

1. Customers who experience an issue or “hard stop” during Remote ID Proofing (RIDP).
2. Customers who are assessed potentially MA eligible on or before 12/15 and that subsequently receive an APTC determination post 12/15.
3. Customers who receive a “We’re Sorry” Error on or before 12/15 and are unable to complete their application or proceed to a plan selection until after 12/15 due to a system error.

These scenarios can be verified by the system and need to meet the criteria for an “in-line” extension with appropriate and timely notification.

C4HCO will be providing guidance to both customers and external stakeholders regarding the definition of “appropriate and timely reporting” of issues that occur during the application and enrollment process.

OE6 Call Management Strategies

Strategy	Impact	Date of Implementation
Callback schedule option in place	Improved customer experience/decreased wait times/potential decrease in calls	12/3/2018
Additional group of approximately 48 part-time additional staff	Needed to handle anticipated December volume	12/3/2018
Second class of password reset in preparation for the busiest week of open enrollment	Decreased wait times for password reset requests	12/3/2018
Call distribution strategy to reduce Broker/Assister wait times	Improved customer experience and call management	12/4/2018