

Customer Services and Support Performance Dashboard January 1, 2015 - March 31, 2015

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	FY				Expected Trend	Comments
					13-14	Q1	Q2	Q3		
Service Delivery										
Service Delivery		Customer Experience		Quality					➔	<p>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 cases within service levels and expects service levels to rise as backlogged inventory is reduced. The Contact Center experienced increased call volumes associated with the beginning of the calendar year. As a result, we are below our newly implemented call wait time service level target for the third quarter.</p>
				Customer Satisfaction						
				Timeliness						
		Customer Education		Availability					➔	
				Effectiveness						
Benefit Administration										
Benefit Administration		Compliance		Appeals					➔	<p>CSS Compliance metrics reflect high performance in Appeals, Audits, and Risk Management operations.</p>
				Audits						
				Risk Management						
		Operational Effectiveness		MSS Utilization					➔	
				Workload Management						
Status Indicators										
<p>● 100%-90%: Operations within this area meet or exceed the established performance targets.</p>										
<p>● 89%-74%: Operations within this area do not meet established performance targets, but are within an acceptable range of variance.</p>										
<p>● 74%>=: Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance.</p>										
<p>● Insufficient data to calculate performance in this operational area.</p>										
Expected Trend										
<p>➔ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to increase over the next 3-6 months.</p>										
<p>➔ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to remain constant over the next 3-6 months.</p>										
<p>➔ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to decrease over the next 3-6 months.</p>										