



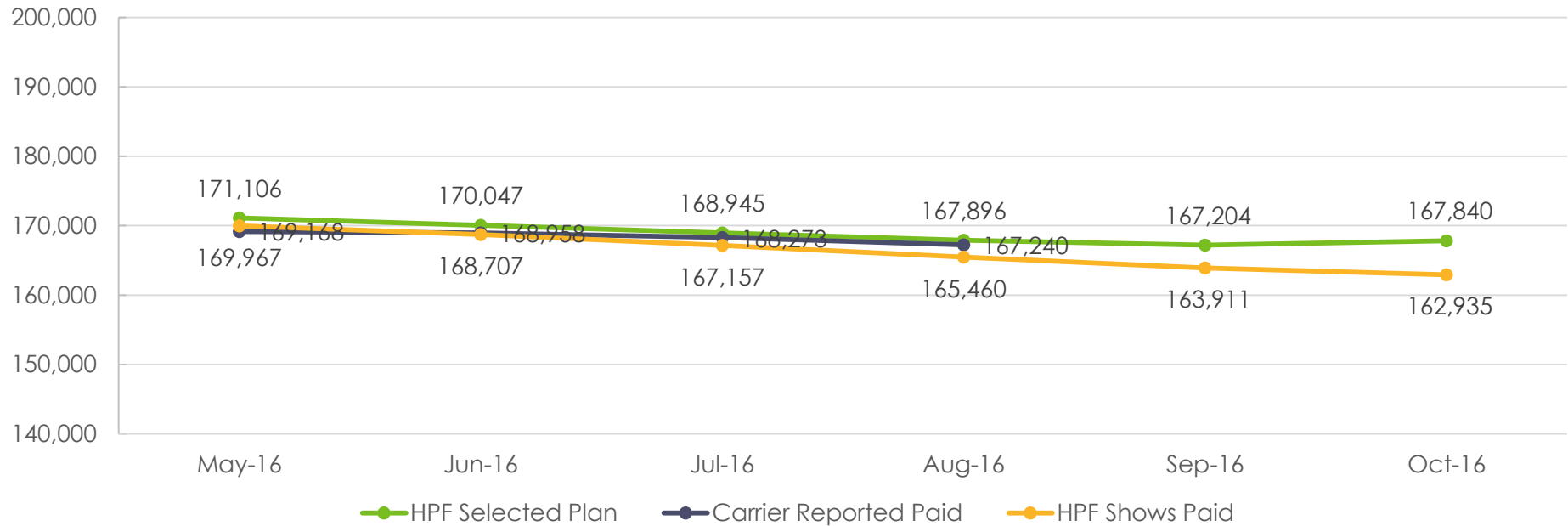
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

November 2016

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

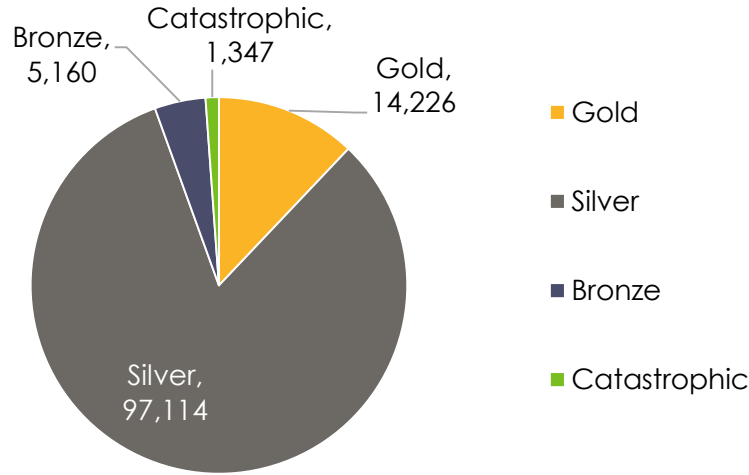


Individuals	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016
Healthplanfinder (HPF) Selected a Plan	171,106*	170,047*	168,945*	167,896*	167,204*	167,840
Carrier Reported Paid	169,168*	168,958*	168,273*	167,240*	Not Available	
HPF Shows Paid	169,967*	168,707*	167,157*	165,460*	163,911 *	162,935
Actuarial Projection	155,504	155,066	154,411	155,252	156,155	156,153
Dis-enrollments						4,017
Total MAGI** Medicaid/CHIP	1,521,320	1,526,578	1,528,991	1,540,502	1,543,933	1,549,668
Churn: Medicaid to QHP (percent)	.10%	.10%	.10%	.10%	.10%	.11%
Churn: QHP to Medicaid (percent)	.60%	.60%	.50%	.60%	.60%	.70%

