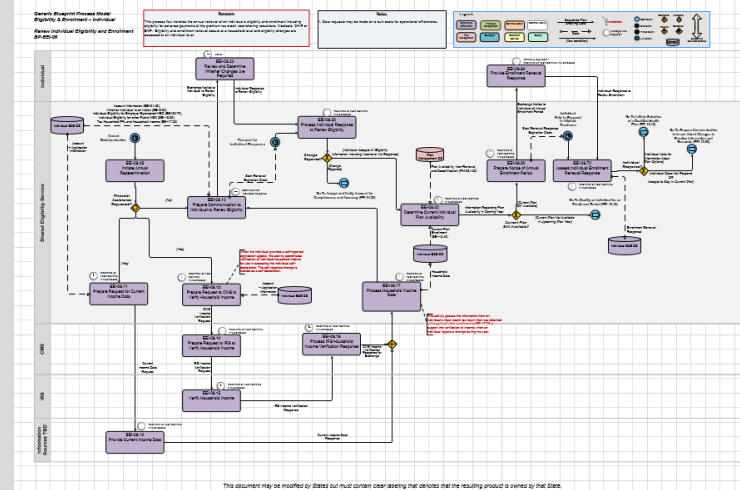
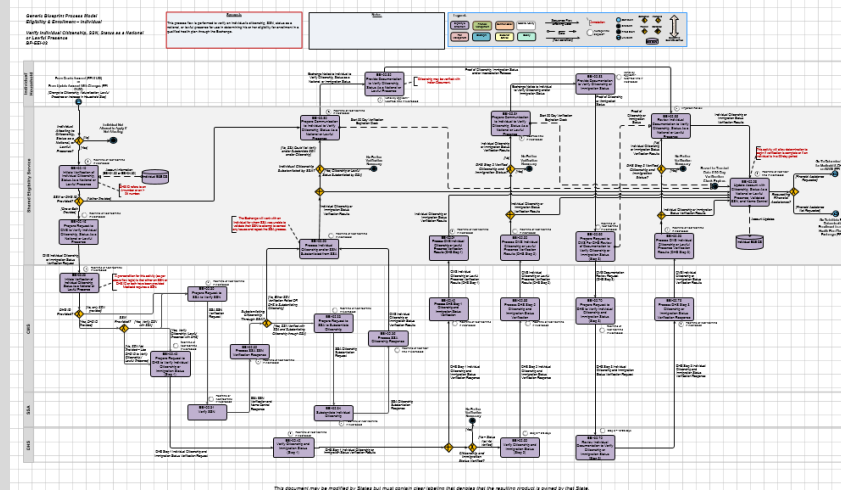
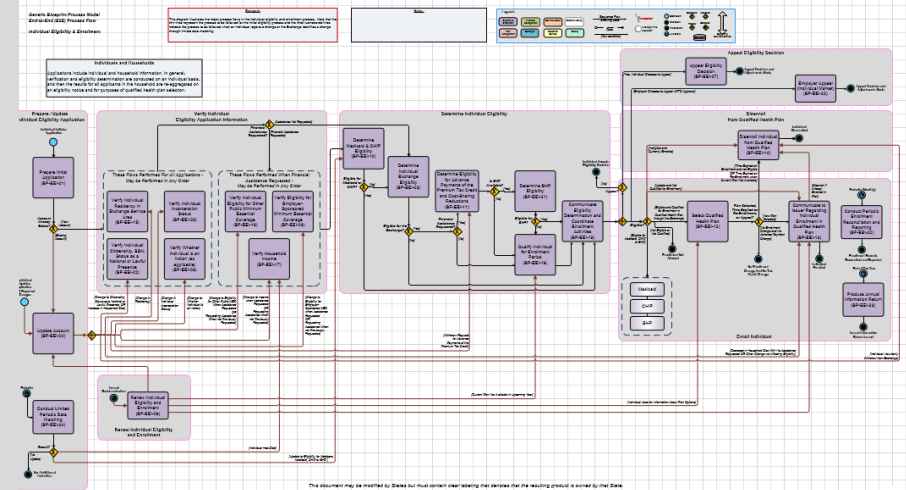


