

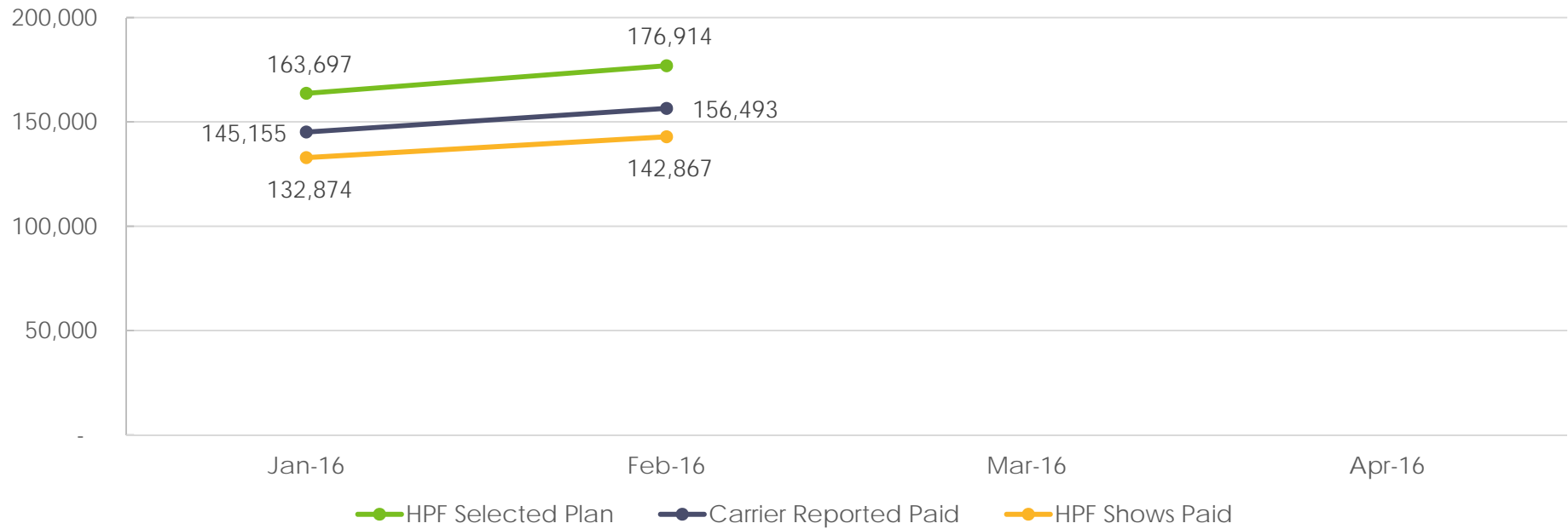


washington  
**healthplanfinder**  
click. compare. covered.