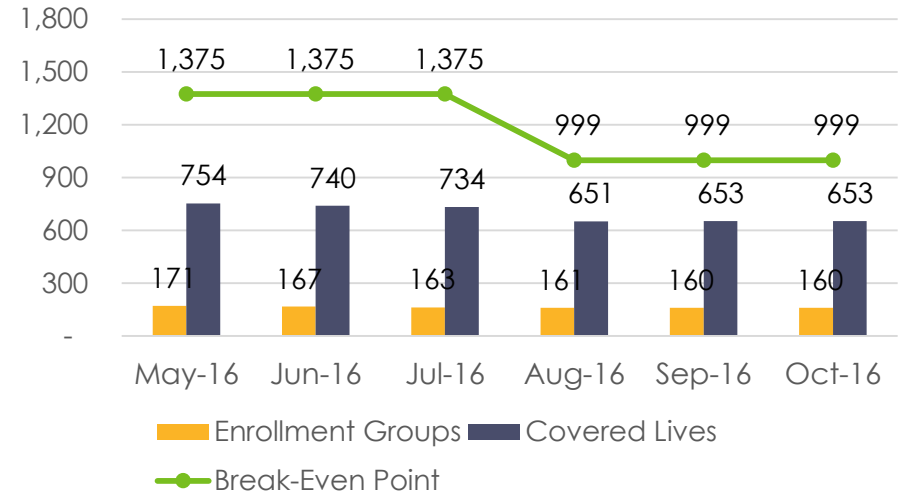
*Figure has been updated to reflect information as of September 2016

** Modified Adjusted Gross Income

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



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016
Subsidized	118,792	118,189	117,278	116,891	117,072	113,497
Subsidized - Percent	69.33%	69.37%	69.23%	69.15%	69.20%	67.62%
Non-Subsidized	52,554	52,175	52,130	52,140	52,102	54,343
Non-Subsidized - Percent	30.67%	30.63%	30.77%	30.85%	30.80%	32.38%
Total Subsidized / Non-Subsidized	171,346	170,364	169,408	169,031	169,174	167,840

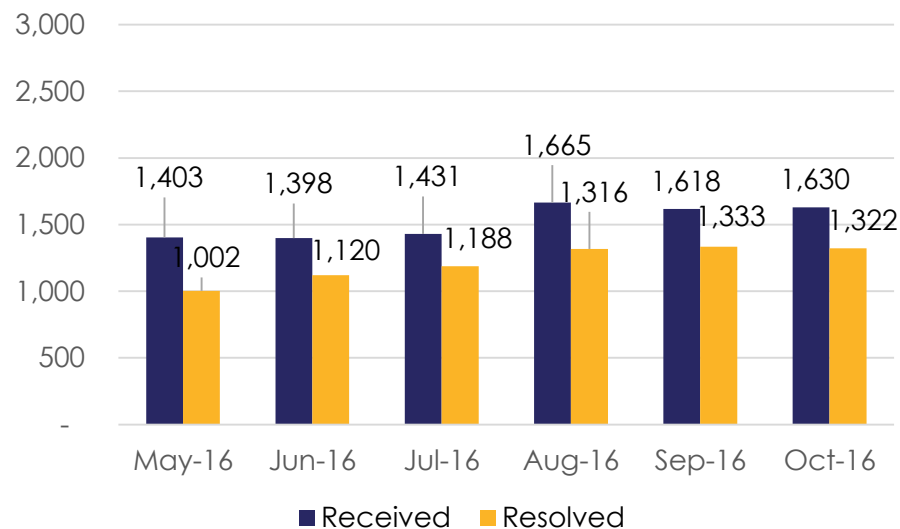
Special Enrollment Period

Metric	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016
Special Enrollment Period New by Month	10,269	10,692	10,009	11,345	10,403	10,304

