September 1, 2024

CCA Board Report Metrics

*Reporting period through August 31, 2024
Source: Accenture Data

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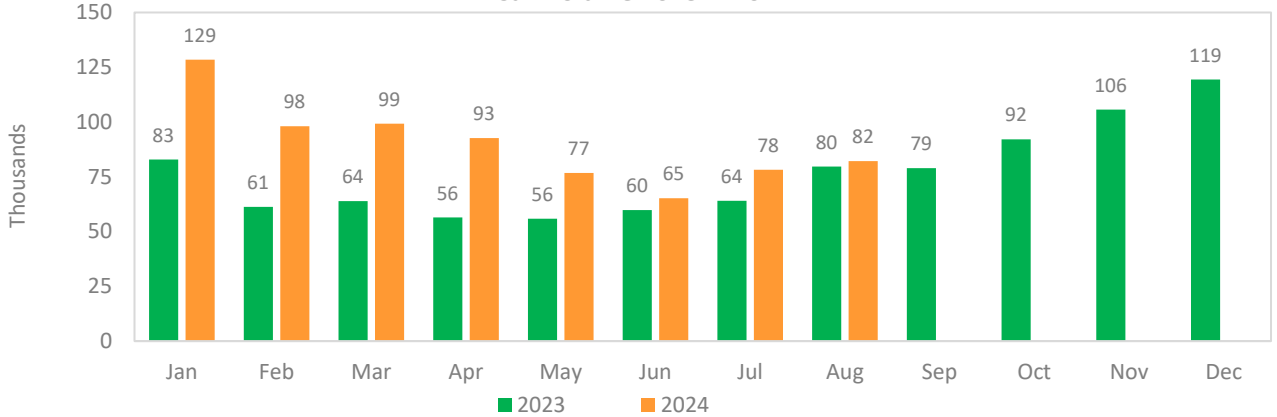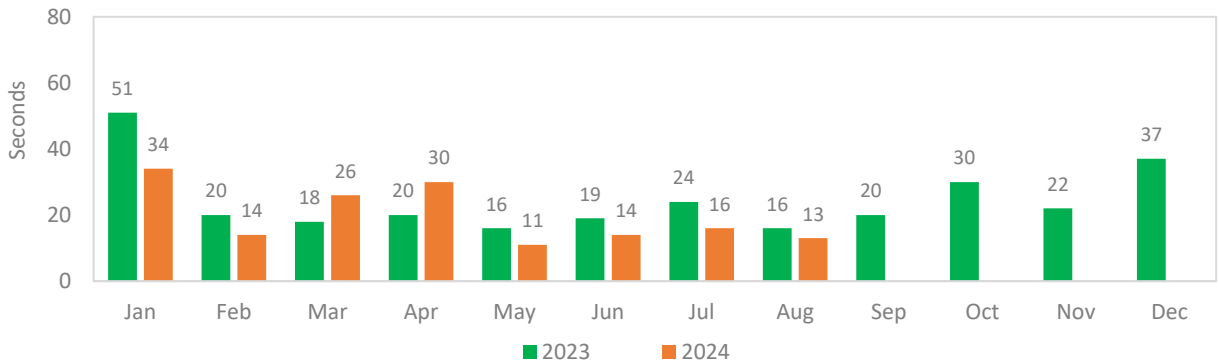**HEALTH CONNECTOR**
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Customer Experience - Call Center

Call Volume 2023 v. 2024

Month	2023	2024
Jan	83	129
Feb	61	98
Mar	64	99
Apr	56	93
May	56	77
Jun	60	65
Jul	64	78
Aug	80	82
Sep	79	
Oct	92	
Nov	106	
Dec	119	

Abandonment Rate 2023 v. 2024

Month	2023	2024
Jan	1.7%	1.5%
Feb	0.9%	0.9%
Mar	0.7%	1.5%
Apr	0.8%	1.5%
May	0.7%	0.7%
Jun	0.9%	0.8%
Jul	1.2%	1.1%
Aug	1.2%	0.9%
Sep	1.5%	
Oct	1.8%	
Nov	1.3%	
Dec	1.8%	
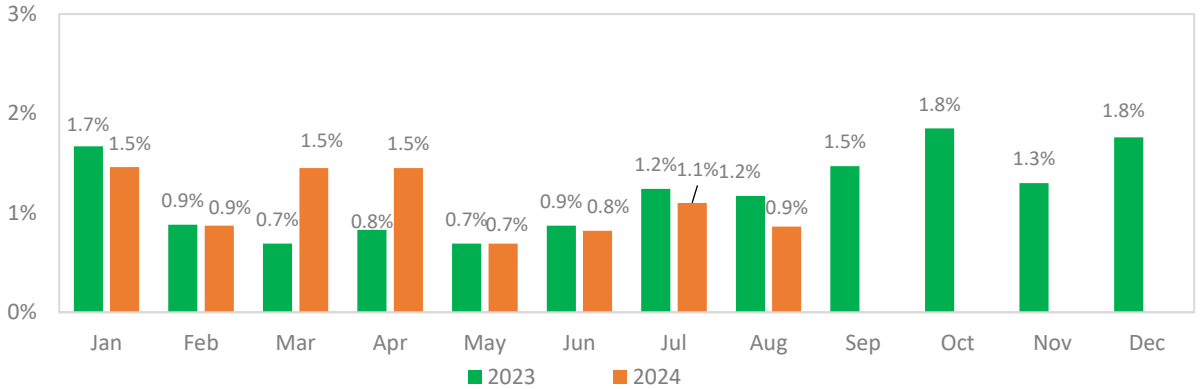
Average Speed to Answer 2023 v. 2024

