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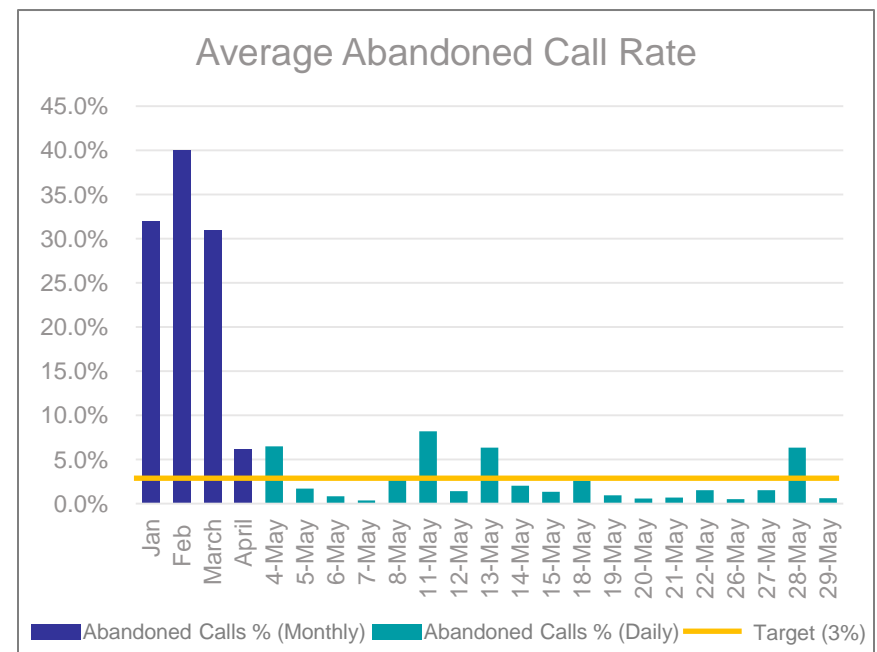
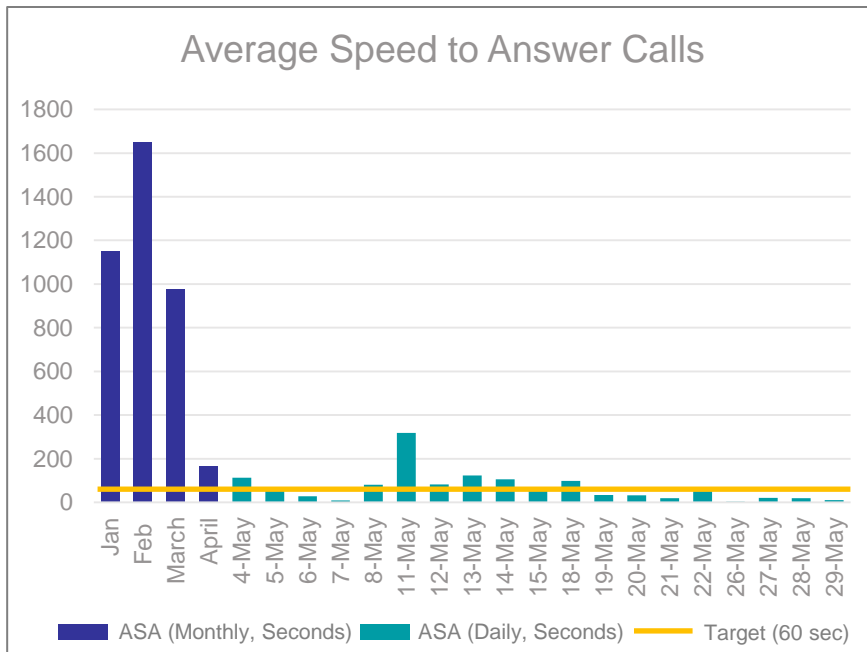
# Executive Director's Report