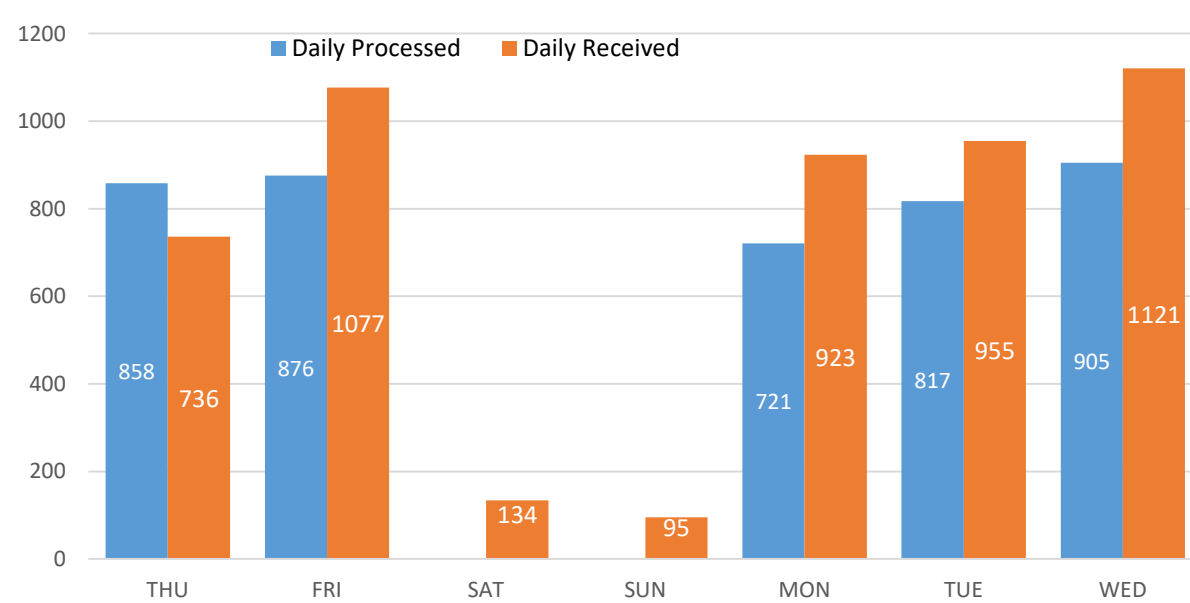
Conduent Weekly Dashboard



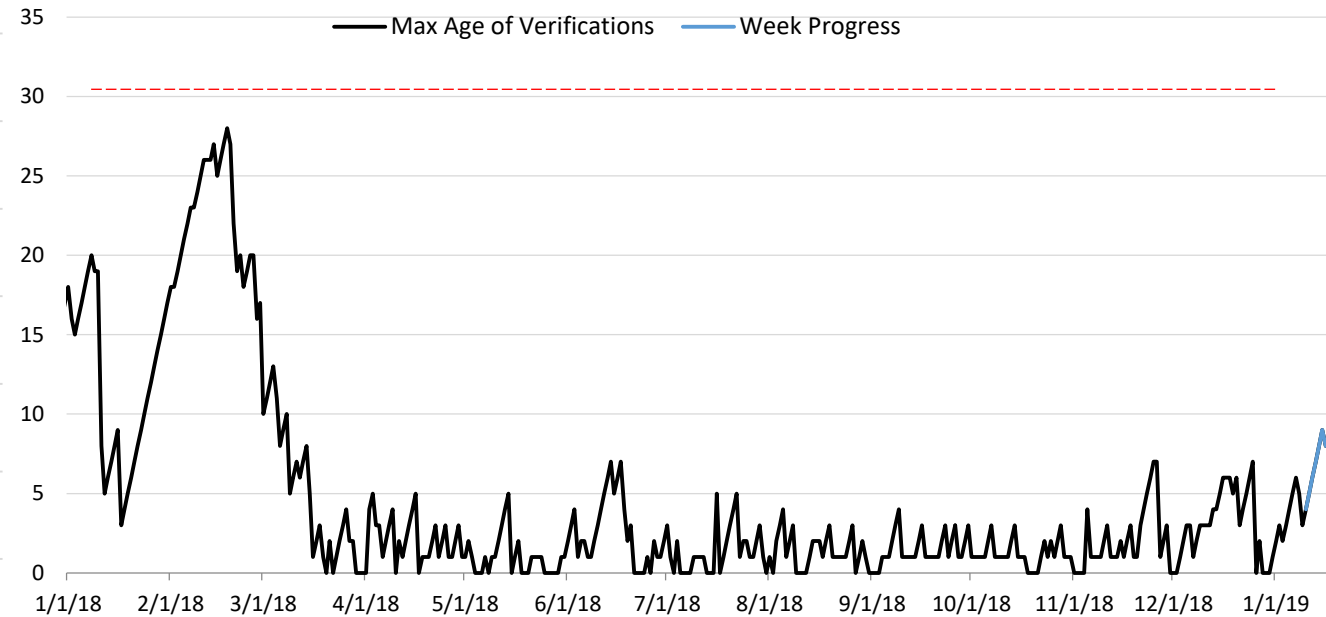
Week Between 01/10/2019 – 01/16/2019



DAILY VERIFICATION PROCESSING



MAX VERIFICATION AGE



Key Performance Indicators

	Target	Actual	
Daily processing average		835	●
Staffing	28	20	●
Daily Verifications/Person	50	48	●
Inventory Equivalence	3	2	●
Oldest App with linked verif.	5 days	2 days	●
Prior week's oldest App with linked verif.	5 days	7 days	●
End of week inventory	1,783		
Weekly received	4,796		
Weekly processed	4,188		

Risks/Issues & Mitigations

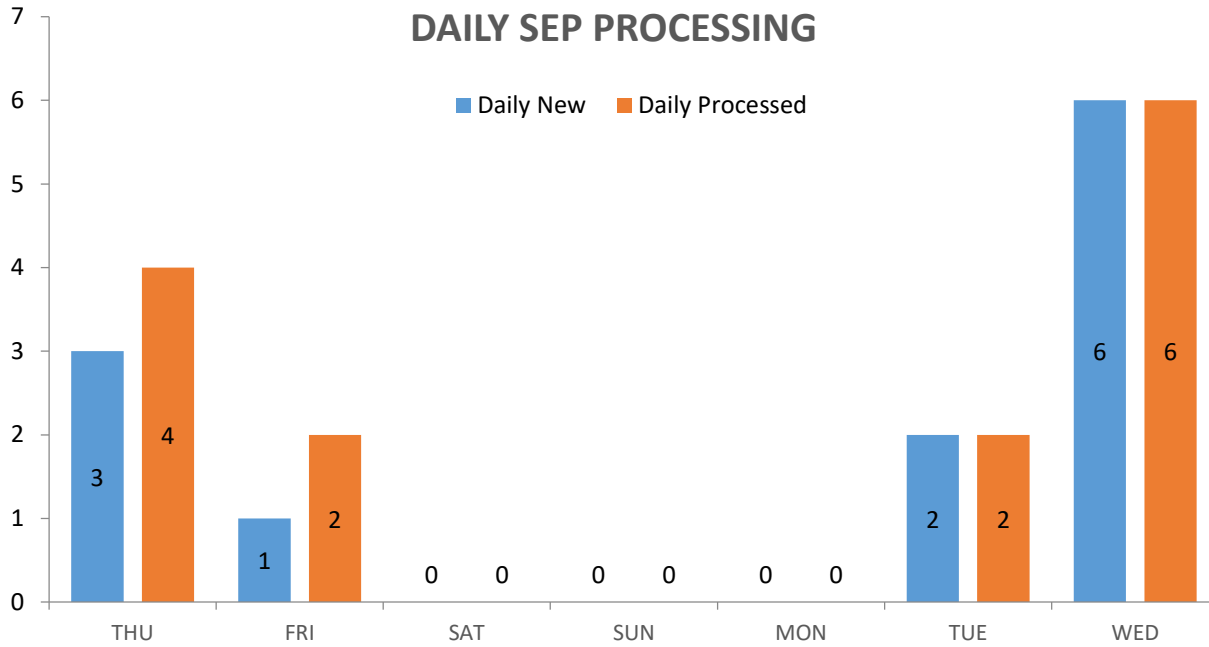
- There are several outstanding JIRA tickets that have an impact on Verification processing. They are listed on the "Systems Issue" slide (12).
- On 1/14/19 we received duplicate work items for cases that were previously processed on 1/11/19. The issue was resolved but there was a lasting impact on the productivity. Mainly because the majority of the day was spent reviewing documents that were already processed.

Notes

- The max aging metric can be misleading. A brand new document may be 1 day old, but it could be attached to a 20 day old application. This does not infer a 20 day backlog.
- We are working with DSS and AHCT to obtain an updated PPG to include the New AHCT forms and Verification Web Tool.

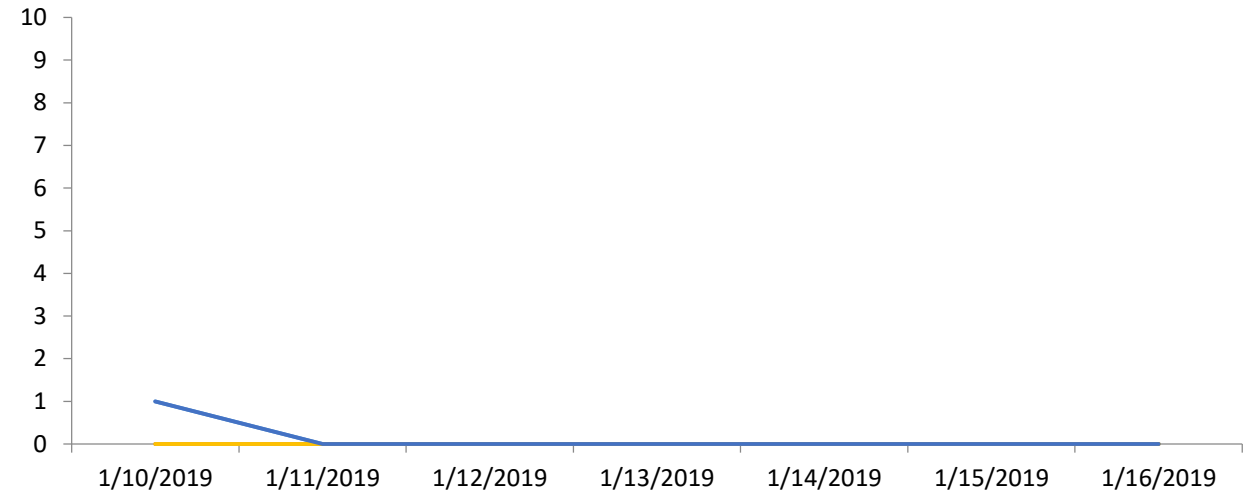
DAILY SEP PROCESSING

■ Daily New ■ Daily Processed



DAILY SEP STATUS

— Unassigned — Assigned — On Hold — Escalated — Inventory



Key Performance Indicators

	Target	Actual
Daily processing average:		2.8
Inventory equivalence (days):	3	0 ●
Inventory:		0
Weekly received:		12
Weekly processed:		14

