

# Complaint Metrics

## Main Drivers

### Appeals

- Appeal status
- Moved to or from Health First
- SEP denied

### Broker

- Consumer was not happy with service
- Consumer indicates information is inaccurate

### Carrier

- Policy canceled
- Coverage dates

### Customer Service

- Service from representative
- Coverage date problems
- Communication between carriers & C4
- 1095 inquiry
- Verification time period
- Auto renewal problems

### HCPF

- Service from representative