# Progress to Date: Call Center Performance



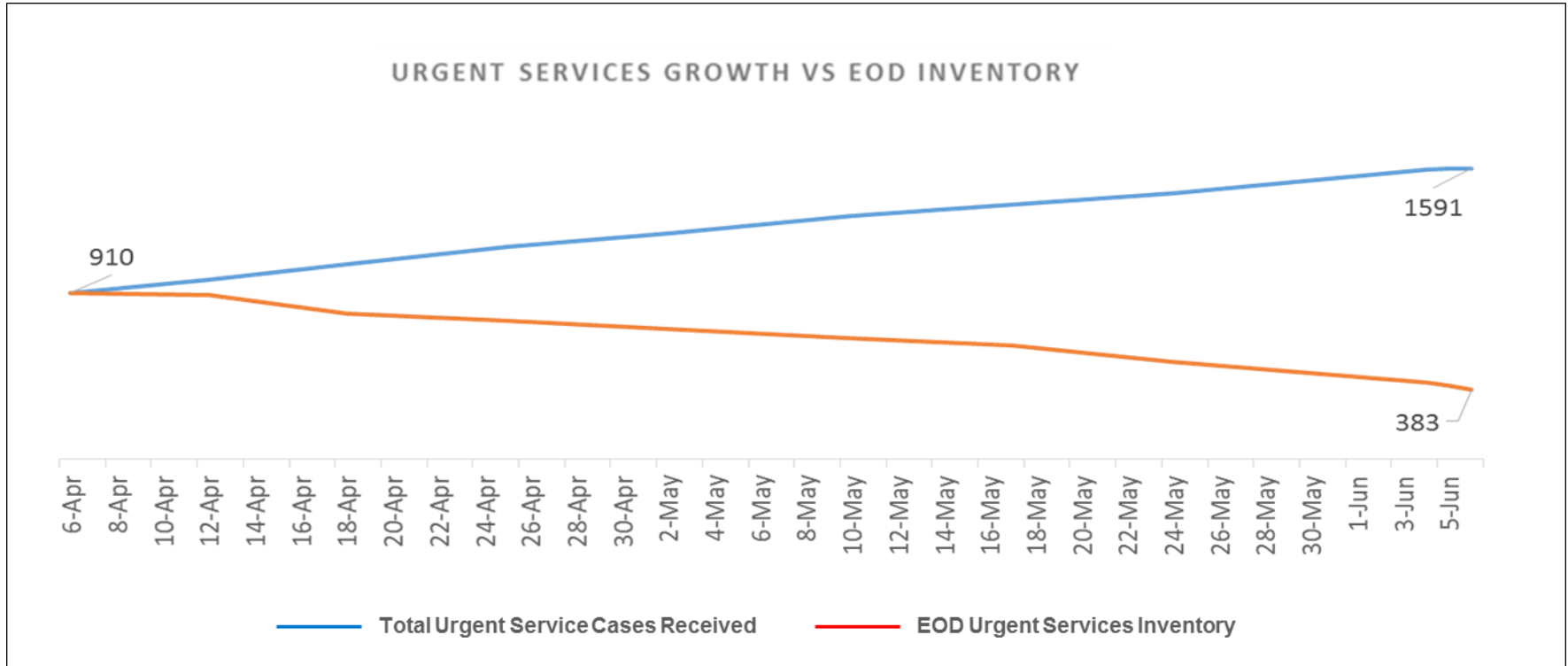
*The Health Connector Call Center has experienced significant performance improvements since the commencement of the operations assessment.*

- The call center continues to perform well
- The emphasis in the past month has been on increased knowledge transfer and reduction in After Call Handle time



