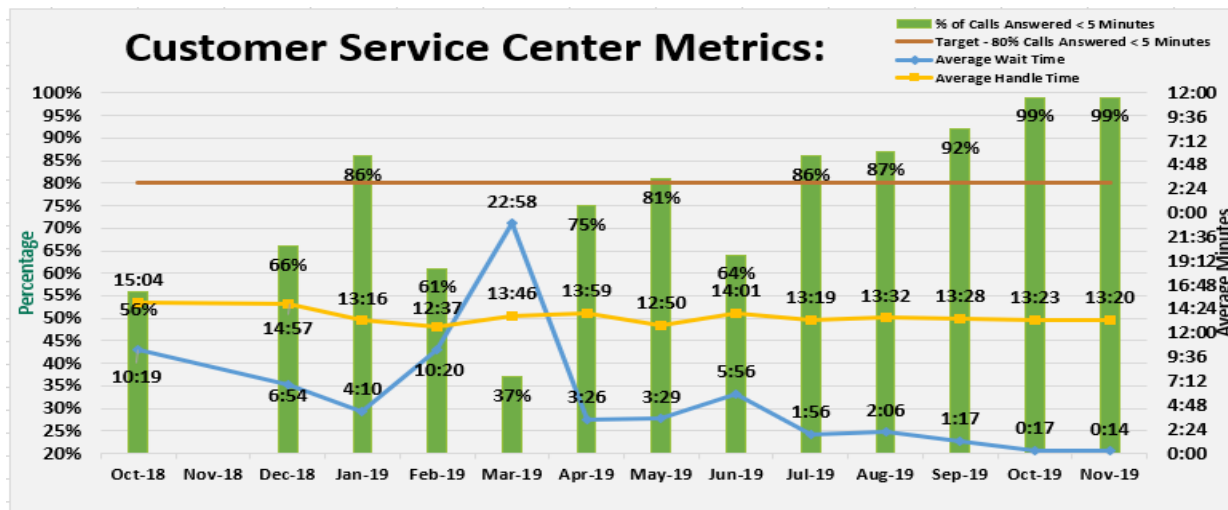
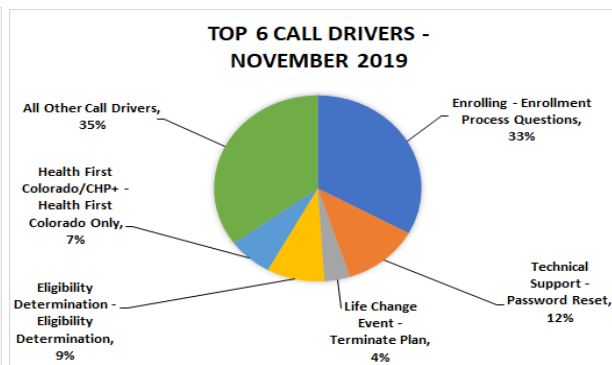
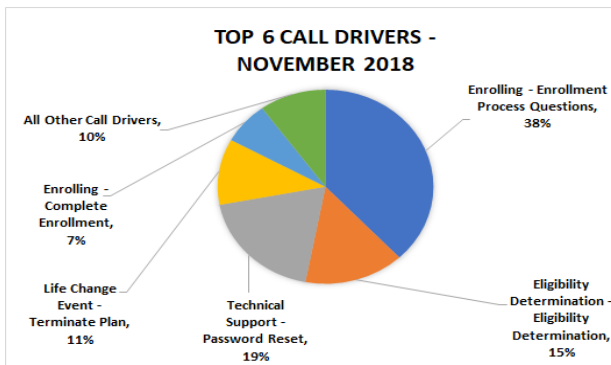


Target Effectuations for Fiscal Year 2019 & 2020 is 141,000. Target based on approved fiscal year budget.



During June 2019, C4HCO experienced staff turnover at the Customer Service Center (CSC). Two new CSC classes completed training, which drove improvements starting in July 2019.



Beginning in OE7 the Service Center updated its ticketing processes and we will start to see more accurate call driver reporting.

Business Definitions

Individual Medical Enrollments: Plan Selection (cumulative)	Cumulative count of unique individuals who have selected a Medical Qualified Health Plan (QHP), regardless of current policy status.
Individual Medical Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and the month's premium payment was received and acknowledged by the issuer. As this is a "net" number, terminations and cancelations are subtracted.
Customer Service Metrics: % of Calls Answered in less than 5 minutes	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes.
Customer Service Metrics: Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the call center.
Customer Service Metrics: Average Handle Time	The average amount of time, rounded to the nearest second, spent by call center representatives on each individual call.