



Summary Project Dashboard

5.30.14

NMHIX Operations

ENROLLMENT

SHOP Enrollment - as of	2-May	9-May	16-May	23-May	30-May	
# Employers	138	124	126	128	127	
# Employees Enrolled	369	378	383	402	406	
# Dependents Enrolled	176	182	188	190	190	
Total Lives	545	560	571	592	596	
Unique # of weekly website hits	Mar 2-8 14,080	Mar 9-15 16,057	Mar 16-22 16,784	Mar 23-28 23,342	Mar 31 9,106	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

30-May	
# of emails received	6
Tickets Reported - as of...	30-May
SHOP Tickets Reported	3
# Tickets Closed	1
# Tickets Open	0
# Tickets In Process	2

Call Center Metrics

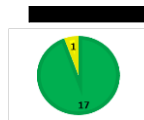
Alamogordo Call Center	Goals	OCT	NOV	DEC	JAN	FEB	MAR	APR	WE 5/16
Calls Received	--	4304	4069	6410	4298	5381	19179	3417	232
Abandoned Calls	--	117	75	129	25	96	3252	52	0
Average Daily Call Volume	--	139	140	230	143	192	470	114	33
Average Speed of Answer (seconds)	< 60 secs	12	7	32	14	15	min 22 sec	12 sec	0 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	3:49

Referral Entity	WE 5/16	232
Medicaid	20%	46
Health Care Guides	9%	21
FFM	48%	111
None	15%	35
HIA	7%	16
Carer, NAPPR, NMHIX, Alliance HCG	1%	2

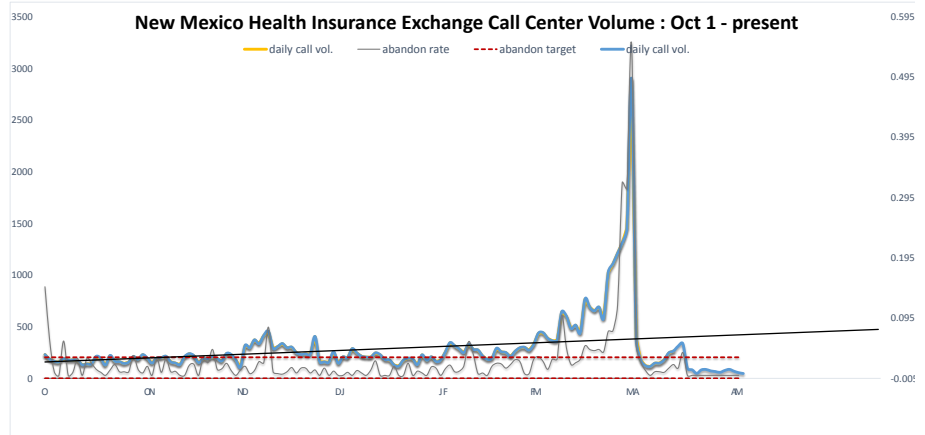
SHOP Call Center	2-May	9-May	16-May	23-May	30-May
# Calls	331	243	235	243	212
Inbound #	211	147	146	152	138
Inbound avg length of call	4:48	3:45	3:28	3:20	3:23
Outbound #	120	96	89	91	74
Outbound avg length of call	7:31	5:17	7:08	9:20	3:58

NMHIX Project Status

Functional Area	Status	System Development Status	Notes
SHOP	I	I	Meetings: GI Action item review, Review of NM6 test scripts, Contingency Planning, reconciliations discussion, Web strategy, Help desk ticket review, Status meeting, weekly carrier, FM workgroup, IT subcommittee meeting, CMS weekly call, FM team, HSD weekly technical discussion, weekly EDI, IV&V, performance and quality management plan, Reviewed policy decision log, status checkpoint on OIG action items, Met to discuss 10/1 to 11/15 open enrollment date change, contingency planning, and weekly IV&V touchpoint.
Individual Exchange	II	I	GI focused on: JAD documents and sessions, OIG's audit response, delivering core reporting functionality, HSD verification, and MMIX/MEC.
Financial Management	I	I	Held FM team meeting with focus on reconciliation, held FM workgroup meeting, and sent FM questions to CMS.
Eligibility	II	I	Updated eligibility specific project plan activities, conducted final review of Eligibility JAD, finalized the Paper Application Handling Process, drafted the Manual Verification process, drafted the manual RIDP process, finalized the Admin Portal JAD Document, collected and reviewed formats and samples of other Exchange Paper Applications, worked on compiling list of Eligibility specific notices to be sent by NMHIX.
Plan Management	I	I	Notified by OSI that they are allowing Christus health plan to submit QHPs for review. They have indicated that they will offer individual HMOs, if policies are approved by OSI.
Reporting	I	I	Continued development of regulatory reports tracking log and repository of template material, and continued negotiations for CR 26 Financial Management reports.



ID	Title
37	Remote Identity Proofing (RIDP)



Call center graphic from 5.5.14