# Executive Dashboard

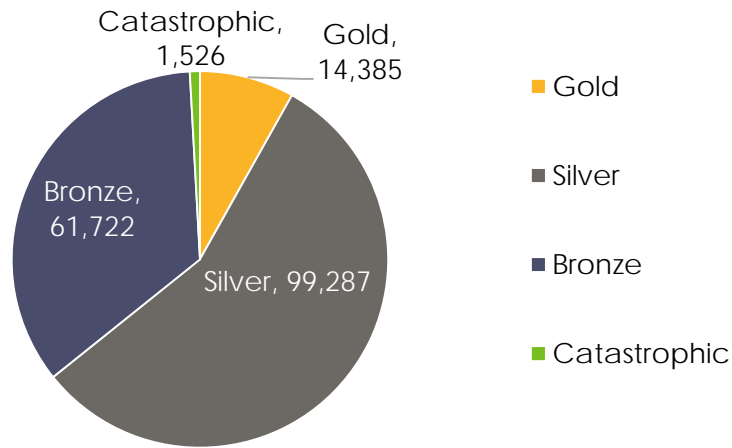
## March 2016

## Qualified Health Plan (QHP) – Selected a Plan / Paid Individuals

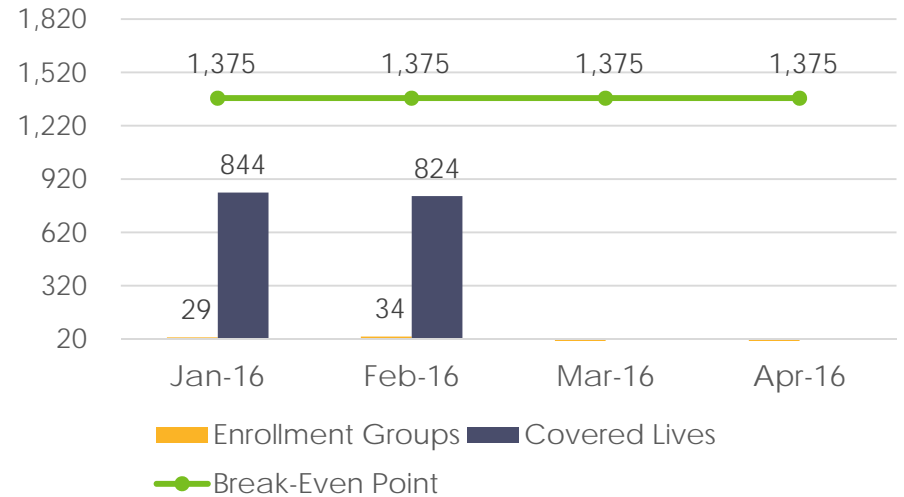


Individuals	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Healthplanfinder (HPF) Selected a Plan	163,697	176,914		
Carrier Reported Paid	145,155	156,493		
HPF Shows Paid	132,874	142,867		
Actuarial Projection	119,419	148,397		
Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Total Modified Adjusted Gross Income (MAGI) Medicaid/CHIP	1,531,344	1,523,494		
Churn: Medicaid to QHP (percent)	0.3%	0.2%		
Churn: QHP to Medicaid (percent)	1.6%	0.7%		

QHP Feb-2016 Currently Paid Individuals/Selected a Plan by Metal Level



Small Business Health Options Program (SHOP) Enrollment



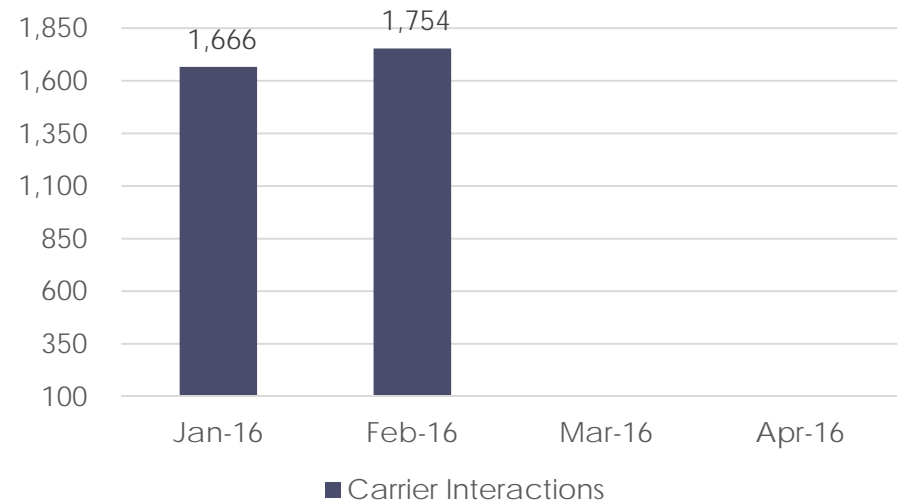
QHP – Subsidized / Non-Subsidized

Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Subsidized	113,543	122,719		
Subsidized - Percent	69%	69%		
Non-Subsidized	50,154	54,195		
Non-Subsidized - Percent	31%	31%		
Total Subsidized / Non-Subsidized	163,697	176,914		

