

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	Expected action
Separate rates for New applicants, Renewing applicants, Change in circumstances								
Timeliness	Overall, Paper, Electronic	Commercial, Public Programs	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all commercial members	Daily report to issuers if threshold exceeded. Weekly report to issuer on CAP, improvements, and expected completion. Monthly report to health plans, overall and specific to issuer.
Separate rates for New applicants, Renewing applicants, Change in circumstances								
Accuracy	Overall, Paper, Electronic	Commercial, Public Programs	Percent of accurate and complete enrollment records sent to health plans for commercial plans	Monthly, quarterly, annually	%	Example: 98%	Statically valid sample of paper/online transactions for commercial plans	Monthly, quarterly, and annually report to health plans, overall and specific to issuer. If threshold is not met, complete root cause analysis and identify specific corrections to prevent the error in the future.
New, renew, change in circumstances with specific questions for each experience								
Customer Satisfaction	Overall, Paper, Electronic	Commercial, Public Programs	Average satisfaction based on survey results of commercial enrollees.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statically valid sample of paper/online transactions for commercial plans	Quarterly and annually report to health plans, overall and specific to issuer. If threshold is not met, complete root cause analysis and identify specific corrections to prevent the error in the future.
		County Workers	Average satisfaction based on survey results of public program enrollees. Also may want to consider customer satisfaction survey of county workers.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statically valid sample of paper/online transactions for public programs plans	