



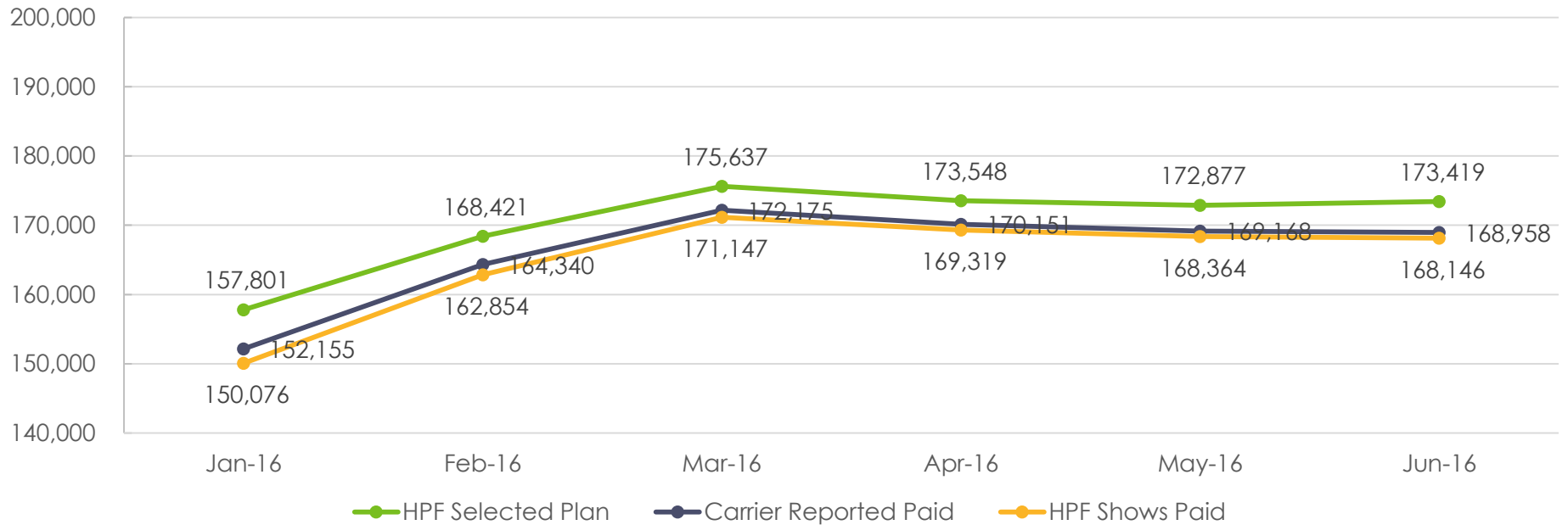
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

July 2016

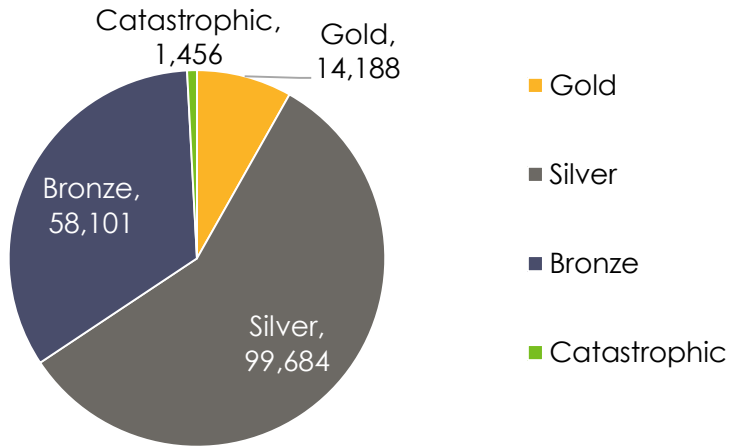
Qualified Health Plan (QHP) – Selected a Plan / Paid Individuals



