

Service Center & MSU – OE7

Inbound Call Volumes: Calls Answered December 1 - 31:

OE6 – 58813

OE7 – 50856

Decrease of 13.6%

Most Significant Call Drivers:

Enrollment Questions – 36.19%	31% in 2018
Password Reset – 11.19%	13% in 2018
Eligibility Determination – 8.72%	8% in 2018
Health First Colorado Only – 4.56%	3% in 2018
Complete Enrollment – 7.63%	9% in 2018

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Statistics for December, 2019:

First Call Resolution:

OE6 – 83%

OE7 – 90%

Escalation Tickets:

OE6 - 240

OE7 - 107

Decrease of 45%

Average Speed of Answer:

OE6 – 0:06:54

OE7 – 0:00:36

Decrease of 0:06:18

Average Talk Time:

OE6 – 14:57

OE7 – 11:38

Decrease of 3:19

Outstanding Manual Verification Requests as of December 31:

2018 – 12,238

2019 - 469