



Silver State Health Insurance Exchange

2310 S. Carson Street, Suite 2, Carson City, NV 89701 • T: 775-687-9939 F: 775-687-9932

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AGENDA ITEM

- For Possible Action
- Information Only

Date: December 17, 2015
Item Number: VII
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:

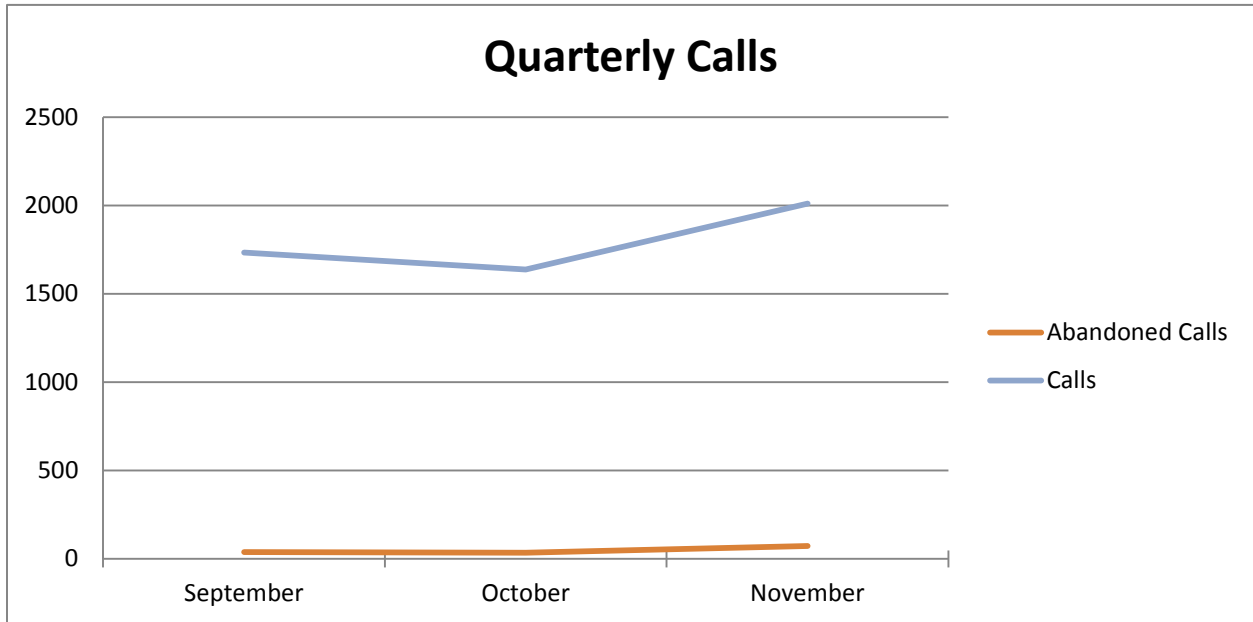


Table 1 illustrates CM System call statistics number of calls handled. The ECAC received a total of 2,011 calls for the month of November, which is an increase over the preceding months, while abandoned calls remained low.

Table 2:

