

Agents and Broker Technical Advisory Committee

April 16, 2025

Agenda

Welcome and Introductions

Open Enrollment 12 Summary of Customer Assister Data

Broker Survey Results

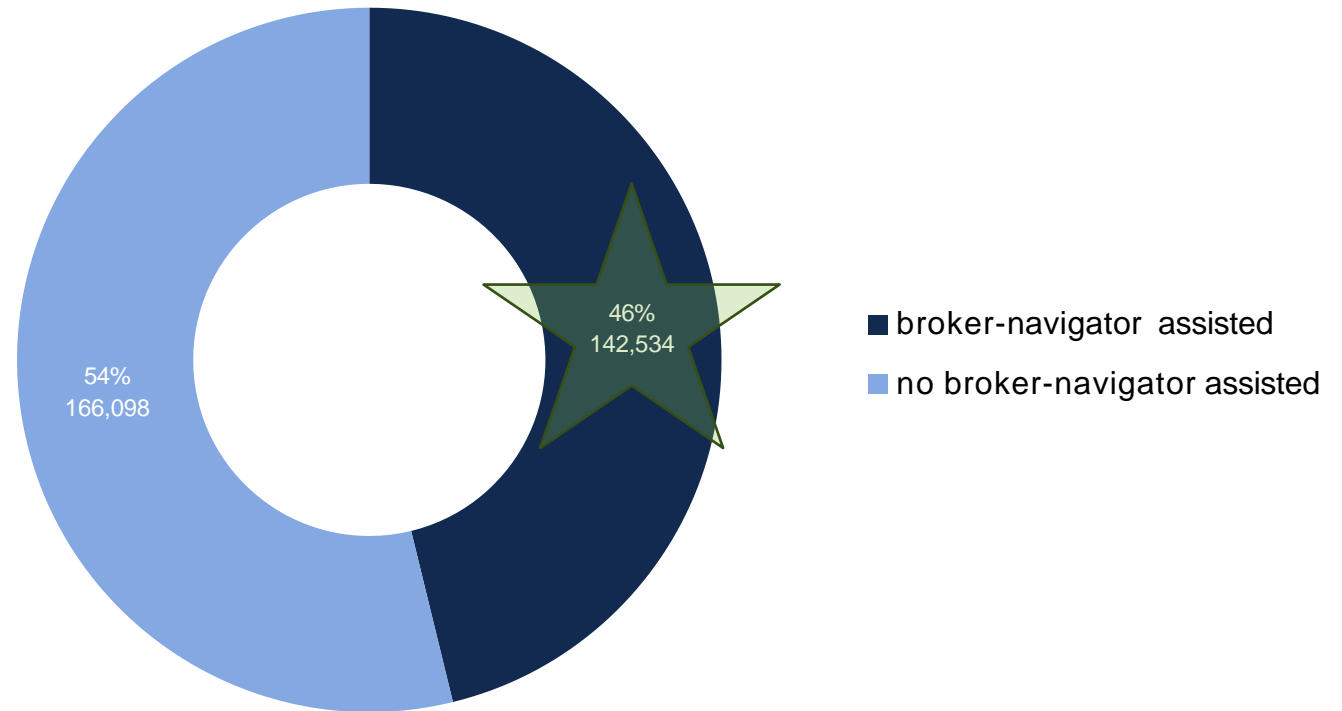
Producer Program Event Reminders

Questions/Adjourn

OE12 Summary of Customer Assister Data

