

# MEMBERSHIP SERVICES | ENROLLMENT METRICS DASHBOARD

Reporting as of March 2022



PRODUCT TYPE

All

PLAN TYPE

All

NAVIGATION MENU

APPLICATION CHANNEL

All

MONTH RANGE

All

Total App Receipts

2099

Total New Members

1360

Total Unique  
Website Visitors

2740

% Transmitted in 7  
Days

80%

Average Cycle Time  
(Days)

3

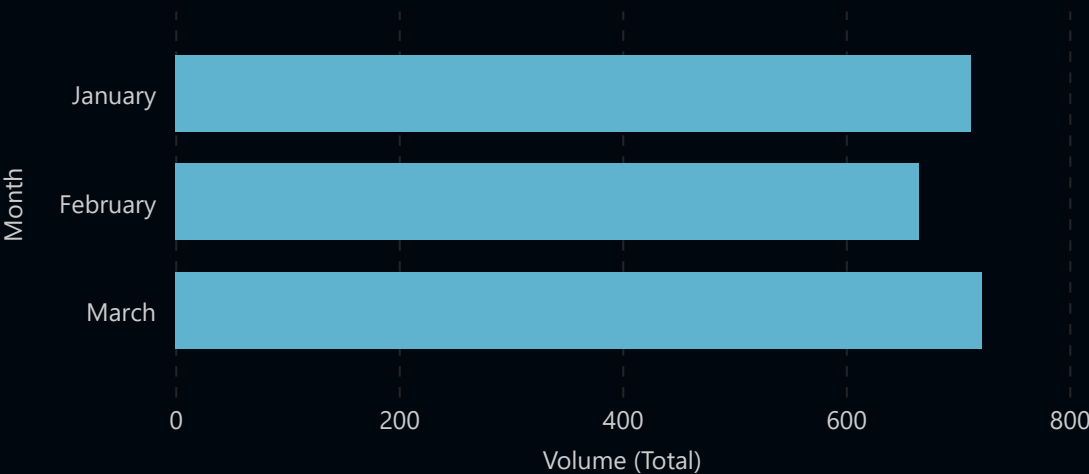
DenialsRate

11%

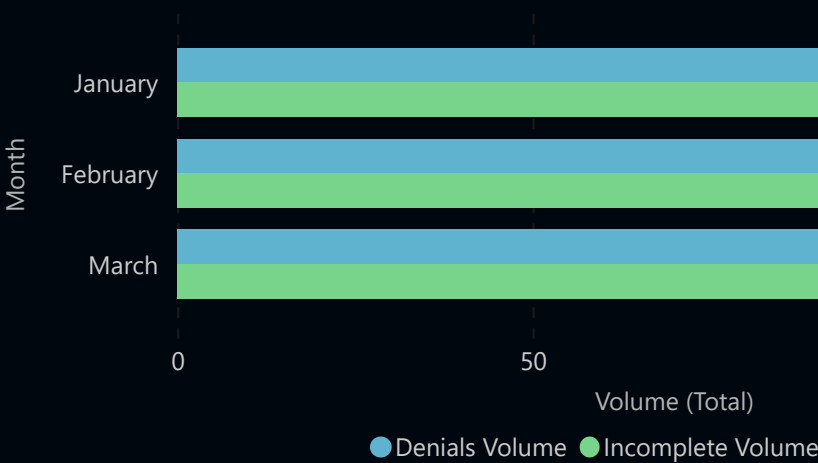
Incomplete Rate

10%

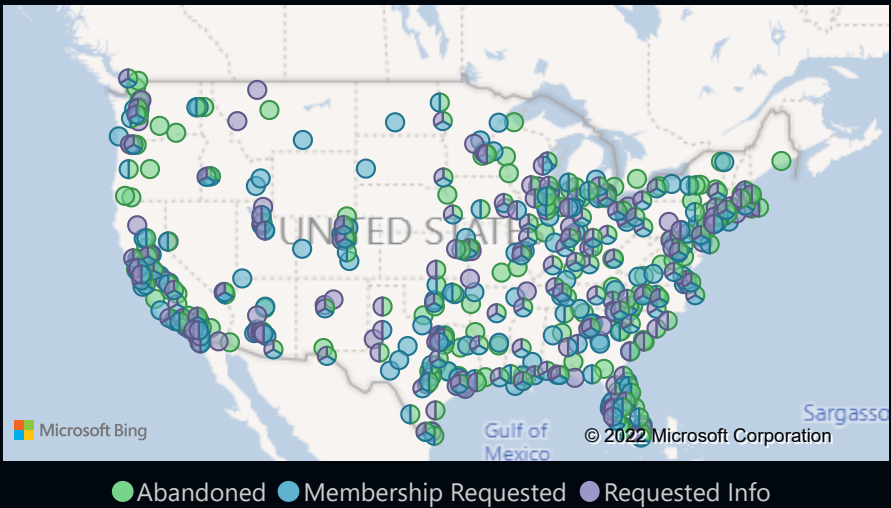
Applications Volume by Month



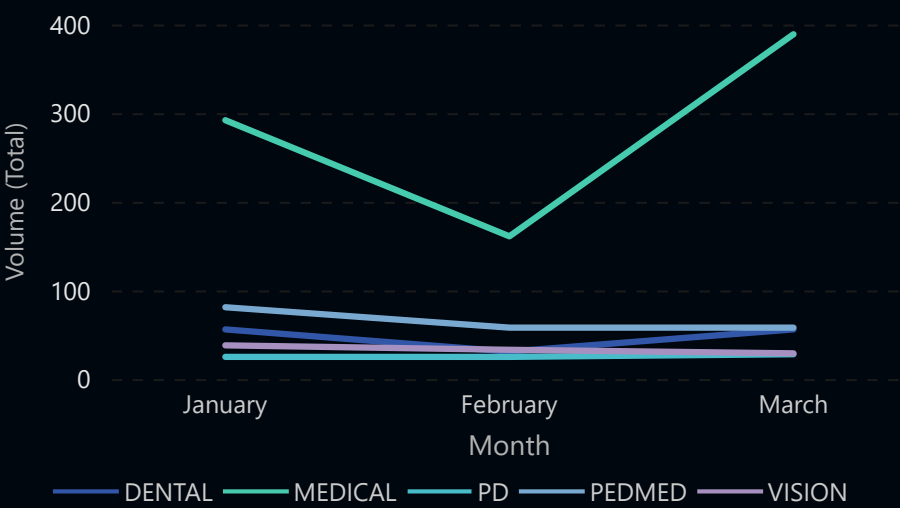
Application Denials and Incompletes Volume by Month



