



# Silver State Health Insurance Exchange

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<https://www.nevadahealthlink.com/sshix/>

## AGENDA ITEM

- For Possible Action
- Information Only

**Date:** November 12, 2015

**Item Number:** VI

**Title:** Update on Exchange Consumer Assistance Center

### PURPOSE

The purpose of this report is to provide information to the Board and public on updates to the Exchange Consumer Assistance Center (ECAC) metrics and activities.

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### METRICS

Metrics are tracked and logged using a compilation of data gathered from both the Call Management (CM) System and the Customer Relations Management (CRM) tool. The CM System provides the Exchange with information on call volume, wait times and specific staff activity while the CRM is a case management tool used by the ECAC staff to log detailed case and consumer information.

**Table 1:**

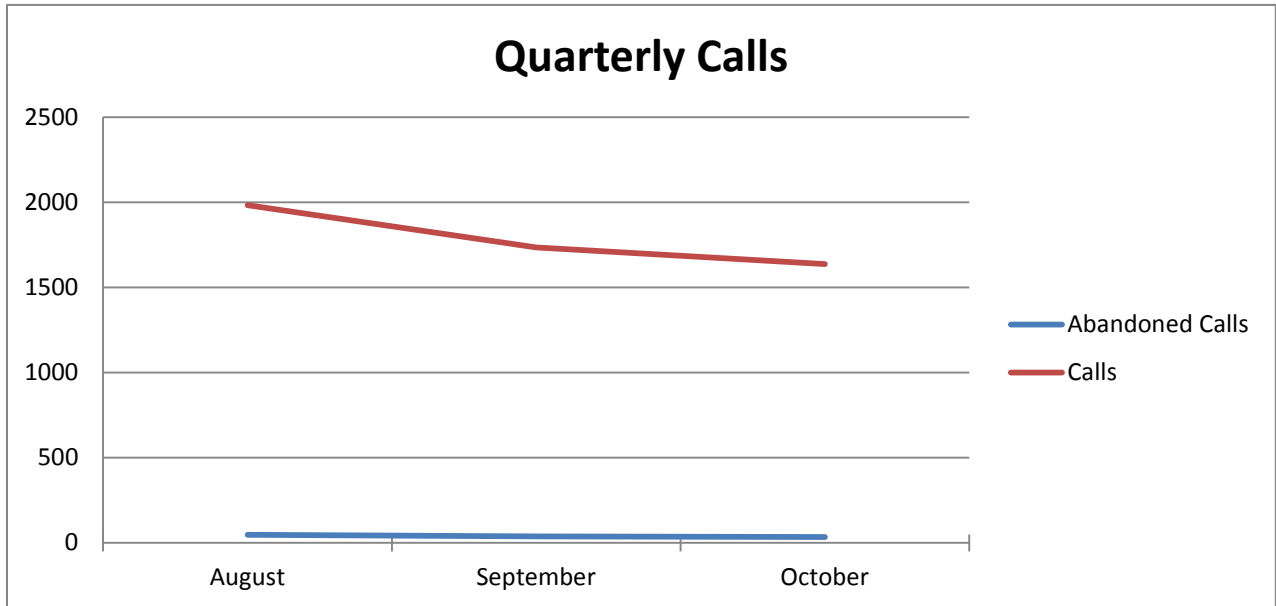


Table 1 illustrates CM System call statistics of average calls handled. The call volume showed a moderate decline and the number of abandoned calls continues to be minimal if any.