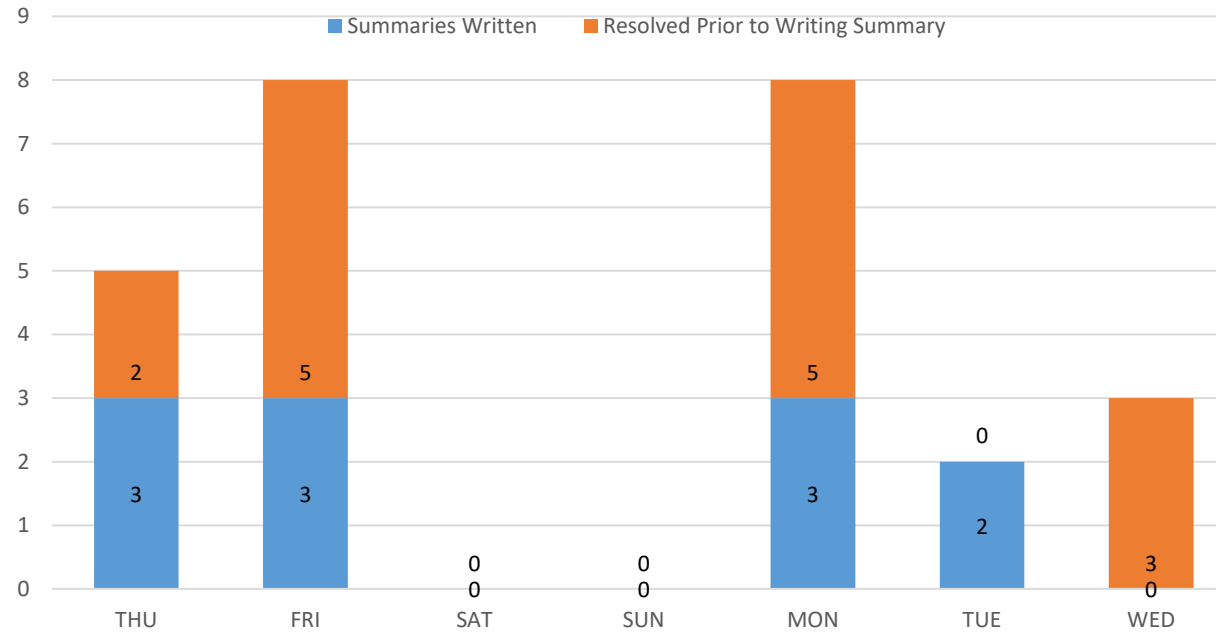
Risks/Issues & Mitigations

- No Risks or Issues to report this cycle.

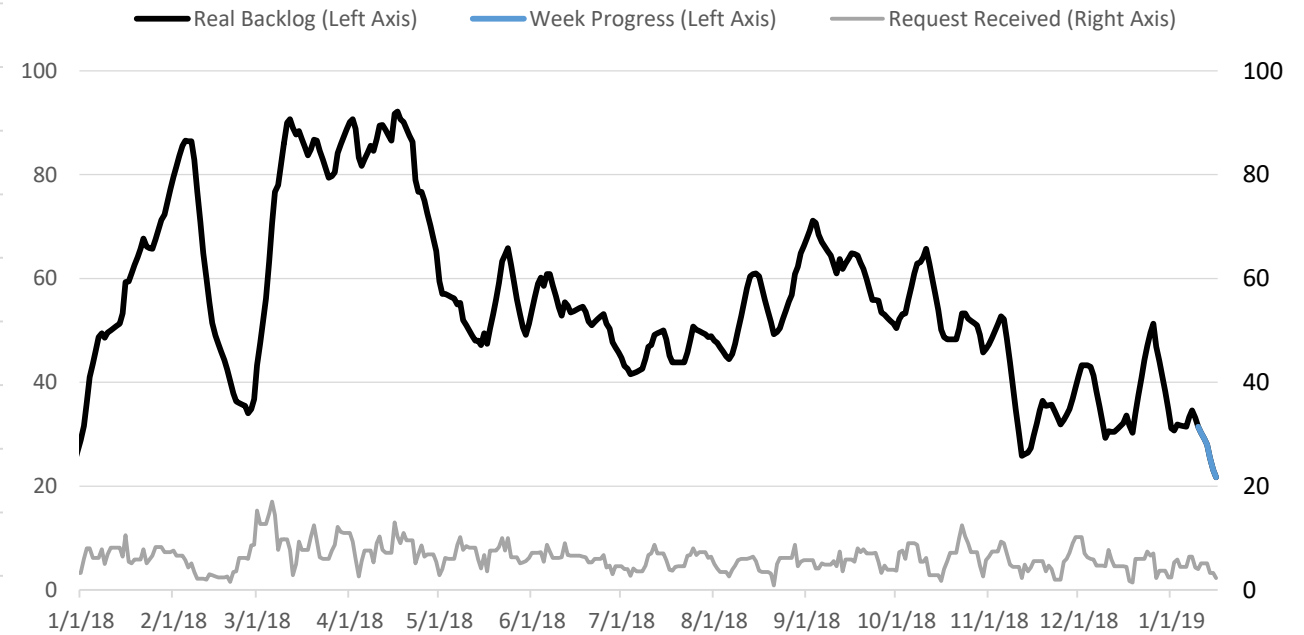
Notes

- No issues to report.

APPEALS DAILY FULLY PROCESSED



APPEALS BACKLOG (MOVING 7 DAY AVERAGE)



Key Performance Indicators

	Actual
Appeals Inventory	16 ●
% Resolved Prior to Summary	58%
Staffing	5
Daily Appeals/Person	5
Summaries Written for hearings scheduled on	1/28/2019 11 day lead
Outbound Calls for hearings scheduled on	N/A

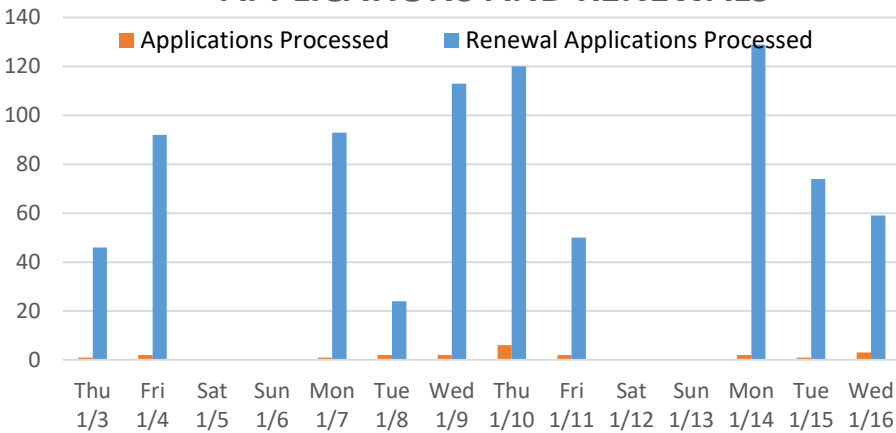
Risks/Issues & Mitigations

- No risks or issues with respect to Appeals to report this week.