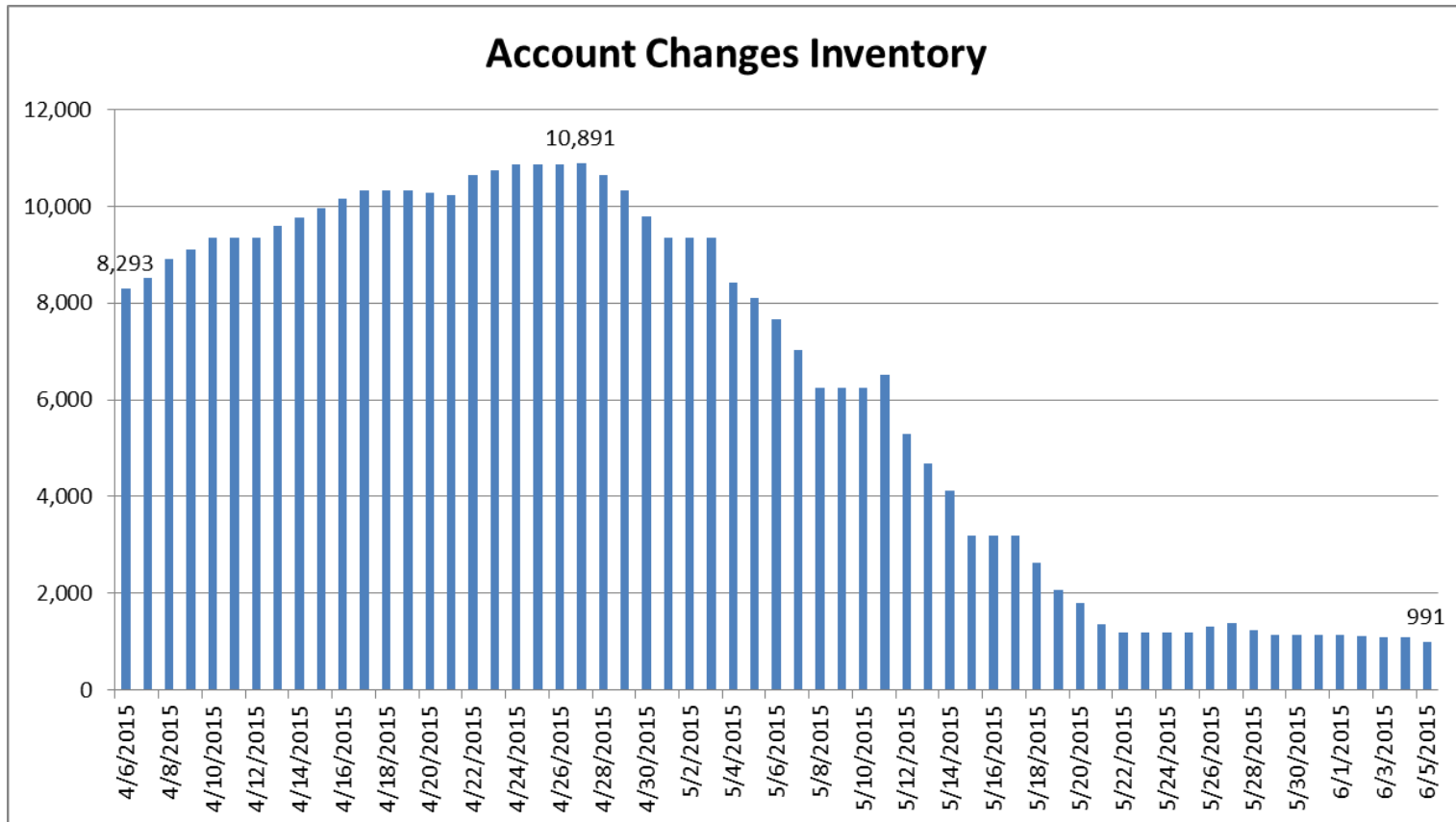
# Progress to Date: Urgent Services

*The Health Connector has implemented strict control metrics on urgent services cases and experienced a steady reduction in the inventory level.*