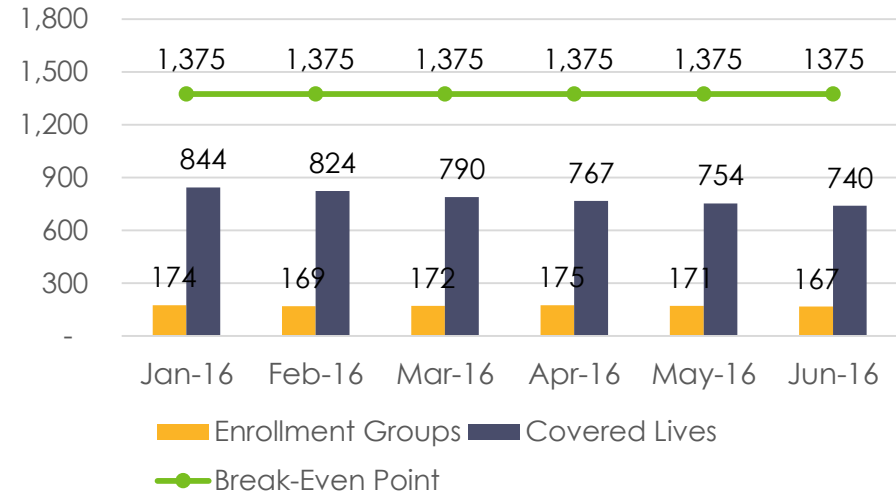
Individuals	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016
Healthplanfinder (HPF) Selected a Plan	157,801*	168,421*	175,637*	173,548*	172,877*	173,419
Carrier Reported Paid	152,155*	164,340*	172,175*	170,151*	169,168*	168,958
HPF Shows Paid	150,076*	162,854*	171,147*	169,319*	168,364*	168,146
Actuarial Projection	138,056	151,464	157,985	157,021	155,504	155,066
Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016
Total Modified Adjusted Gross Income (MAGI) Medicaid/CHIP	1,533,825	1,530,106	1,522,342	1,521,881	1,521,320	1,526,578
Churn: Medicaid to QHP (percent)	0.30%	0.20%	0.20%	.20%	.10%	.10%
Churn: QHP to Medicaid (percent)	1.40%	0.70%	0.70%	.70%	.60%	.60%

*Figure has been updated to reflect information as of June 2016

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



Small Business Health Options Program (SHOP) Enrollment



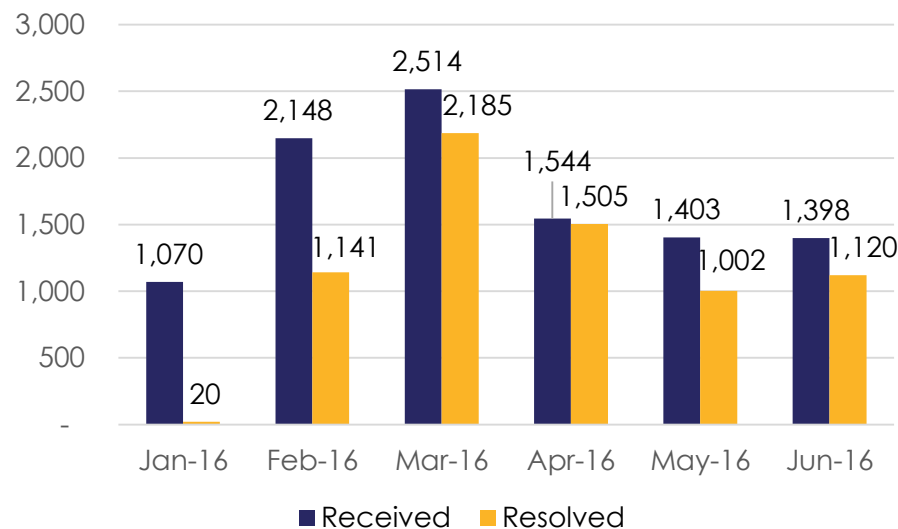
QHP – Subsidized / Non-Subsidized

Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016
Subsidized	111,372	119,710	126,584	124,104	122,602	121,218
Subsidized - Percent	69.18%	69.23%	69.35%	69.87%	69.96%	69.90%
Non-Subsidized	49,626	53,205	55,949	53,509	52,635	52,201
Non-Subsidized - Percent	31.82%	30.77%	30.65%	30.13%	30.04%	30.10%
Total Subsidized / Non-Subsidized	160,998	172,915	182,533	177,613	175,237	173,419