Month	2023	2024
Jan	51	34
Feb	20	14
Mar	18	26
Apr	20	30
May	16	11
Jun	19	14
Jul	24	16
Aug	16	13
Sep	20	
Oct	30	
Nov	22	
Dec	37	

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Customer Satisfaction Survey

Q4 - Overall CSAT 2023 v. 2024

Month	2023 Top	2023 Bottom	2024 Top	2024 Bottom
Jan	6%	82%	5%	86%
Feb	6%	82%	4%	86%
Mar	6%	82%	3%	87%
Apr	6%	83%	3%	87%
May	6%	83%	3%	88%
June	4%	84%	3%	88%
July	4%	86%	3%	89%
Aug	5%	85%	3%	87%
Sep	5%	85%		
Oct	5%	84%		
Nov	5%	85%		
Dec	5%	85%		
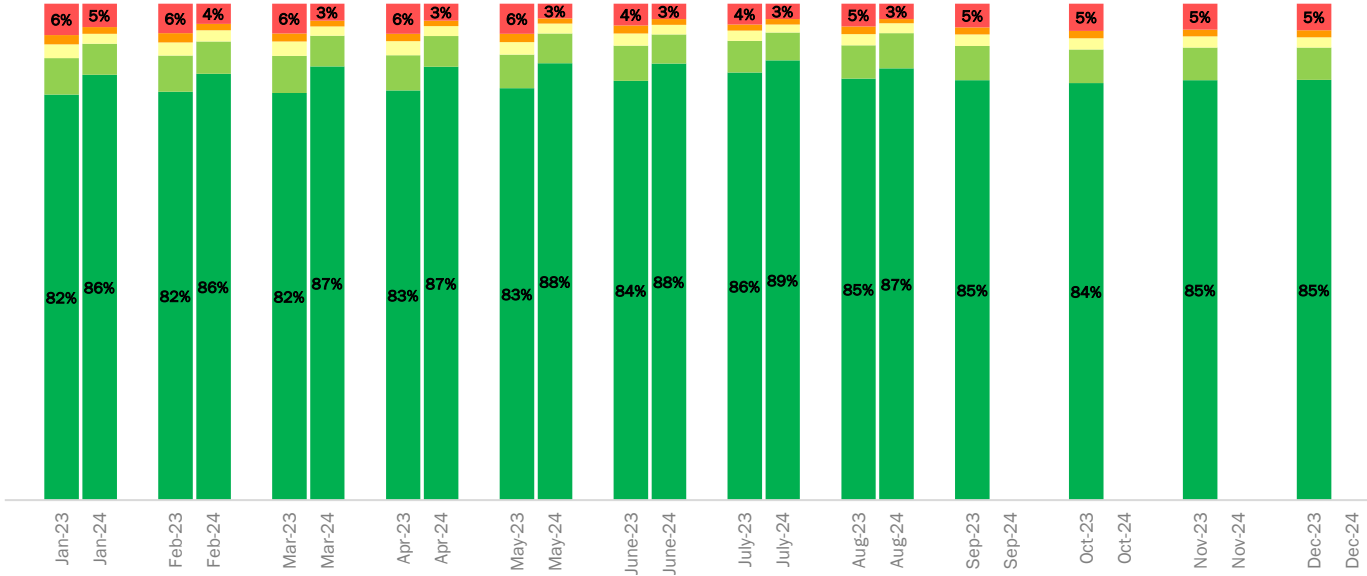
Customer Satisfaction Score – August 2024

