

2015 OHP Determination and Enrollment Project

Main 800 number Weekly Averages	Baseline	3/13/15	3/20/15	Target
Total Daily Calls Received	6,846	3,989	3,805	
Total Daily Calls Answered	3,310	3,255	3,218	90%
Average Wait Time (minutes)	33	6	5	<10
Average Maximum Wait Time (minutes)	166	47	67	<20

Closure Line Weekly Averages	Baseline	3/13/15	3/20/15	Target
Closure Line Calls Received	1,221	479	489	
Closure Line Calls Answered	664	468	463	90%
Closure Line Average Wait Time	21	0	1	<10
Closure Line Average Maximum Wait Time	149	17	23	<20

Full Application Calls Weekly Averages	Baseline	3/13/15	3/20/15	Target
Full Application Calls Received	612	578	614	
Full Application Calls Answered	340	522	511	90%
Full Application Average Wait Time	55	6	11	<10
Full Application Average Maximum Wait Time	132	34	51	<20

Oregon Application Process	Baseline	3/13/15	3/20/15	
Enrolled Into Oregon Health Plan	46,563	84,137	88,593	
Applications Awaiting Determination	26,210	31,167	32,948	
Applicants Requiring Manual Review	23,749	15,897	15,540	

Federal Application Process	Baseline	3/13/15	3/20/15	
Enrolled Into Oregon Health Plan	61,888	90,054	90,060	
Applicants Requiring Manual Review	66,664	66,224	66,219	

Oregon Health Plan Enrollments	Baseline	3/13/15	3/20/15	Difference
Net Total Enrollment in OHP	1,098,200	1,120,000	1,122,400	+2400



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Our mission is to provide excellent customer support to all OHP members.

Last week's accomplishments:

- Continued execution of training plan based on adjusted hiring dates
- Continued to process system access requests for newly hired staff
- Developed mitigation strategy for delays in systems access
- Improved Resourcing Escalation Plan to accommodate call volume changes
- Streamlined processing urgent requests

Last week's challenges:

- Mass hiring process pulled many temporary staff from phones for interviews
- Large training demand consumed staff. This is necessary to increase capacity for phones and processing. Adjustments in staff allocation will be fine-tuned to meet call targets.
- Mitigated systems and systems access issues and challenges

This week's goals:

- Finish preparing work locations for new and reassigned staff
- Continue training of new and reassigned staff in skill sets required to have them begin processing applications, answering calls and addressing additional bodies of work
- Gather input and feedback from stakeholders on the Stakeholder Charter
- Finalize notification and escalation process for when the system is down
- Continue fine tuning of the 2015 Sustainment Plan

Feedback

"I myself had reason to use the call center yesterday for a client case. First time on hold, less than a minute. The person immediately knew what was up with the client and where the problem lay. Second time, opening the door for him to call and apply himself over the phone, I called. Again, less than two minutes and connected to savvy, engaging staff without transfers of any kind – extraordinary customer service." *Client advocate*

"It is wonderful that people can get ahold of us when they have issues." *Call center staff*

"Low wait times equals happy members which equals happy staff." *Call center staff*