

2015 OHP Determination and Enrollment Project

Main 800 number Weekly Averages	Baseline	3/27/15	4/3/15	Target
Total Daily Calls Received	6,846	3,534	3,695	
Total Daily Calls Answered	3,310	2,938	3,107	90%
Average Wait Time (minutes)	33	6	7	<10
Average Maximum Wait Time (minutes)	166	60	56	<20

Closure Line Weekly Averages	Baseline	3/27/15	4/3/15	Target
Closure Line Calls Received	1,221	476	432	
Closure Line Calls Answered	664	429	386	90%
Closure Line Average Wait Time	21	2	2	<10
Closure Line Average Maximum Wait Time	149	50	43	<20

Full Application Calls Weekly Averages	Baseline	3/27/15	4/3/15	Target
Full Application Calls Received	612	581	572	
Full Application Calls Answered	340	507	495	90%
Full Application Average Wait Time	55	9	8	<10
Full Application Average Maximum Wait Time	132	33.37	52	<20

Oregon Application Process	Baseline	3/27/15	4/3/15	
Enrolled Into Oregon Health Plan	46,563	96,163	107,984	
Applications Awaiting Determination	26,210	32,931	32,031	
Applicants Requiring Manual Review	23,749	15,236	20,205	

Federal Application Process	Baseline	3/27/15	4/3/15	
Enrolled Into Oregon Health Plan	61,888	111,749	112,644	
Applicants Requiring Manual Review	66,664	66,211	66,196	

Oregon Health Plan Enrollments	Baseline	3/27/15	4/3/15	Difference
Net Total Enrollment in OHP	1,098,200	1,133,200	1,115,600	(17,600)



2015 OHP Determination and Enrollment Project

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

Last week's accomplishments:

- Continued training of new and reassigned staff
- Created Phase Two 2015 Sustainment Support Plan
- Developed Stakeholder Charter

Last week's challenges:

- Training continues to limit the number of staff available to answer phones and process applications
- Transition associated with moving staff out of Cherry building to Agriculture building

This week's goals:

- Continue to hire and train staff for processing applications, answering calls and addressing additional bodies of work
- Refine detail of Phase Two 2015 Sustainment Support Plan
- Continue development of process improvements and metrics to ensure that consistent quality measures are met

Feedback

"I have experienced a significant drop in unhappy clients and frustrated callers. This has made for a better work environment for me and my co-workers. I believe this has helped the stress level of both our OHP members and staff." Call center staff

"I personally felt a higher desire to come to work and a higher sense of accomplishment, as the wait times have lowered. As the wait times peaked, it was difficult to feel like a difference had been made in the lives of our members." Call center staff