

**New York Health Benefit Exchange
Implementation Review
Section 11.0 Oversight and Monitoring
August 13, 2013**

<u>Item Number</u>	<u>Topic</u>
11.2	Track/report performance and outcome metrics

The New York Health Benefit Exchange has developed a list of metrics needed for October 1, 2013, for operational assessment and for program evaluation. This list of metrics includes the weekly metrics requested by CCIIO for the open enrollment period. The NYHBE call center will also produce metrics. The NYHBE will develop additional metrics after October 1, 2013.