

Complaint Metrics

Main Drivers

Appeals

- Appeal status
- Moved to or from Health First
- SEP denied

Broker

- Consumer was not happy with service
- Consumer indicates information is inaccurate
- Consumer still being contacted by Broker after removal

Carrier

- Policy canceled
- Coverage dates

Customer Service

- Service & knowledge from representative
- Coverage date problems
- Communication between carriers & C4
- 1095 inquiry
- Verification time period
- Auto renewal problems
- Multiple verification requests
- Technical problems with account and/or website

HCPF

- Service from representative