# Progress to Date: Account Changes

*The Health Connector has provided its call center vendor with enhanced training materials and workaround solutions, resulting in a significant reduction in the account changes backlog. The target date for the final inventory is 6/29/2015.*



# Progress to Date: Premium Billing

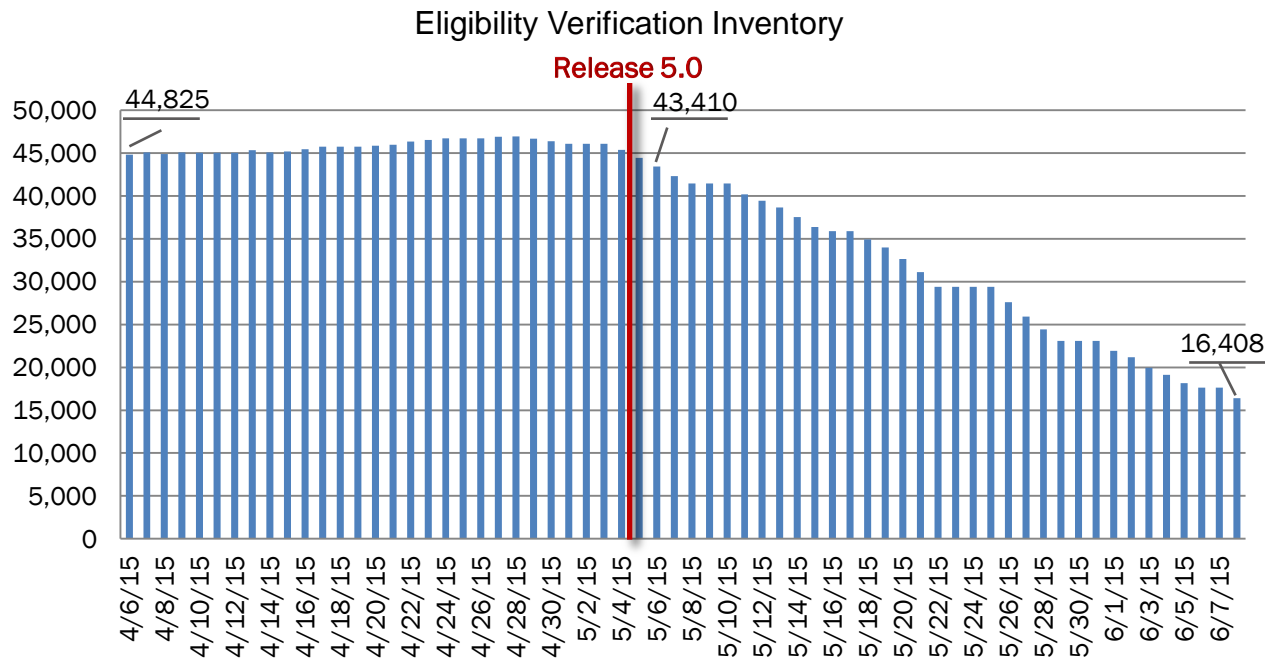


***The Health Connector and its financial management vendor have conducted a deep dive analysis of the outstanding credit balances, resulting in issued refunds and aligned member accounts.***

- As of June 19, the Health Connector will have issued checks to all members who requested refunds
  - There were approximately 900 members who requested refunds
- Additionally, 810 members who misdirected payments (e.g. sending a health insurance payment to the dental insurance lockbox or sending payments to the lockbox dedicated to collecting payments for coverage that began in 2014) have had payments re-directed to the correct member account or correct lockbox
- Measures are in place to prevent recurrence of any backlogs in either category going forward

# Progress to Date: Verifications

*As a result of Release 5.0 on May 6th, enhanced system functionality has allowed the customer service center to reduce the eligibility and verification backlog significantly.*



- Additional recently identified inventory exists that is not captured in this chart, but will also be targeted along with the above to be processed no later than August 30