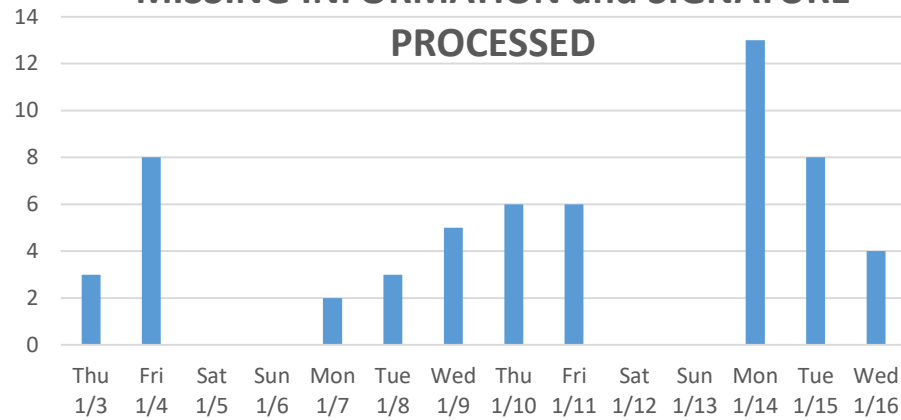
Notes

- Appeals production includes attending hearings most of which are done telephonically.
- We continue to receive the majority of appeal requests without hearing dates.

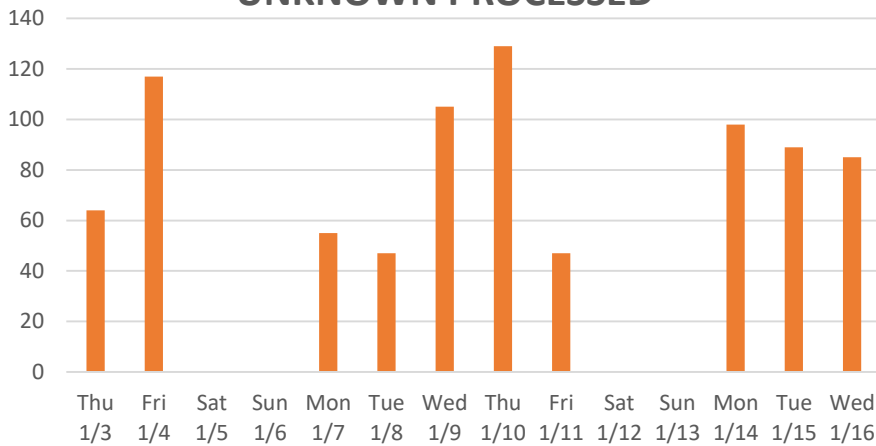
APPLICATIONS AND RENEWALS



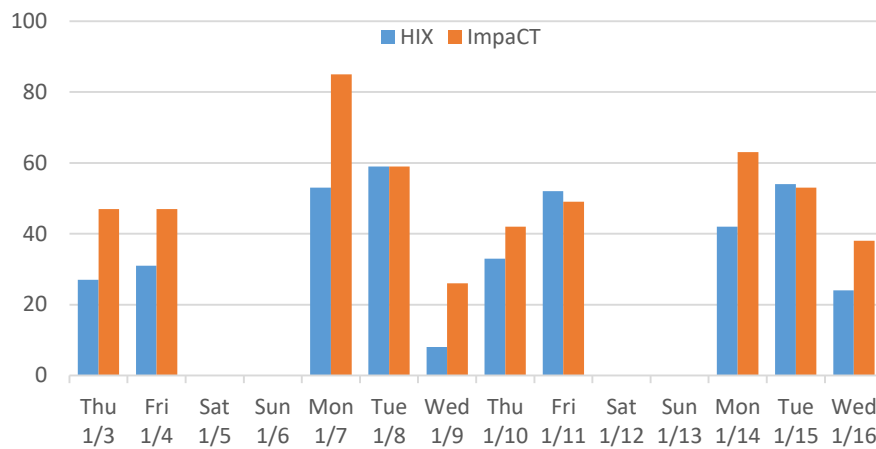
MISSING INFORMATION and SIGNATURE PROCESSED