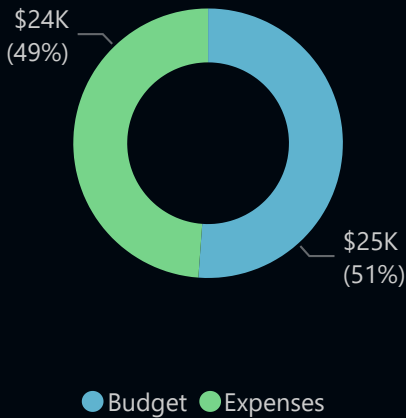
Website Visit Outcome by Location



New Members Volume by Plan Type and Month



Expenses VS. Budget



## Top 5 Expenses by Month



MEMBERSHIP SERVICES | COMPLIANCE METRICS DASHBOARD

Reporting as of March 2022



BUSINESS AREA

Overall

NAVIGATION MENU

DATE

All

Compliance Rate  
(March 2022)  
60%

Percent Change  
(Previous Month)  
-33%

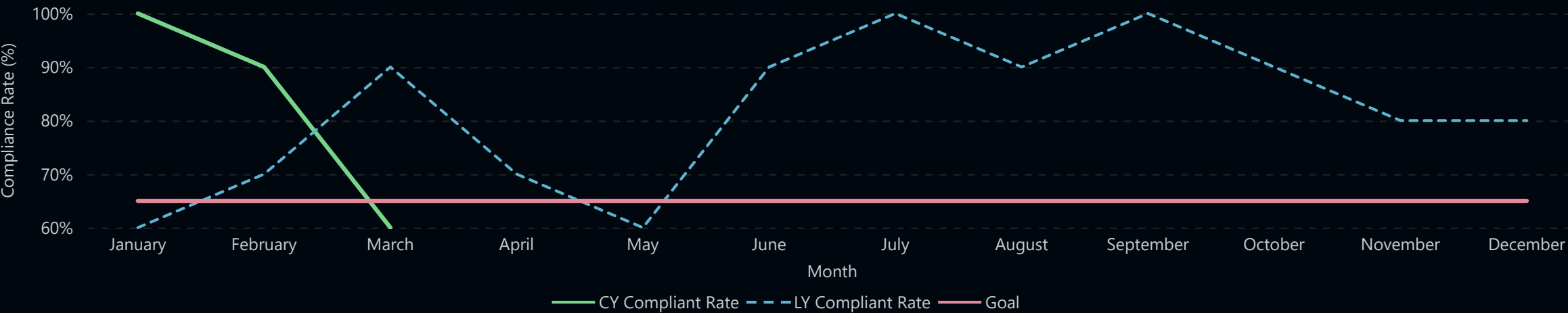
Compliance Rate  
(YTD)  
83%

Noncompliant  
Metrics  
3

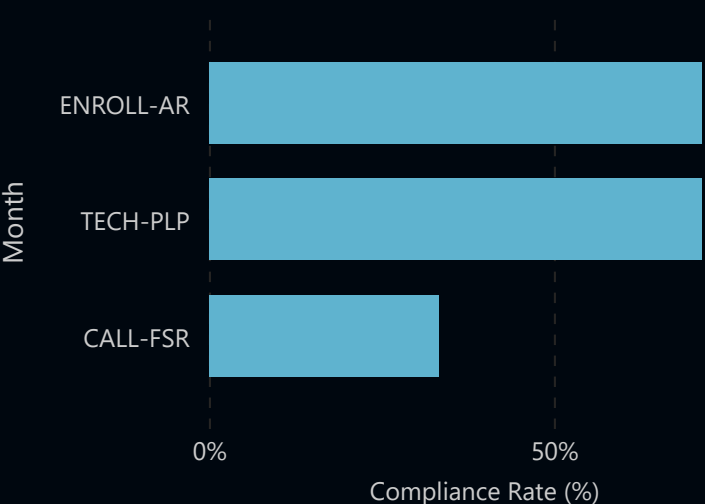
Total Members  
Impacted  
590

Time to Issue  
Resolution (Hours)  
2

Compliance Rate Comparison by Month



Noncompliant Metrics



Noncompliant Summaries

Year	Month	Business_Area	MetricCode	Compliance_Status	Root Cause	Action Plan
2022	March	Call Center	CALL-FSR	NO	Associate Error	Training
2022	March	Enrollment	ENROLL-AR	NO	Tech Vendor Error	Troubleshoot with vendor
2022	March	Technology	TECH-PLP	NO	Server Error	Troubleshoot with server team

Daily Metrics Summaries

DATE	Business Area	MetricCode	MetricName	RequestID	AssociateID	Compliant
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CFSR-812	CBS3355	YES
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CFSR-813	WEF9211	YES
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CSFR-814	CBS3355	NO
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CSFR-815	CBS3355	NO
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CSFR-816	WEF9211	NO
Monday, March 21, 2022	Call Center	CALL-FSR	Call Center Five Star Rating Rate	CSFR-817	WEF9211	NO
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-1110	CBS3355	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-1111	WEF9211	NO
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-1112	CBS3355	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-1113	WEF9211	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-1114	CBS3355	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-725	CBS3355	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-726	WEF9211	YES
