



Silver State Health Insurance Exchange

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AGENDA ITEM

- For Possible Action
- Information Only

Date: January 14, 2015

Item Number:

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.

CONTENTS

PURPOSE	1
CONTENTS	1
METRICS	1
CHALLENGES	3

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 number of calls handled. The ECAC received a total of 2,959 calls for the month of December, which is an increase over the preceding months, while abandoned calls remained low.

Table 2:

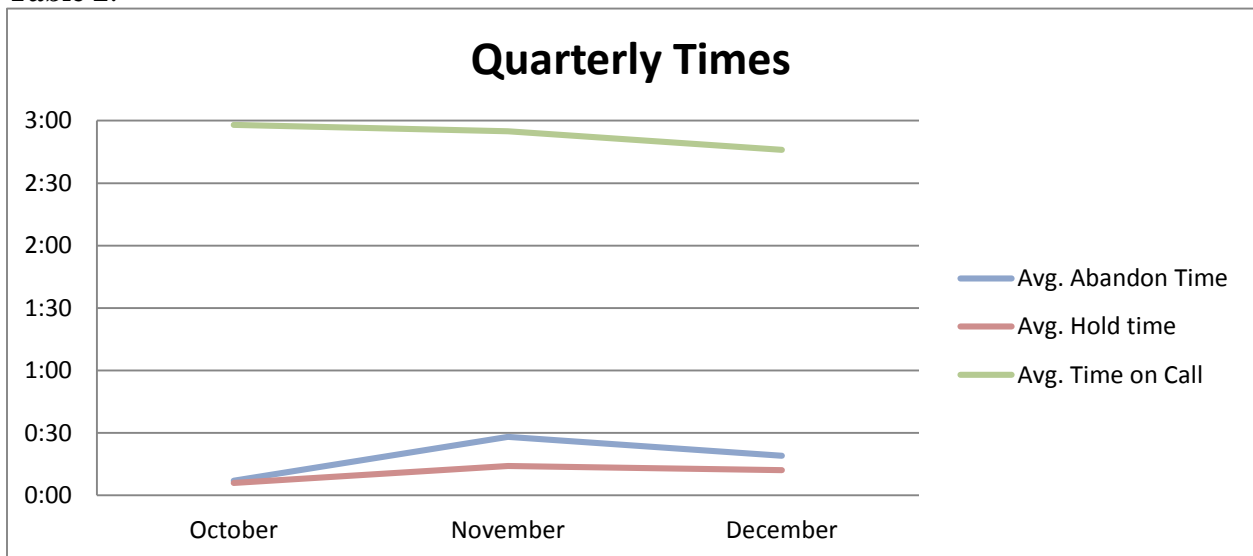


Table 2 illustrates CM System data reflecting the average call times, hold times, and abandon times. Time on calls remains steady at just under three (3) minutes while hold times and abandon times both experienced a slight decrease for the month of December.

Table 3:

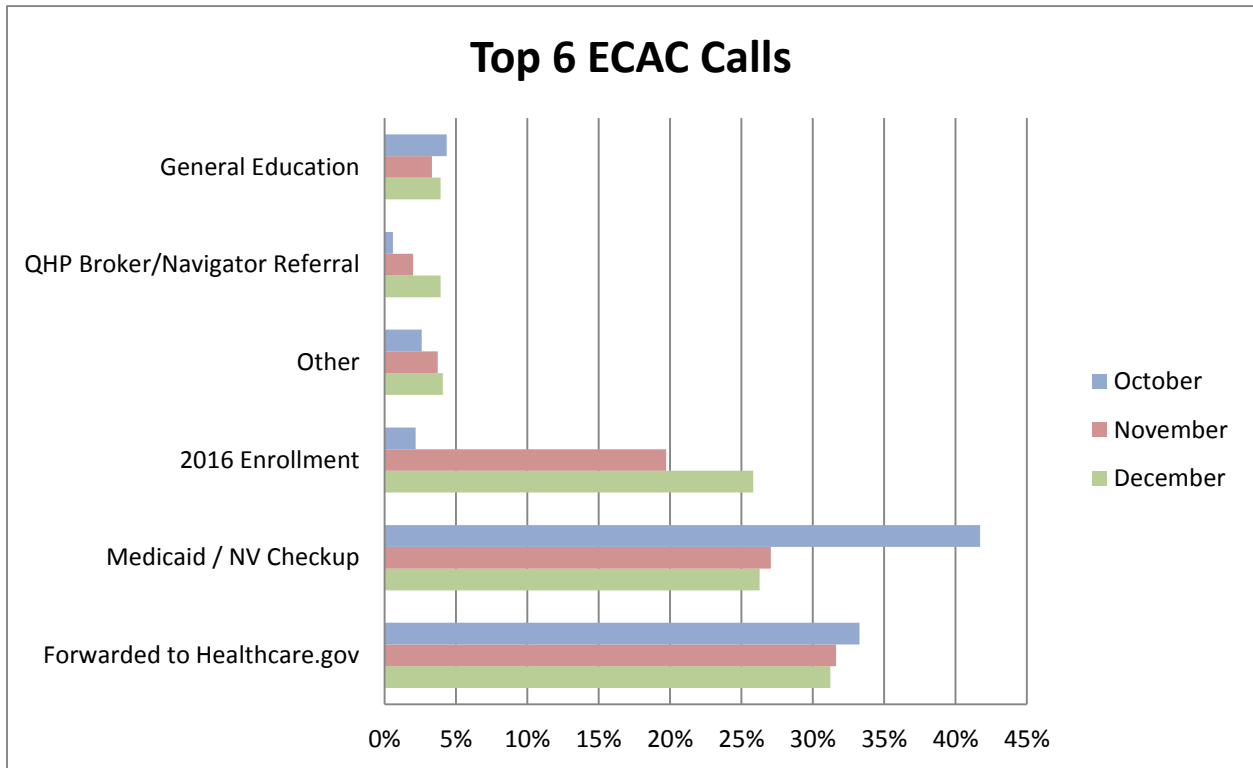


Table 3 is information gathered directly from the CRM. The data illustrates the top six topics of calls received from September through November 2015. It should be noted that just over a quarter of consumer calls that came in for December were regarding open enrollment.

CHALLENGES

The ECAC continues to receive some calls regarding 1095A and 2014 related issues, but as Table 3 shows, they are no longer in the top calls that are received. Only 1.89% of calls received were regarding 1095As, while 2014 issues have now dropped to 0.32% of total calls.

There is an increase in calls in the “Other” category, which is attributed to the subcategory label of “Spanish Preference.” The “Spanish Preference” label was applied on a total of 3.03% of all received calls. Due to the increasing frequency of the “Spanish Preference” label calls, and to more accurately track these calls; the Exchange will move this category out of the “Other” label and into its own standalone label for upcoming months.