UNKNOWN PROCESSED



EMPI POTENTIAL DUPLICATES CLEANING



Key Performance Indicators

Apps and Renewals

Application Age Current ●

Renewal Age Current ●

Staffing 5

Daily Apps & Renewals/Person 18

Unknown

Unknown Age Current ●

Staffing 1.5

Daily Unknown/Person 60

Missing Information

Missing Info Age Current ●

Staffing 0.5

Daily Missing Info/Person 15

EMPI Potential Duplicate Cleaning

EMPI Duplicate Cleaning Age Current ●

Staffing 2.5

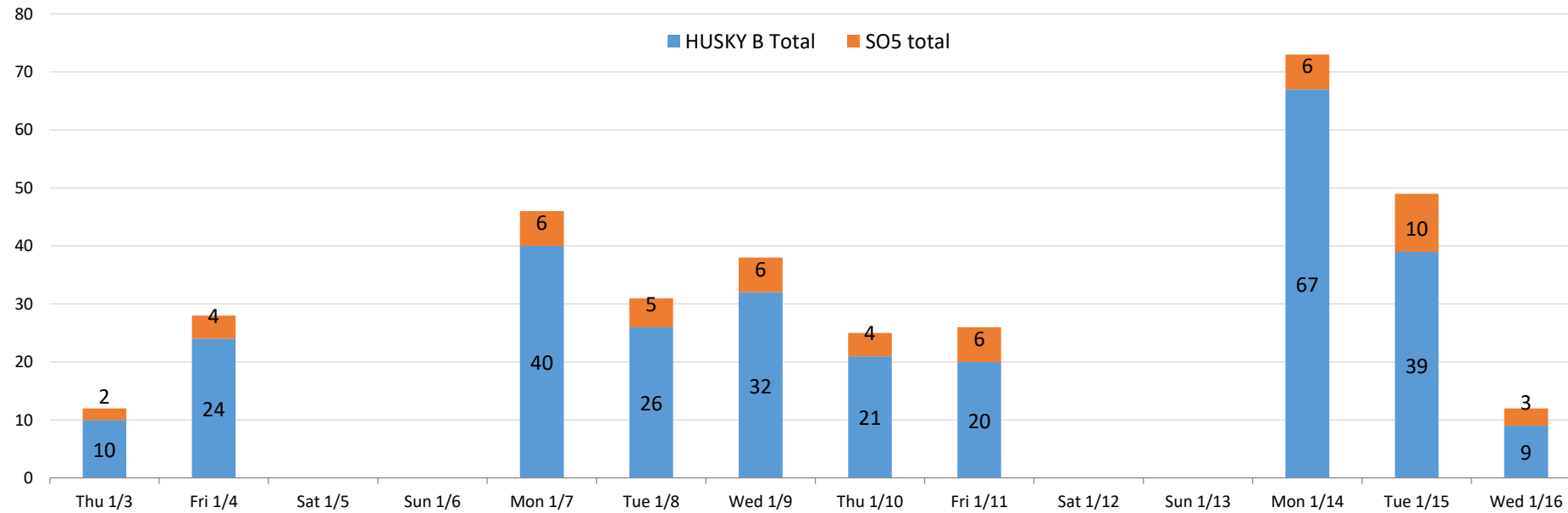
Daily Items/Person 61

Risks/Issues & Mitigations

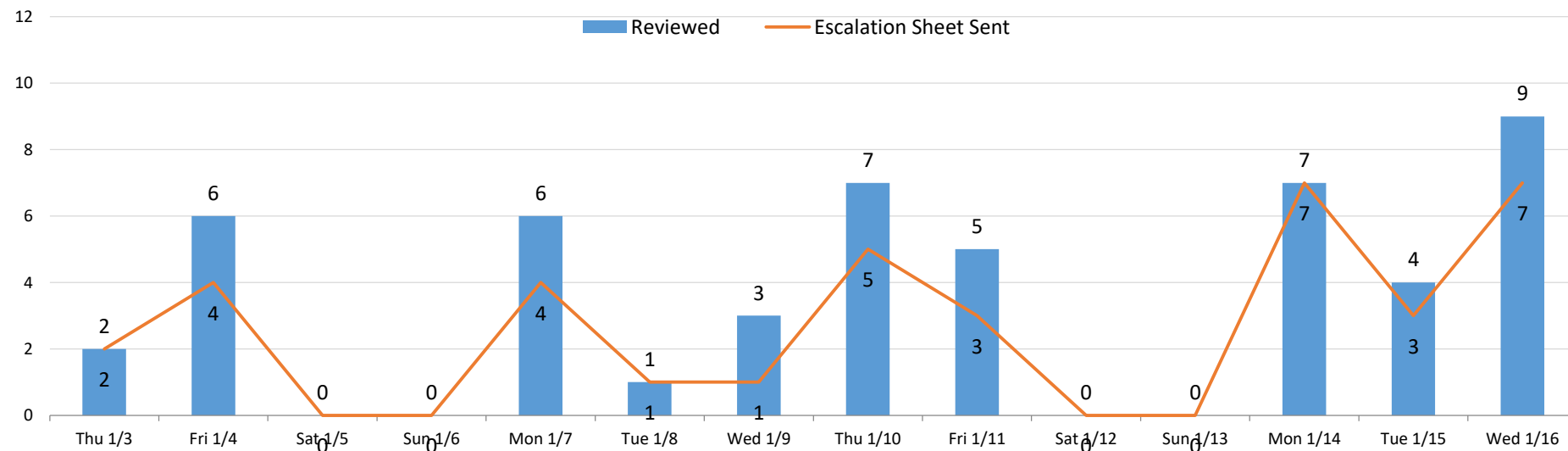
Notes

- This week 23 SSN and Demographic Hard Stops were resolved by our EMPI team.

PEOPLES BANK - WEB EXCEPTION PROCESS



IMPACT ESCALATION SHEETS REVIEWED/SENT



Notes

- Total Unresolved Escalations awaiting external resolution is 297 (Husky B Band 2: 279, S05: 18)
- Peoples Unable to Process Count: 5
- Conduent is delivering a Weekly Escalation Report to DSS that lists all outstanding escalations.
- DSS informed that the December S05 Invoices had issues with the Premiums and payments listed. Deloitte is working on mitigating the issue.

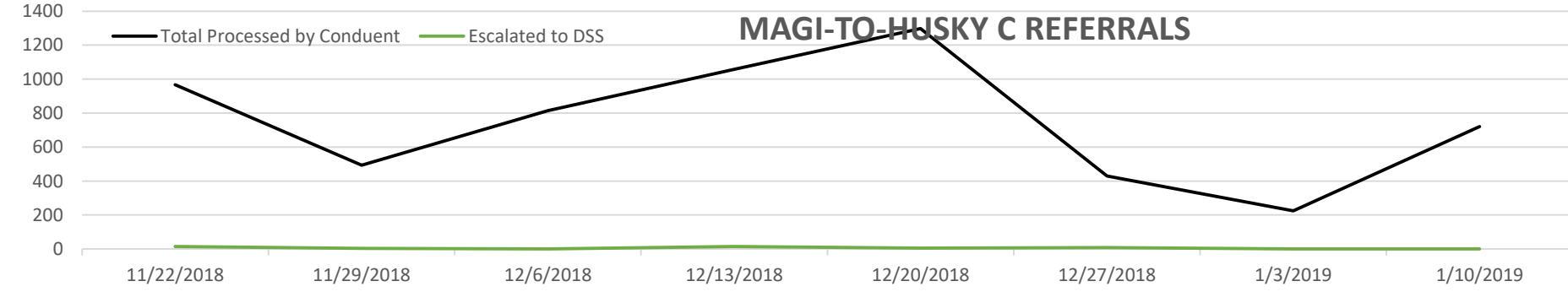
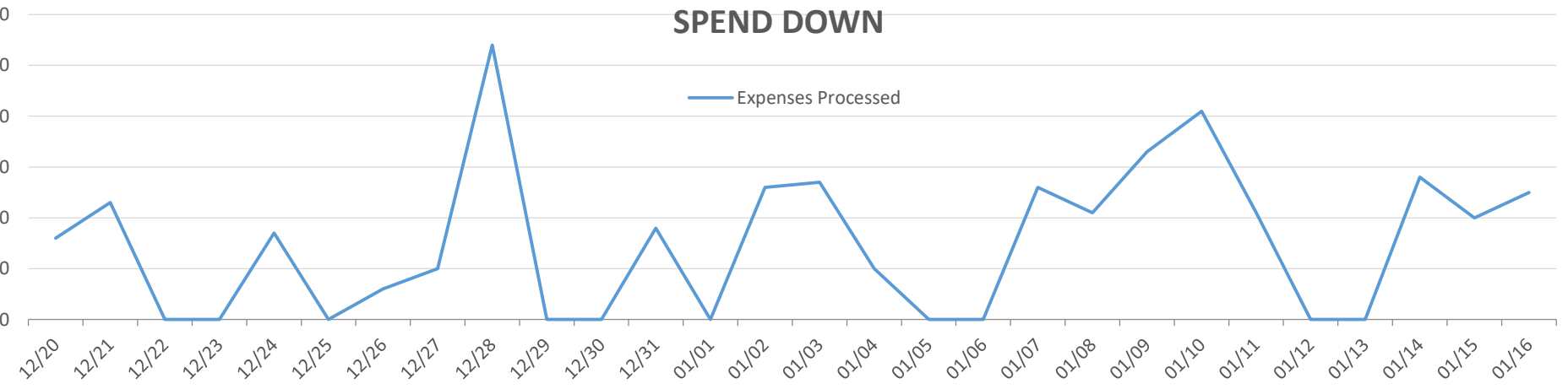
Risks & Mitigations

- Volume of outstanding unresolved escalations. There is extensive time spent on the research and tracking of the escalations.

Key Performance Indicators

Premium Billing

Staffing	2
Daily Premium Billing/Person	19



Key Performance Indicators

Spend Down

Spend Down Age	Current	●
Staffing	3	
Daily Spend Down/Person	9	

HUSKY C Referrals

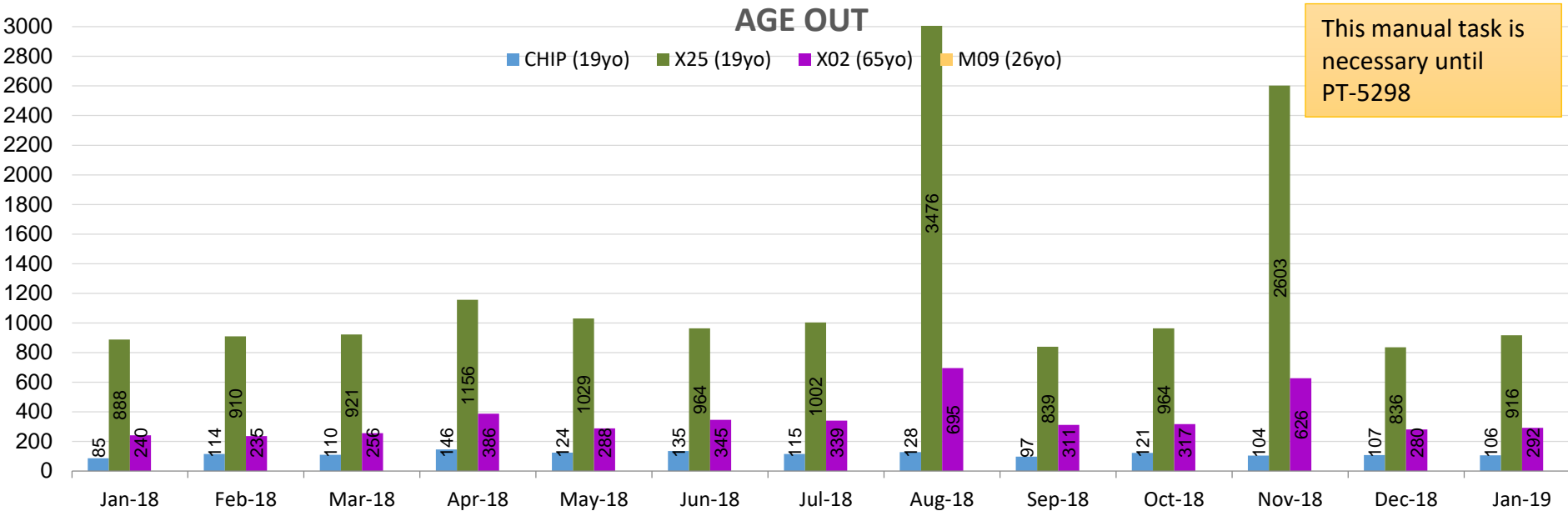
HUSKY C Age	Current	●
Staffing	5	
Daily HUSKY C/Person	29	

Risks/Issues & Mitigations

- No issues to report.

