OE6 SERVICE CENTER UPDATES

CONNECT *for* **HEALTH** COLORADO®

Service Center
December 2018
Performance Summary

PERFORMANCE SUMMARY:	WEEK-TO-DATE 12/30/18 - 12/31/18	MONTH-TO-DATE 12/01/18 - 12/31/18
INBOUND CALLS		
RECEIVED	1,380	56,313
ANSWERED	1,370	51,598
ABANDONED CALLS	10	4,715
ABANDONMENT RATE	0.07%	4.46%
AVERAGE SPEED OF ANSWER (ASA)	0:00:29	0:06:54
AVERAGE HANDLE TIME (AHT)	0:11:52	0:14:57
VIRTUAL HOLD		
RECEIVED	8	4,679
CHAT		
RECEIVED	106	13,027
ANSWERED	106	11,527
ABANDONMENT RATE	0%	3%
ASA	0:00:45	0:01:29
AHT	0:08:55	0:10:57

Service Center
January 2019
Performance Summary

PERFORMANCE SUMMARY:	WEEK-TO-DATE	MONTH-TO-DATE
	01/06/19 - 01/08/19	01/01/19 - 01/08/19
INBOUND CALLS		
RECEIVED	4,368	10,724
ANSWERED	4,289	10,573
ABANDONED CALLS	79	151
ABANDONMENT RATE	0.21%	0.10%
AVERAGE SPEED OF ANSWER (ASA)	0:01:17	0:00:58
AVERAGE HANDLE TIME (AHT)	0:14:00	0:13:40
VIRTUAL HOLD		
RECEIVED	109	197
CHAT		
RECEIVED	602	1,465
ANSWERED	592	1,442
ABANDONMENT RATE	0%	0%
ASA	0:00:38	0:00:36
AHT	0:10:51	0:10:25

"In-Line" Extension
for
2/1/19 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 1/15 and that subsequently receive an APTC determination post 1/15.

3. Customers who receive a "We're Sorry" Error on or before 1/15 and are unable to complete their application or proceed to a plan selection until after 1/15 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.