

Customer Services and Support Performance Dashboard October 1st, 2014 - December 31st, 2014

| Business Strategy | Business Strategy Status | Value Driver | Value Driver Status | Attribute | FY 13-14 | | FY 14-15 | | Expected Trend | Comments |
|--|--------------------------|---------------------------|---------------------|-----------------------|---|-------|----------|-------|----------------|---|
| | | | | | Q3 | Q4 | Q1 | Q2 | | |
| Service Delivery | | | | | | | | | | |
| Service Delivery | Green | Customer Experience | Green | Quality | Green | Green | Green | Green | ➔ | The Customer Experience Value Driver shows a green status reflecting high performance in Quality, Customer Satisfaction, and Timeliness. The membership team continues to process recently received work items within service levels while working to reduce total inventory. The team resolves high priority membership issues as they arise. |
| | | | | Customer Satisfaction | Green | Green | Green | Green | | |
| | | | | Timeliness | Green | Green | Green | Green | | |
| | | Customer Education | | Availability | Green | Green | Green | Green | ➔ | Customer Education shows performance in the green range in both the availability and effectiveness of CSS education programs. |
| | | | | Effectiveness | Green | Green | Green | Green | | |
| Benefit Administration | | | | | | | | | | |
| Benefit Administration | Green | Compliance | Green | Appeals | Green | Green | Green | Green | ➔ | CSS Compliance metrics reflect high performance in Appeals, Audits, and Risk Management operations. |
| | | | | Audits | Green | Green | Green | Green | | |
| | | | | Risk Management | Green | Green | Green | Green | | |
| | | Operational Effectiveness | | MSS Utilization | Green | Green | Green | Green | ➔ | The metrics measuring CSS Operational Effectiveness continue to exhibit performance in the green range. |
| | | | | Workload Management | Green | Green | Green | Green | | |
| Status Indicators | | | | | | | | | | |
| ● 100%-90%: Operations within this area meet or exceed the established performance targets. | | | | | Expected Trend | | | | | |
| ● 89%-74%: Operations within this area do not meet established performance targets, but are within an acceptable range of variance. | | | | | | | | | | |
| ● 74%>=: Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance. | | | | | | | | | | |
| ● Insufficient data to calculate performance in this operational area. | | | | | | | | | | |
| | | | | | ▲ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to increase over the next 3-6 months. | | | | | |
| | | | | | ▶ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to remain constant over the next 3-6 months. | | | | | |
| | | | | | ▼ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to decrease over the next 3-6 months. | | | | | |