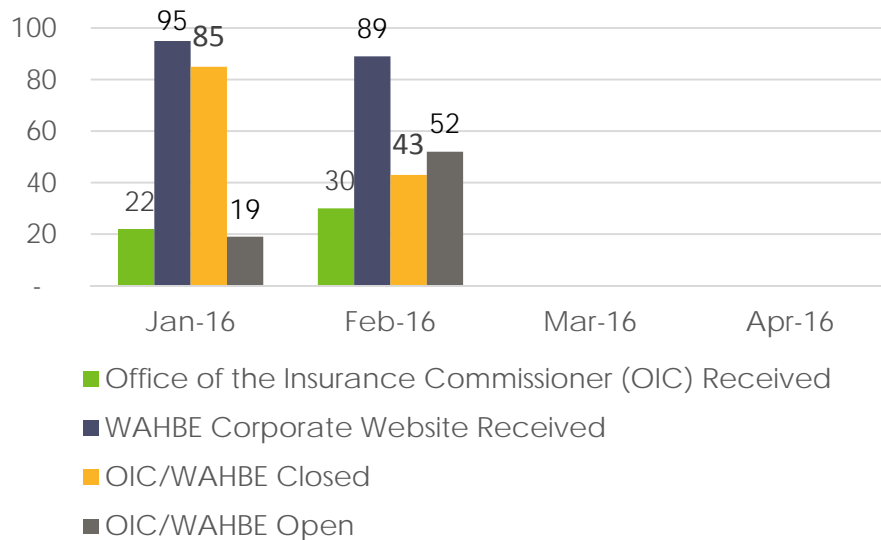
## Customer Service Center

Metric	Jan-16	Feb-16	Mar-16	Apr-16
Volume of Calls Received	146,270	106,500		
Average Wait Time for Calls (min:sec)	12:18	7:08		
Calls Meeting Service Level (Target – 80%)	45.59%	50.47%		
Abandonment Rate	16.14%	9.03%		
QHP / Medicaid Interactions	QHP-24% WAH-36% Both-40%	QHP-23% WAH-43% Both-35%		

## Carrier Related Activities



## Customer Complaints – OIC / WAHBE Corporate Website

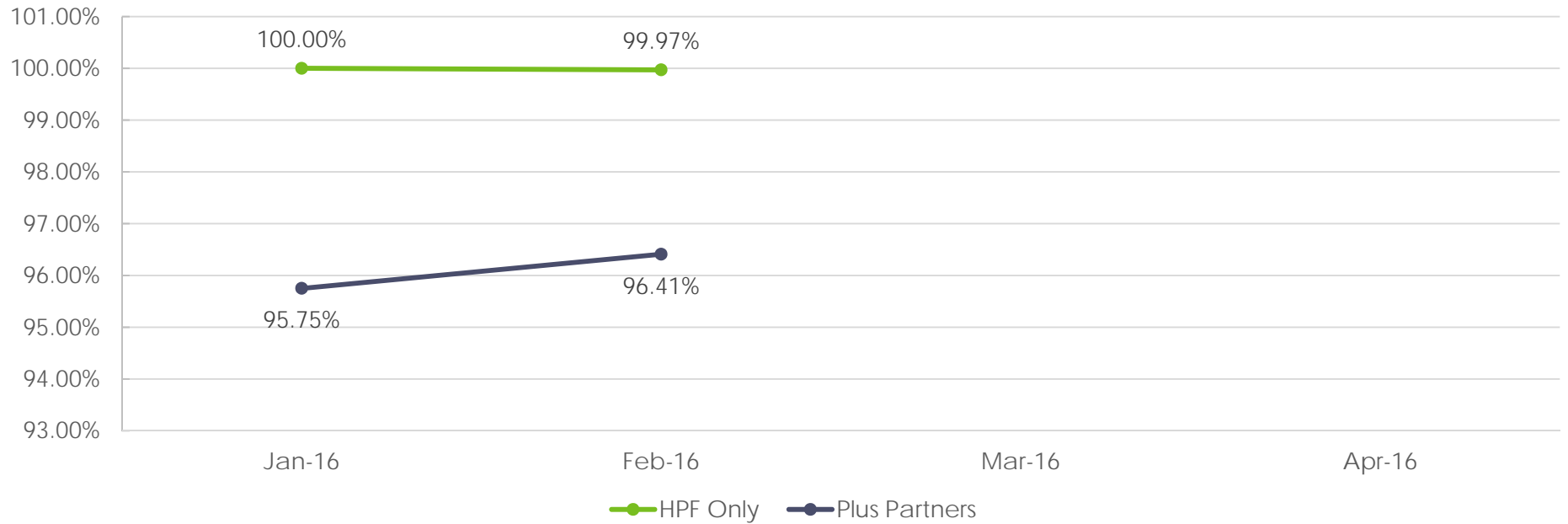


## Feb-2016 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment Issue	Technical Issue	1095-A
OIC – Customer Complaints	Enrollment Issue	EDI Issue	1095-A
Corporate Website – Search*	1095-A	Affordability	Exemptions

\*Of the 3,417 (3% of total visitors) who use the search function on the corporate website – key terms being searched. Helps the Exchange to ID resource material.

## Washington Healthplanfinder Availability/Plus Partners



Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016
System Availability – HPF only	100%	99.97%		
System Availability – Plus Partners	95.75%	96.41%		
Number of Visitors (traffic)	1,567,190	1,895,108		
Average length of time of visit (min:sec)	2:29	2:25		
Number of OHP Eligibility Determinations	62,076	46,141		