Service Center & Customer Ops – OE Readiness

Service Center:

Fully Staffed - 260% more staff compared to last year starting November 1. 48% more staff in December compared to last year

Contractors: 95-110 (Training classes started August 22)

Broker/Assister: 12 dedicated (all FTEs)

MA Site:

Fully Staffed – 55% more staff compared to last year starting November 1

Apps Contractors: 25-30

Back Office:

Fully Staffed – Same staff count compared to last year

Call Routing:

Reps are prioritized based on Exchange vs MA site. All full time exchange reps can back up the MA site. All Back Office can take Service Center calls and two can take MA Site calls.

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Operational Goals

Service Center:

Service Level: 80% of calls answered in under 300 seconds

Talk time: 9-10 minutes

Aftercall work time: Less than 3 minutes

MA Site:

New Applications: 95% processed within 45 days

Change Reports: 70% processed within 15 days

Back Office:

Resolution within 72 hours depending on the situation

Communication at least once per week on outstanding issues

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Issuer Operations

- The issuer shopping reviews have been completed
- All issuer rates have been approved
- Template corrections and resubmissions to be completed by 10/16

EDI Testing

  o Issuer PWS testing has been completed
  o Regression testing has been completed for current Issuers
  o EDI Issues/bugs that were identified during testing have been resolved
  o Still testing with Select in QA and everything is working as expected
  o Pending STG testing with new issuers

OE downtime scheduled for October 25-27

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