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-727	CBS3355	NO
Monday, March 21, 2022	Call Center	CALL-RC	Calls Returned Within One Hour Rate	CRC-728	CBS3355	YES
Monday, March 21, 2022	Enrollment	ENROLL-ES	Enrollment Email Confirmation Sent Within 24 Hours Rate	EES-115	JWS6231	YES
Monday, March 21, 2022	Enrollment	ENROLL-ES	Enrollment Email Confirmation Sent Within 24 Hours Rate	EES-116	MJK4561	NO
Monday, March 21, 2022	Enrollment	ENROLL-ES	Enrollment Email Confirmation Sent Within 24 Hours Rate	EES-117	HRT3710	YES
Monday, March 21, 2022	Enrollment	ENROLL-ES	Enrollment Email Confirmation Sent Within 24 Hours Rate	EES-118	MJK4561	YES
Monday, March 21, 2022	Enrollment	ENROLL-ES	Enrollment Email Confirmation Sent Within 24 Hours Rate	EES-119	JWS6231	YES
Monday, March 21, 2022	Technology	TECH-HR	Hardware Requests Completed within 7 Days Rate	THR-123	FOP2331	YES
Monday, March 21, 2022	Technology	TECH-HR	Hardware Requests Completed within 7 Days Rate	THR-124	FOP2331	NO
Monday, March 21, 2022	Technology	TECH-HR	Hardware Requests Completed within 7 Days Rate	THR-125	WRF4712	YES
Monday, March 21, 2022	Technology	TECH-HR	Hardware Requests Completed within 7 Days Rate	THR-126	DJG6209	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1225	PGB3423	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1226	YSS1976	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1227	PGB3423	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1228	YSS1976	NO
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1229	YSS1976	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1230	PGB3423	YES
Monday, March 21, 2022	Billing	BILL-PP	Member Payment Processed Rate	BPP-1231	PGB3423	YES