**Table 2:**

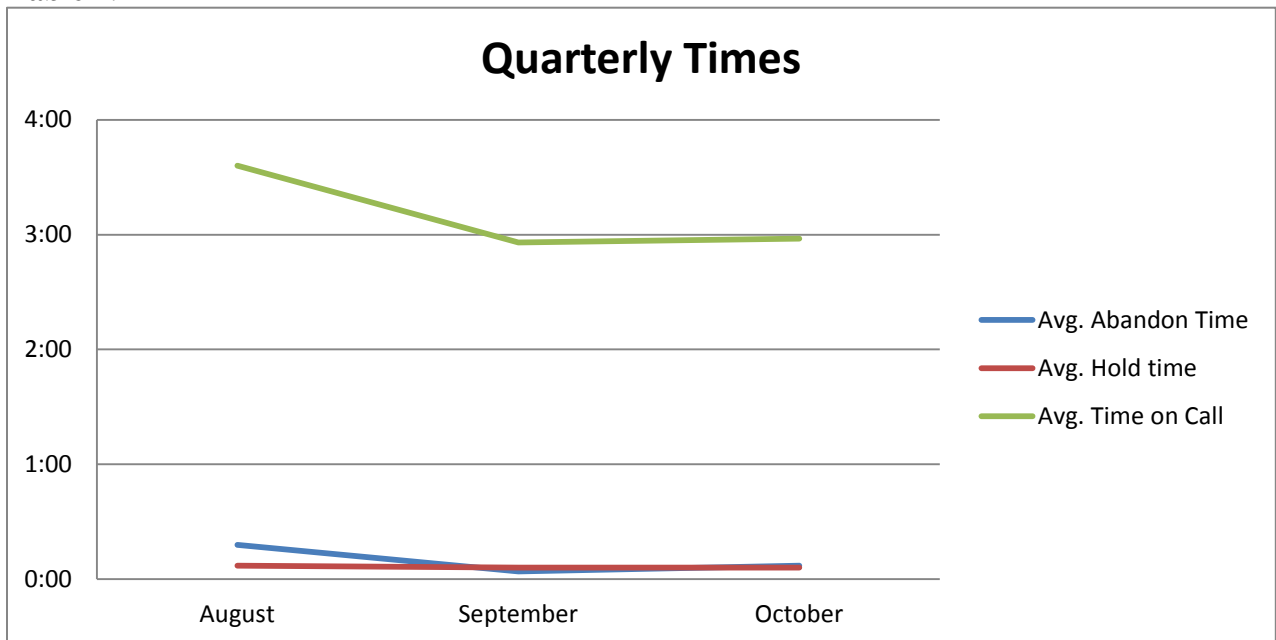


Table 2 illustrates CM System data reflecting the average call times, hold times, and abandon times. Time on calls remains steady at about three (3) minutes while hold times and abandon times hover near zero.

**Table 3:**

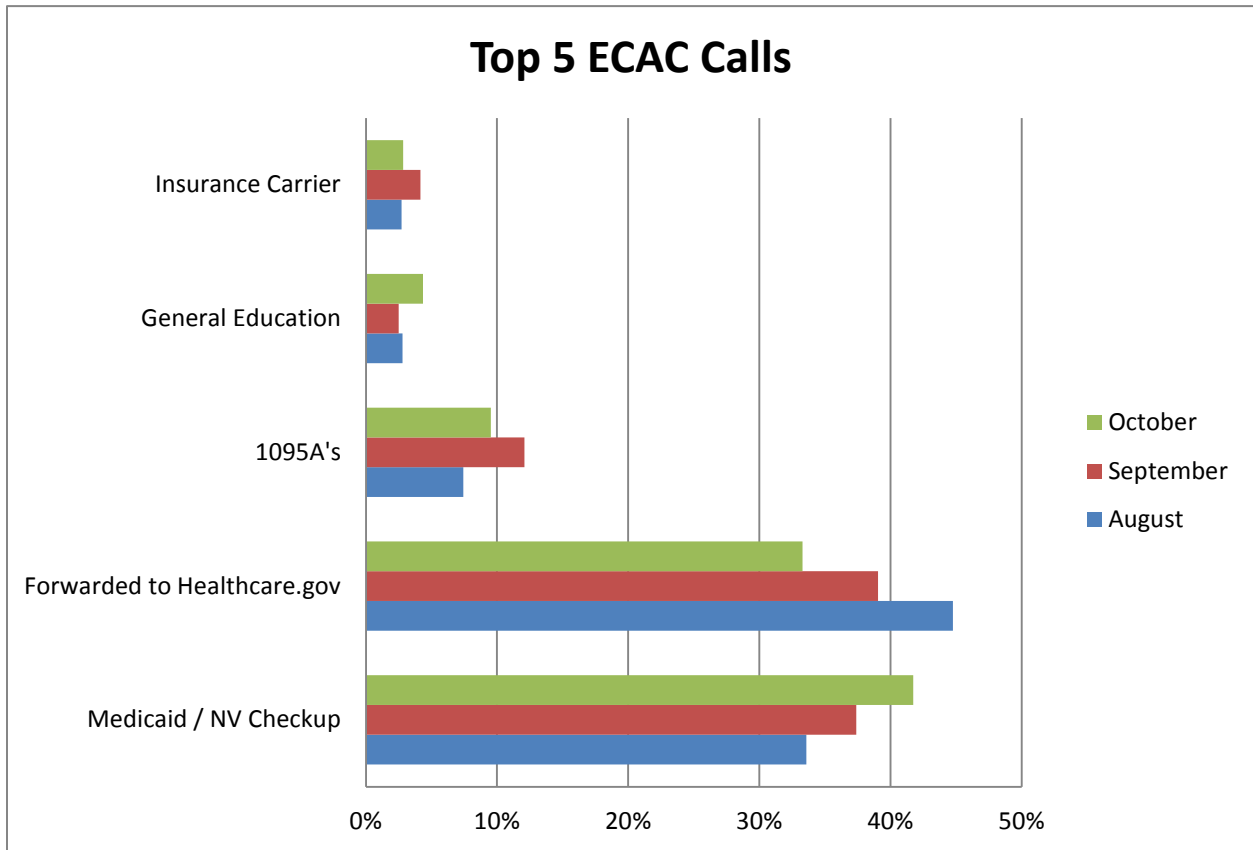


Table 3 is information gathered directly from the CRM. The data illustrates top five topics of calls received from August through October 2015. While Medicaid calls are redirected (in many cases with assistance from ECAC staff) to the Division of Welfare and Supportive Services (DWSS) call center, the majority of Healthcare.gov calls receive a Nevada centric layer of assistance from the ECAC staff.

**CHALLENGES**

The ECAC has processed 203 1095A corrections and has issued 581 105A reprints, thus assisting 784 Exchange consumers.

The Exchange has received contact information for consumers who may be impacted by failure to reconcile. The ECAC has begun to reach out to these individuals to inform and assist them in any corrective measures that they may need to take.