Notes

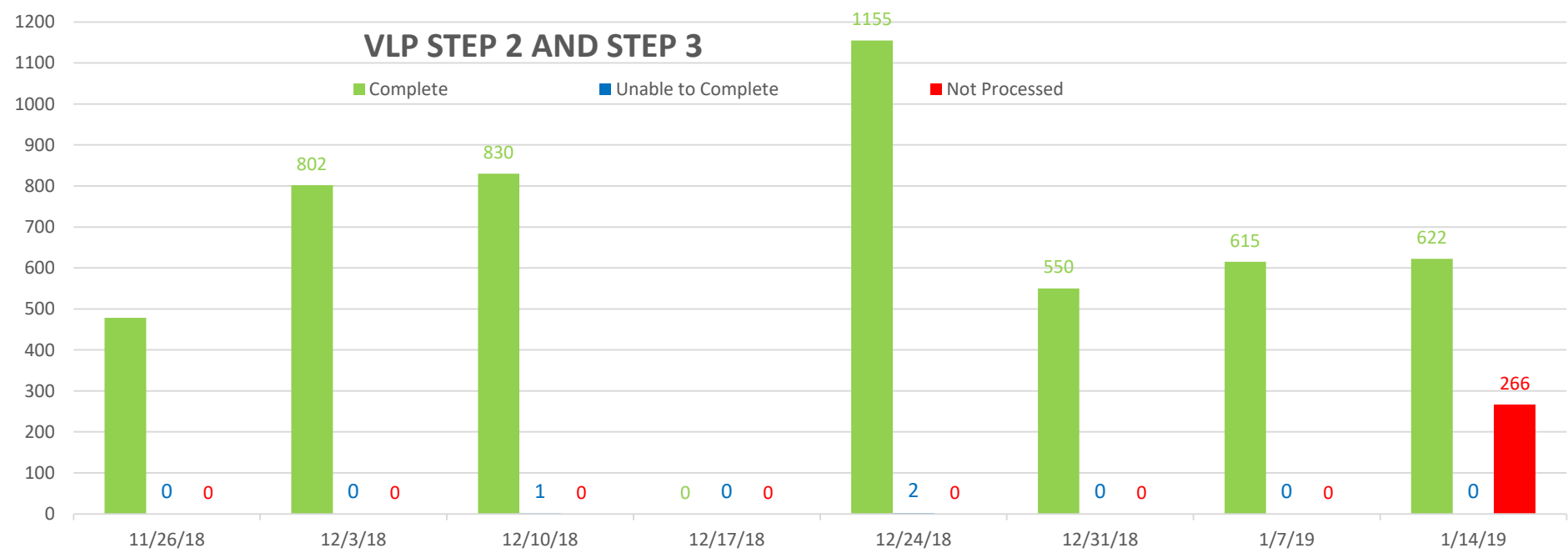
- We have 12 spend-down cases with Outstanding Issues that we continue to work with DSS to resolve.



This manual task is necessary until PT-5298

Notes

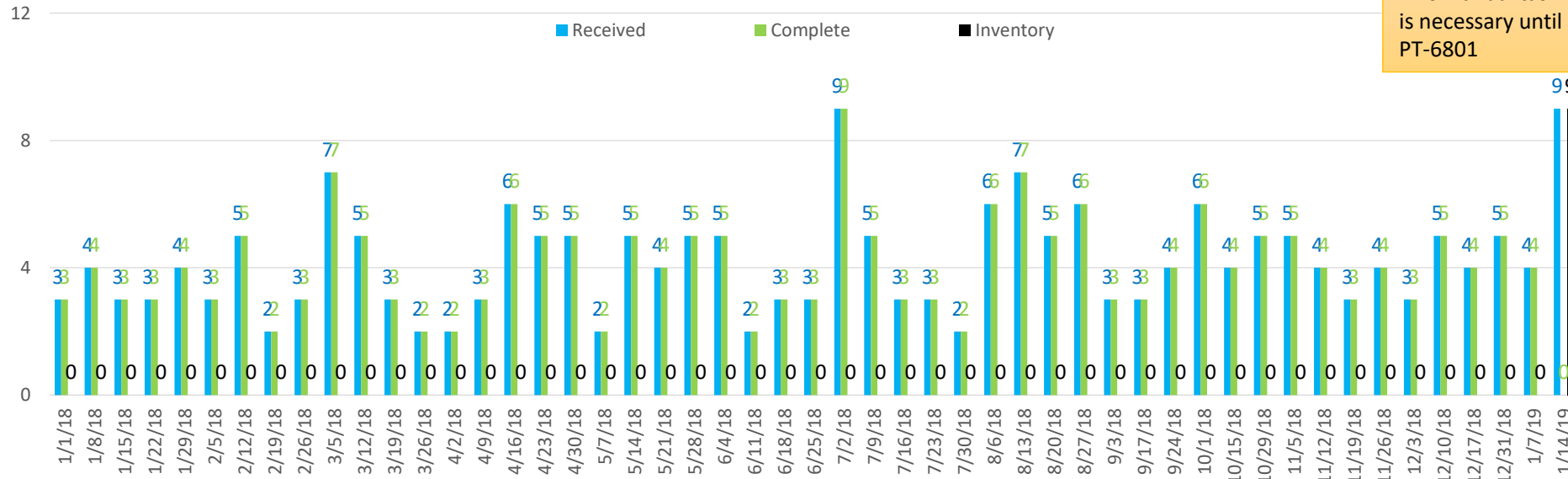
- The January Age Out reports are complete.
- VLP is current.



Risks/Issues & Mitigations

- No risks or issues to report with respect to Interim Case Maintenance this week.