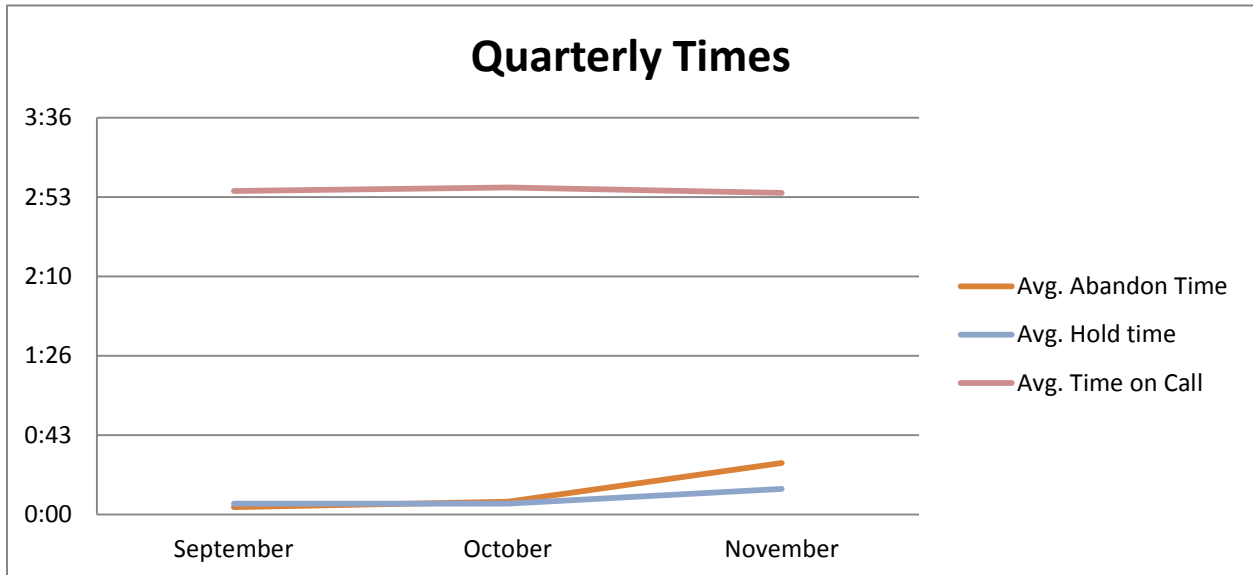


Table 2 illustrates CM System data reflecting the average call times, hold times, and abandon times. Time on calls remains steady at about three (3) minutes while hold times and abandon times both experienced a slight increase due to the increased call volume.

Table 3:

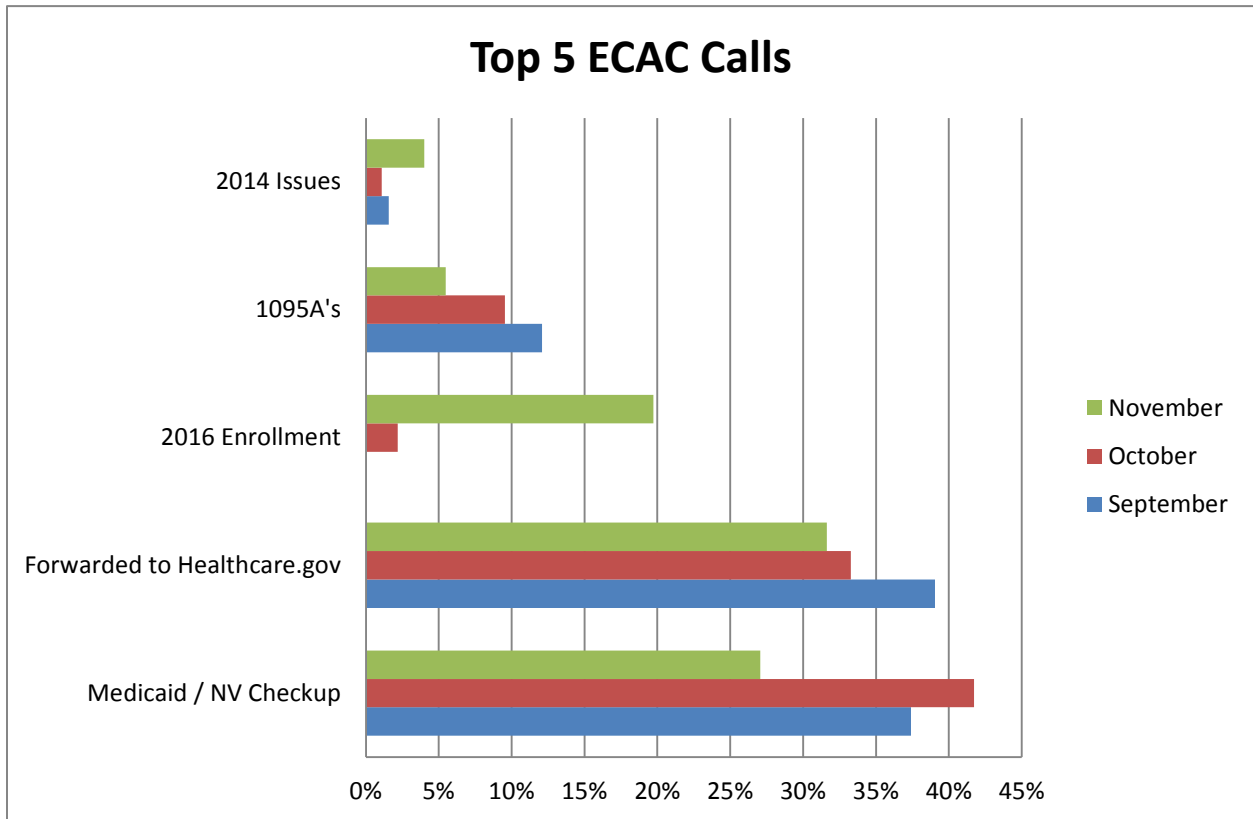


Table 3 is information gathered directly from the CRM. The data illustrates the top five topics of calls received from September through November 2015. It should be noted that 424 consumer calls that came in for November were regarding open enrollment.

CHALLENGES

The ECAC continues to receive calls regarding 1095A related issues, but as Table 3 shows, the number of calls is steadily going down.