- Q1-CSR Satisfaction: 85% (5%)
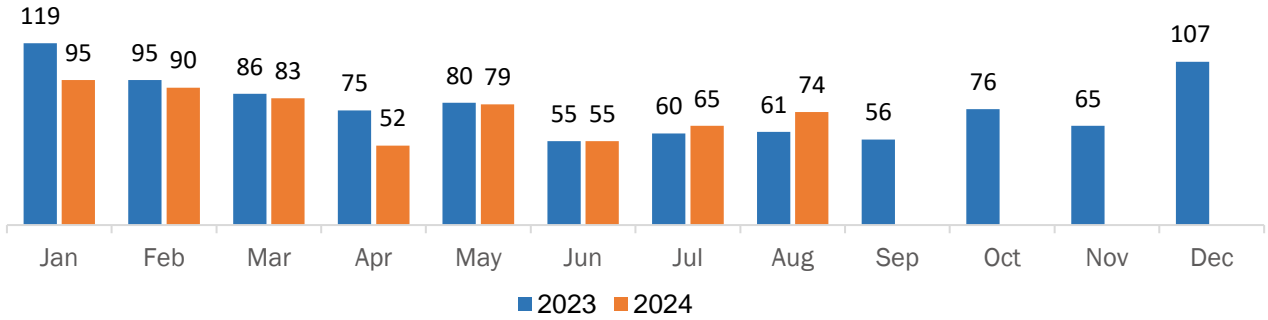- Q2-CSR Friendliness: 90% (3%)
- Q3-CSR Knowledge: 89% (3%)
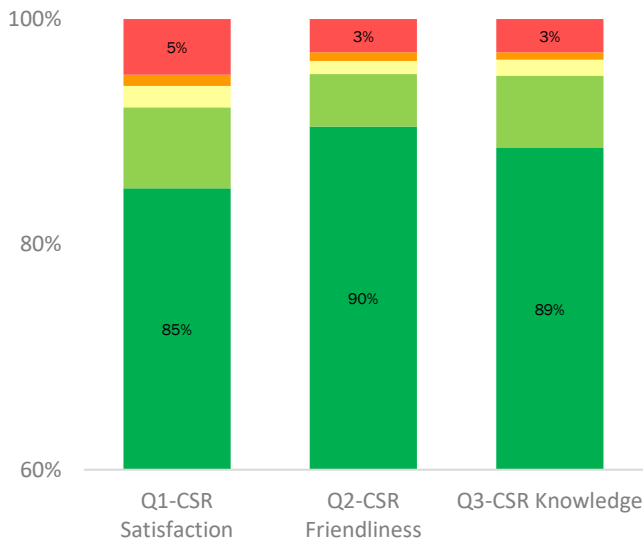
Questions
Q1- How satisfied are you with how our customer service representative resolved your issue today?
Q2- How friendly and courteous our customer service representative was today?
Q3- How satisfied are you with the knowledge of the customer service representative you spoke with today?
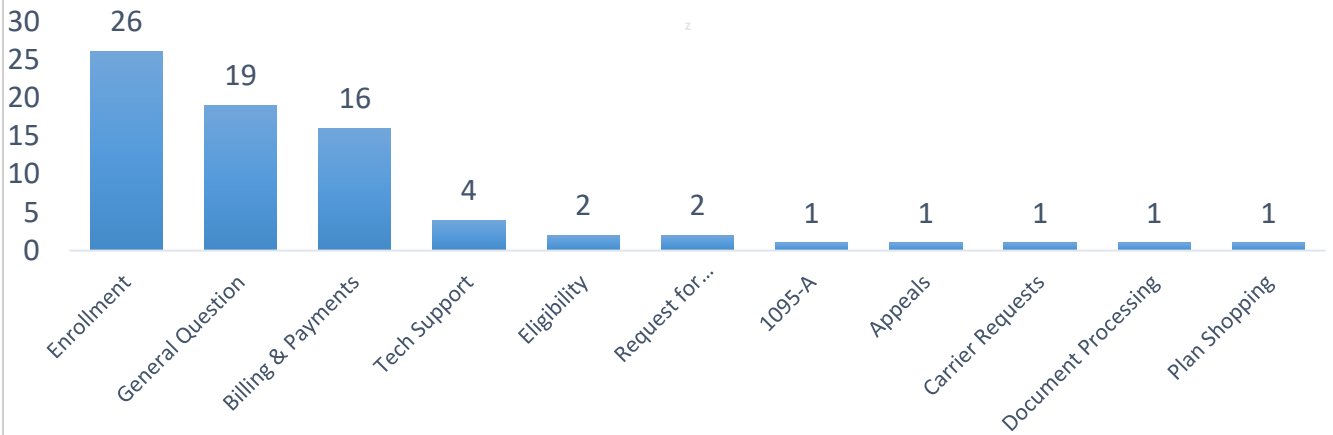Q4- How satisfied are you with the overall service provided to you by the Health Connector today?

Legend:
- Very dissatisfied
- Dissatisfied
- Neither dissatisfied or satisfied
- Satisfied
- Completely satisfied

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Customer Experience

Number of Ombuds Cases Received (Monthly)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	119	95	86	75	80	55	60	61	56	76	65	107
2024	95	90	83	52	79	55	65	74				

Number of Ombuds Cases by Type – August 2024

Type	Count
Enrollment	26
General Question	19
Billing & Payments	16
Tech Support	4
Eligibility	2
Request for...	2
1095-A	1
Appeals	1
Carrier Requests	1
Document Processing	1
Plan Shopping	1

Ombuds Open Cases Aging as of 8/31/2024

30 Open Cases

Oldest Case
3/19/2024

	15+ days	11-15 days	6-10 days	4-5 days	2-3 days	<2 days
Count	14	6	5	5		