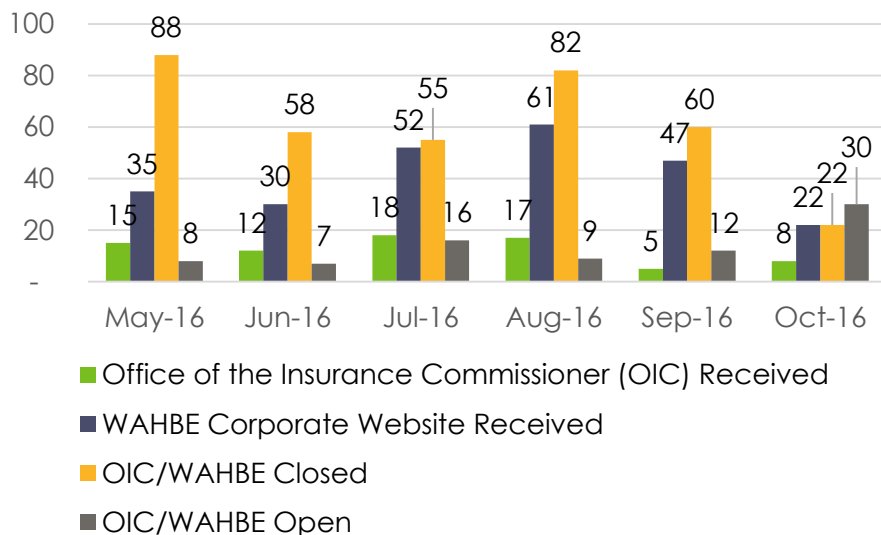
Customer Service Center

Metric	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Volume of Calls Received	59,533	63,746	58,838	70,144	67,243	65,682
Average Wait Time for Calls (min:sec)	8:39	26:05	36:14	20:06	15:22	3:36
Calls Meeting Service Level (Target – 80%)	33.49%	10.78%	10.71%	21.74%	16.80%	83.01%
Abandonment Rate	10.35%	28.94%	39.45%	23.35%	16.82%	1.81%
Interactions:						
• QHP	47%	19%	59%	37%	18%	19%
• WAH	12%	49%	25%	22%	50%	45%
• Both	41%	32%	16%	41%	32%	36%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

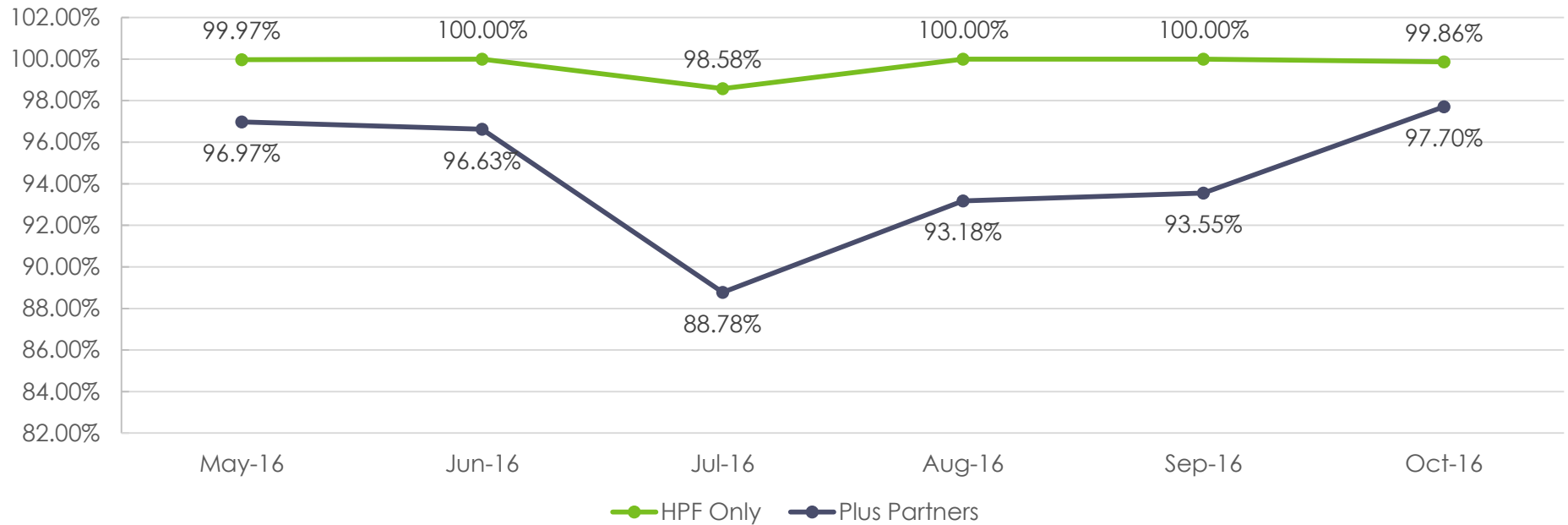


October-2016 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment Issue	Technical Issue	Enrollment Issue-WAH
OIC – Customer Complaints	Enrollment Issue	Eligibility/Tax Credit Issue	Payment /Invoice Issue
Corporate Website – Search*	Sign In	Dental	Open Enrollment

*Of the 3,004(3% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016
System Availability – HPF only	99.97%	100.00%	98.58%	100.00%	100.00%	99.86%
System Availability – Plus Partners	96.97%	96.63%	88.78%	93.18%	93.55%	97.70%
Number of Total Visitors (traffic)	2,688,827	2,917,250	3,118,118	3,348,017	3,592,632	3,834,232
Average Length of Time of Visit (min:sec)	2:17	2:24	2:11	2:15	2:31	2:30
Number of QHP Eligibility Determinations	27,517	29,861	27,653	32,266	33,201	33,992