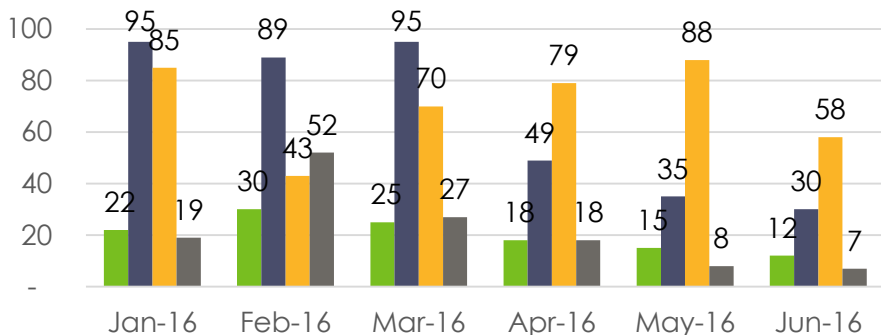
Customer Service Center

Metric	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Volume of Calls Received	146,270	106,500	100,241	79,418	59,533	63,746
Average Wait Time for Calls (min:sec)	12:18	7:08	2:47	4:40	8:39	26:05
Calls Meeting Service Level (Target – 80%)	45.59%	50.47%	68.96%	56.57%	33.49%	10.78%
Abandonment Rate	16.14%	9.03%	3.42%	6.52%	10.35%	28.94%
QHP / Medicaid Interactions	QHP-24% WAH-36% Both-40%	QHP-23% WAH-43% Both-35%	QHP-24% WAH-45% Both-31%	QHP-62% WAH-18% Both-20%	QHP-47% WAH-12% Both-41%	QHP-19% WAH-49% Both-32%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website



- Office of the Insurance Commissioner (OIC) Received
- WAHBE Corporate Website Received
- OIC/WAHBE Closed
- OIC/WAHBE Open

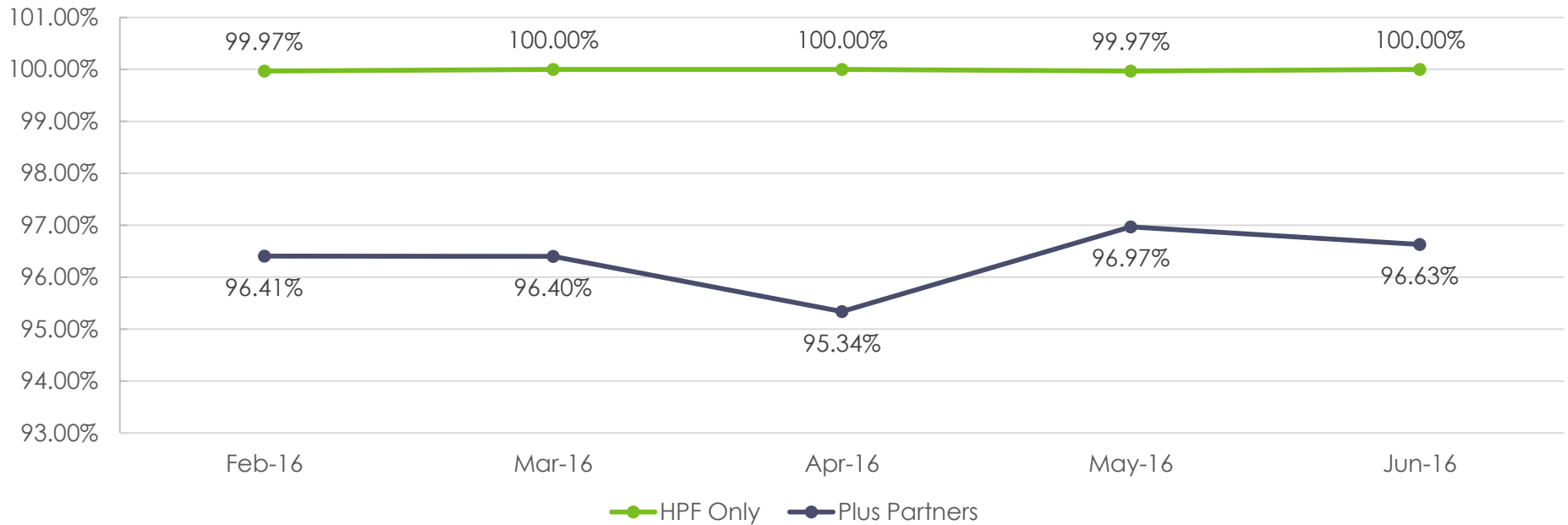
June-2016 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment Issue	Customer Service Ctr.	Eligibility Issue
OIC – Customer Complaints	Enrollment Issue	EDI* Issue	Eligibility/ Tax Credit
Corporate Website – Search**	Dental	Appeals	Cancel Coverage

*EDI – Electronic Data Interchange (transfer of information between the Exchange and carriers.)

**Of the 1,194 (2% 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	May-2016	Jun-2016
System Availability – HPF only	100.00%	99.97%	100.00%	100.00%	99.97%	100.00%
System Availability – Plus Partners	95.75%	96.41%	96.40%	95.34%	96.97%	96.63%
Number of Total Visitors (traffic)	1,567,190	1,895,108	2,201,753	2,475,196	2,688,827	2,917,250
Average Length of Time of Visit (min:sec)	2:29	2:25	2:09	2:19	2:17	2:24
Number of QHP Eligibility Determinations	62,076	46,141	34,430	30,005	27,517	29,861