PREGNANCY INCOME LOCK IN

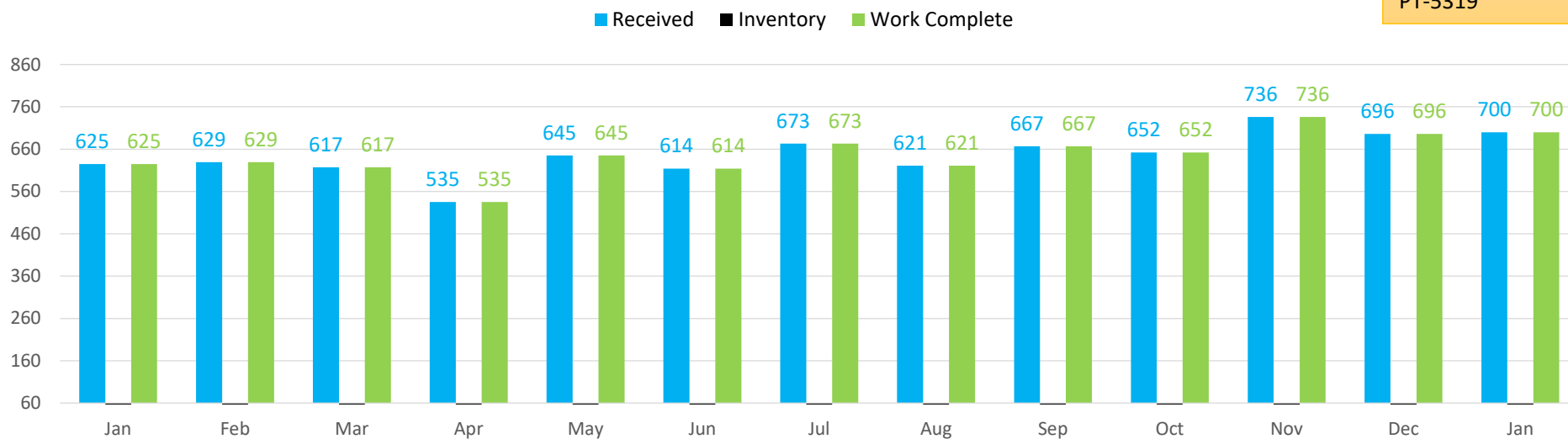


This manual task is necessary until PT-6801

Notes

- The Pregnancy Income Lock In report is current.
- The Past Due Pregnancy report for January is complete.

PAST DUE PREGNANCY



This manual task is necessary until PT-5319

Risks/Issues & Mitigations

- None

176/177 ImpaCT Conversion Cleanup Project	
Cumulative Counts of Records Reviewed since 1 st File (2/7/2017)	
176	49,082
177	47,185
Total	96,267

Notes

LEGEND Notes

- 176 Discrepancies are “in AHCT and not in EMS”.
- 177 Discrepancies are “in EMS and not in AHCT”.
- We continue to work all of the refreshed conversion failure reports upon receipt.
- The most recent Conversion Clean Up Report was received on 1/4/2019.

Risks/Issues & Mitigations

- No risks or issues for this cycle.

Special Projects	
517 from CHIP Conversion Cleanup	
Received	4,270
Complete	2,331
Conduent cannot resolve. Deloitte review needed.	584
Conduent cannot resolve. DSS review needed.	951
No Action Needed	227
Unable to Complete	177

Special Projects	
516 from CHIP Conversion Cleanup	
Received	1,484
Complete	1,047
Conduent cannot resolve. Deloitte review needed.	1
Conduent cannot resolve. DSS review needed.	13
No Action Needed	423
Unable to Complete	0

Special Projects	
514 from CHIP Conversion Cleanup	
Received	127
Complete	99
Conduent cannot resolve. Deloitte review needed.	0
Conduent cannot resolve. DSS review needed.	2
No Action Needed	26
Unable to Complete	0

Special Projects	
510 from CHIP Conversion Cleanup	
Received	3,047
Complete	1,299
Conduent cannot resolve. Deloitte review needed.	554
Conduent cannot resolve. DSS review needed.	782
No Action Needed	268
Unable to Complete	144

Special Projects	
177 from CHIP Conversion Cleanup	
Received	1,329
Complete	524
Conduent cannot resolve. Deloitte review needed.	9
Conduent cannot resolve. DSS review needed.	25
Tier 2 Review Needed	0
No Action Needed	767
Unable to Complete	4

Special Projects	
176 from CHIP Conversion Cleanup	
Received	4,354
Complete	2,978
Conduent cannot resolve. Deloitte review needed.	3
Conduent cannot resolve. DSS review needed.	102
Tier 2 Review Needed	1
No Action Needed	1245
Unable to Complete	25

Obviously Wrong SSN	
SSN with all 0s or all 9s	
Received	34
Individual in Renewal Period	9
Set SSN to Blank	11
Set SSN to Blank – 90 Day ROP	4
SSN In ImpaCT	8
JIRA – Hard Stop	2

Duplicate Client ID Report – 11/21/18	
Users with Different Person IDs	
Received	61
Complete	31
No Action Needed	27
Unable to Process	3

Duplicate Client ID Report – 1/8/19	
Users with Different Person IDs	
Received	11
Complete	4
No Action Needed	5
Unable to Process	2

Blank SSN	
Consumers without SSN in ahCT	
Outstanding	715
Message Left	1373
No Outbound Call, No Documents Found	4
Phone Number Unavailable, No Documents Found	24
SKIP-CMR DCF Record	4
SKIP-Good Cause	2
SKIP-Renewing Account	1351
SSN Already Provided	213
SSN in ImpaCT	486
SSN Updated From Call	123
SSN Updated From Documents	31
TOTAL	3611

Notes

- The Obviously Wrong SSN Clean Up is complete.
- The Blank SSN Clean Up is underway.
- The Duplicate Client ID Report was completed and the results were sent to DSS.
- A new Duplicate Client Report was received on 1/8. All cases were completed and sent back to DSS on 1/9.

Risks/Issues & Mitigations

System Downtime

Date	Time	Ticket
Q1 2018	24:48	22 Issues
Q2 2018	14:43	24 issues
Q3 2018	15:55	11 issues
Q4 2018	5:18	22 issues

AHCT Issues Reported – JIRA Tickets Submitted

Week	New Tickets	Tracking Tickets	Task Tickets	Total Tickets
10/4/18	2	2	4	8
10/11/18	1	2	2	5
10/18/18	0	4	5	9
10/25/18	1	2	3	6
11/1/18	1	3	2	6
11/8/18	1	2	3	6
11/15/18	0	3	2	5
11/22/18	5	2	1	8
11/29/18	2	3	4	9
12/6/2018	1	2	7	10
12/13/2018	0	2	4	6
12/20/2018	0	4	3	7
12/27/2018	0	3	2	5
1/3/2019	0	4	5	9
1/10/2019	0	2	0	2

Notes

- For PT-11727 “You are not Authorized to view this page.” message after Enrollment, Conduent continues to receive the message . There has not been any update from Deloitte on the resolution.
- AHCT – We continue to manually track the impact of the defects for the “Lock Edit Message” related to the worker portal release on 7/7/18. PT-11302.
- The Tracking Ticket updated this week is due to the Duplicate Items in Manage VCL (PT-7996: 14 App IDs) , Error on Enrollment (PT-11727: 2 App ID)
- ImpaCT issue when completing the Application Registration for the HUSKY C program. Staff are being returned to the log in screen. We have been in contact with the DSS Help Desk. This issue has been reported by Conduent and DSS workers. This issue has occurred for the past month.

System Minimum Interruptions

Date	Count	Time
------	-------	------

ConneCT Issues

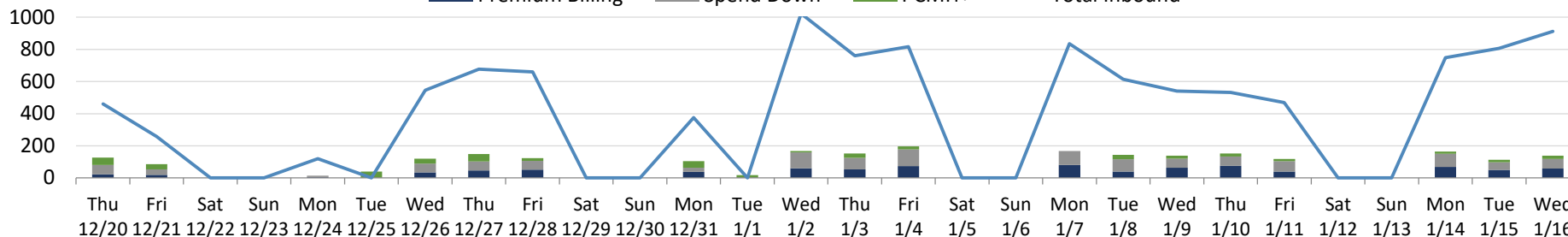
Date	Issue	Start	End
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Risks/Issues & Mitigations

