



Summary Project Dashboard

6.6.14

NMHIX Operations

ENROLLMENT

SHOP Enrollment - as of	9-May	16-May	23-May	30-May	6-Jun	
# Employers	124	126	128	127	126	
# Employees Enrolled	378	383	402	406	406	
# Dependents Enrolled	182	188	190	190	192	
Total Lives	560	571	592	596	598	
Unique # of weekly website hits	Mar 2-8 14,080	Mar 9-15 16,057	Mar 16-22 16784	Mar 23-28 23,342	Mar 31 9106	Apr 1-10 2,730

Individual Market Enrollment	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD Total
Total Enrollment	172	762	6,754	3,932	3,932	11,400	5,650	32,062
Month to Date	172	934	7,688	11,620	15,012	26,412	32,062	

SHOP Office Metrics

Emails	6-Jun
# of emails received	4

Tickets Reported - as of...	6-Jun
SHOP Tickets Reported	14
# Tickets Closed	1
# Tickets Open	5
# Tickets in Process	8

Call Center Metrics

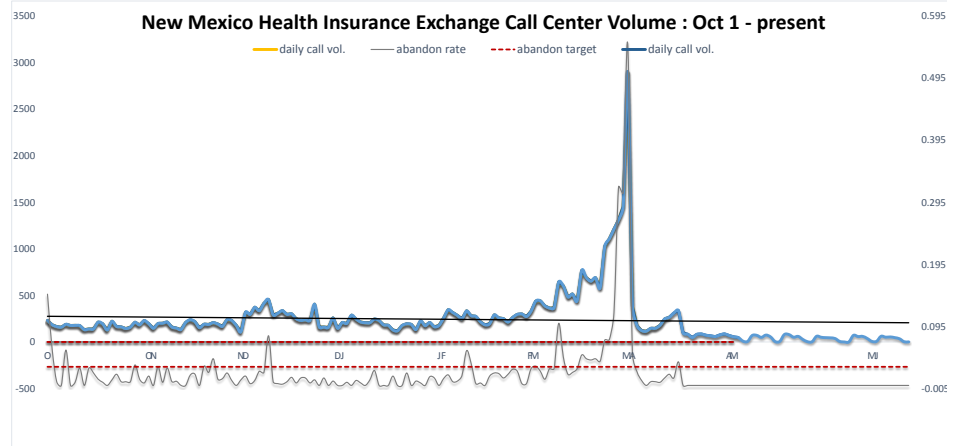
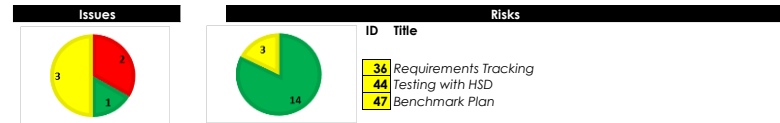
Alamogordo Call Center	Goals	OCT	NOV	DEC	JAN	FEB	MAR	APR	WE 5/16
Calls Received	--	4304	4069	6410	4298	5381	19179	3417	261
Abandoned Calls	--	117	75	129	25	96	3252	52	0
Average Daily Call Volume	--	139	140	230	143	192	470	114	37
Average Speed of Answer (seconds)	< 60 secs	12	7	32	14	15	min 22 se	12 sec	1 sec
Abandonment Rate (%)	< 3%	2.72%	1.84%	2.00%	0.58%	1.70%	17.0%	1.5%	0.00%
Average Minutes per Call (minutes)	--	3:31	4:06	4:11	4:03	4:20	4:17	3:46	3:57

Referral Entity	WE 5/16	261
Medicaid	17%	44
Health Care Guides	13%	34
FFM	48%	125
None	13%	34
HIA	6%	16
Carrier, NAPPR, NMHIX, Alliance HCG	3%	8

SHOP Call Center	9-May	16-May	23-May	30-May	6-Jun
# Calls	243	235	243	212	255
Inbound #	147	146	152	138	173
Inbound avg length of call	3:45	3:28	3:20	3:23	3:58
Outbound #	96	89	91	74	82
Outbound avg length of call	5:17	7:08	9:20	3:58	7:03

NMHIX Project Status

Functional Area	Status	Notes
SHOP	I	Meetings: NMHIX Help Desk ticket review, weekly EDI touch base call, weekly Project Status Meeting, weekly Carrier meeting, status checkpoint on OIG action items, weekly technical discussions with HSD Weekly release notes review meeting, weekly CMS check-in call, weekly touchpoint on IV&V report. Last, met to discuss contingency planning, participated in Risk & Issue Review.
Individual Exchange	II	GI focused on; OIG's audit response, HSD Verification, MMIS/MEC, and Phase Release 1 development.
Financial Management	I	Held FM team meeting with focus on reconciliation, and held FM workgroup meeting.
Eligibility	II	Updated eligibility specific project plan activities, updated the Paper Application Handling Process and discussed the paper application format, reviewed SSAP Content, provided feedback to CMS on Verification Items for referrals, finalized the Admin Portal JAD Document, worked on compiling list of Eligibility specific notices to be sent by NMHIX, and met with Best Life to schedule PIL3 Outstanding Testing.
Plan Management	I	PCG contingency work plan team confirmed minimal FFM contingency impacts on OSI processes, OSI confirmed that the benchmark plan is continuing to be the same for 2015 as it was for 2014. OSI also confirmed that no new health insurance mandates have been signed into law since the last legislative session, so the EHB percentage of all plans will be 100% for 2015.
Reporting	I	Continued development of regulatory reports tracking log and repository of template material, concluded negotiations for CR 26 Financial Management reports, and attended IRS Reporting Workshop 9.



Call center graphic from 6.6.14