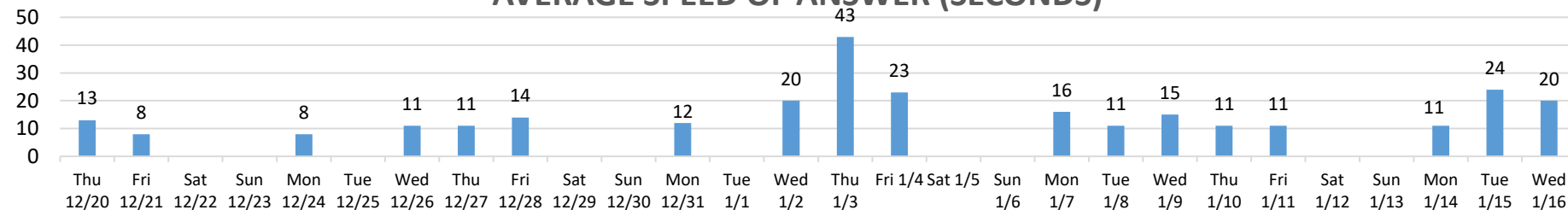
- Most of the defects listed above have a potential impact on productivity and quality if any of the extra steps required in the workarounds are missed.

INBOUND, HANDLED AND ABANDONED

Premium Billing Spend Down PCMH+ Total Inbound

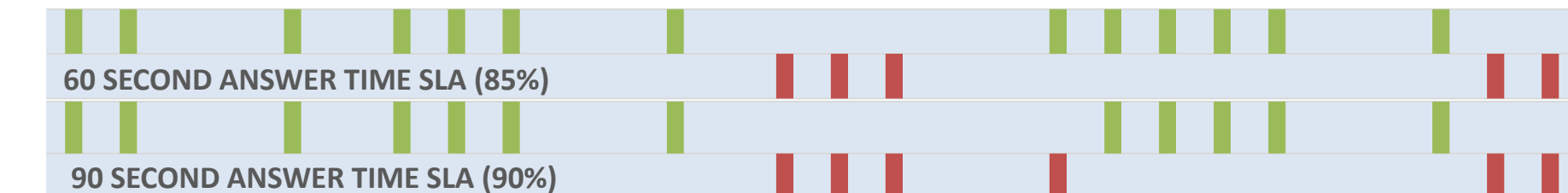


AVERAGE SPEED OF ANSWER (SECONDS)

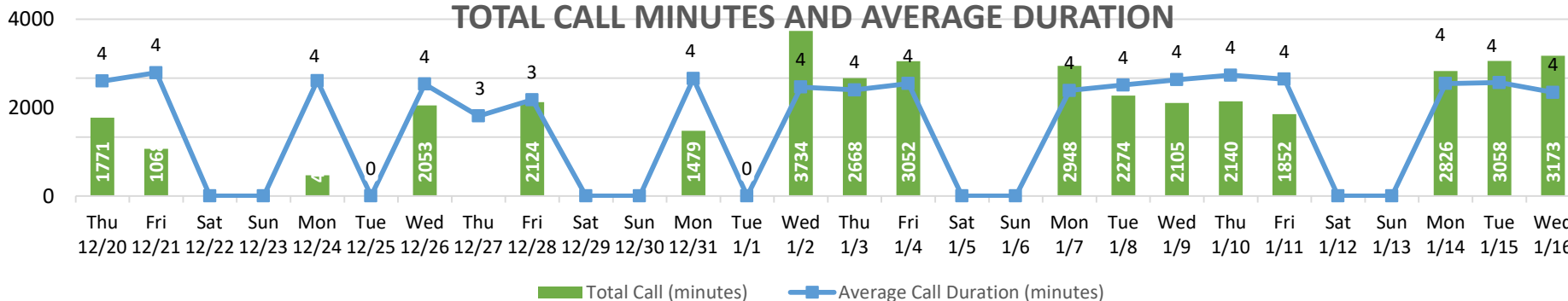


60 SECOND ANSWER TIME SLA (85%)

90 SECOND ANSWER TIME SLA (90%)



TOTAL CALL MINUTES AND AVERAGE DURATION



Key Performance Indicators

	Target	Actual	
Calls within 60s	85%	87.6%	●
Calls within 90s	90%	90.4%	●
Average Speed of Answer (s)		16	●
Post 30s Abandon Rate <5%		0.3%	●
Staffing		18	

Notes

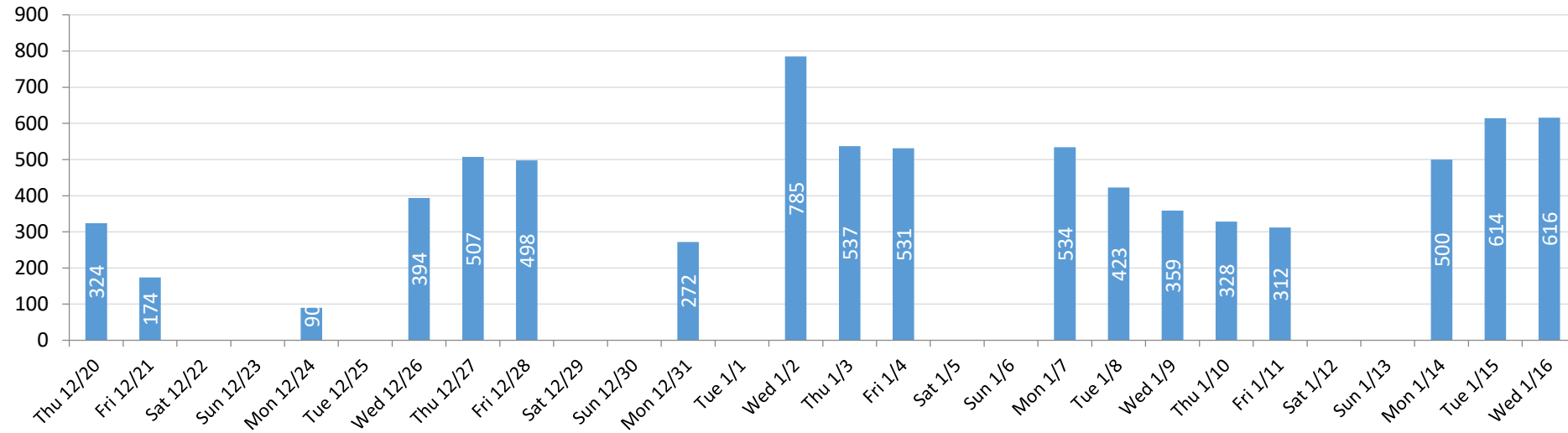
Call Handling Status

- KPI goals met for this period.
- Starting to see an increase in 1095B related calls.

Risks/Issues & Mitigations

- 60 and 90 second KPIs not met during 2 of the 5 day reporting period due to elevated call volumes from a DSS mailing campaign. Additional staff assigned but we could not keep pace with the volume.
- No other risks or issues to report

CONNECT MY ACCOUNT HELP DESK



Notes

Call Handling Status

- KPI goals met for this period.

Risks/Issues & Mitigations

- 60 and 90 second KPIs not met during 2 of the 5 day reporting period due to elevated call volumes from a DSS mailing campaign. Additional staff assigned but we could not keep pace with the volume.
- Errors reported to the MyAccount Helpdesk during this period were:
 - 2 - 3rd Party Server Errors
- We are opening a JIRA where the error occurs over multiple days. (0 JIRA submitted)
- No other risks or issues to report

TOTAL CALL MINUTES AND AVERAGE DURATION