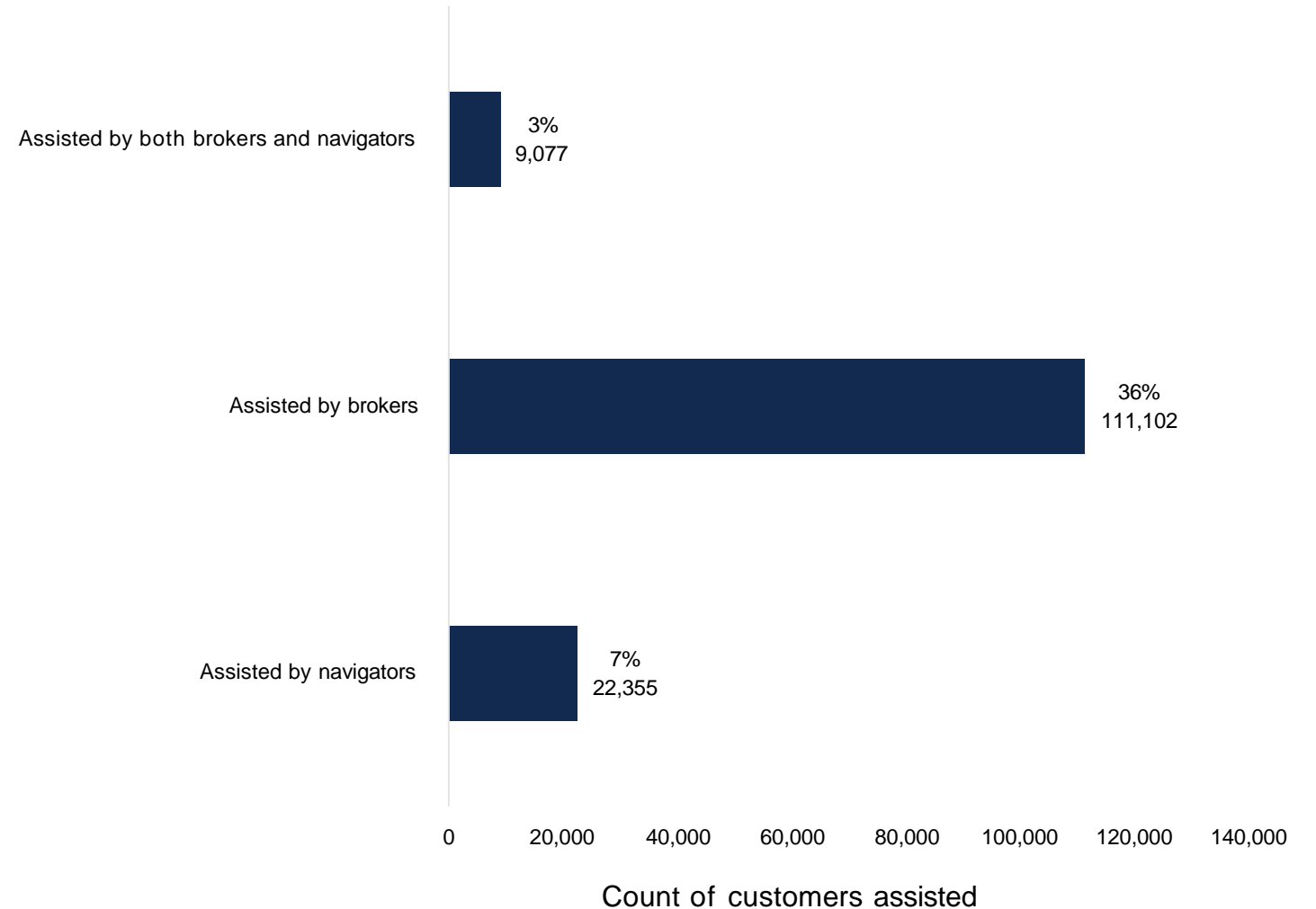
Partner Assistance Summary for QHP OE12

Percentage of customers assisted by brokers and navigators during OE12 for QHP



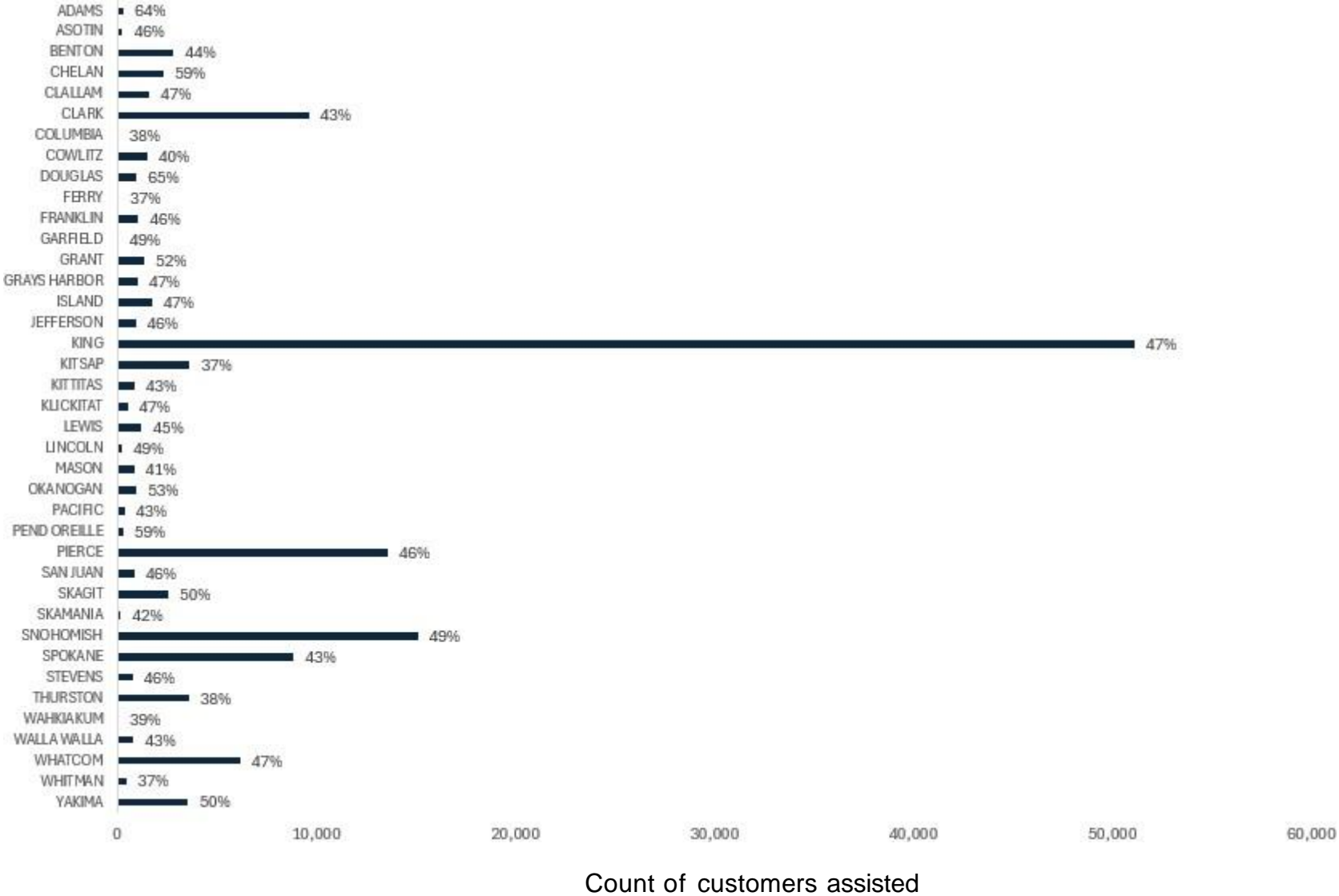
Partner assisted category – QHP OE12

Percentage of customers by partner-assisted category during OE12 for QHP



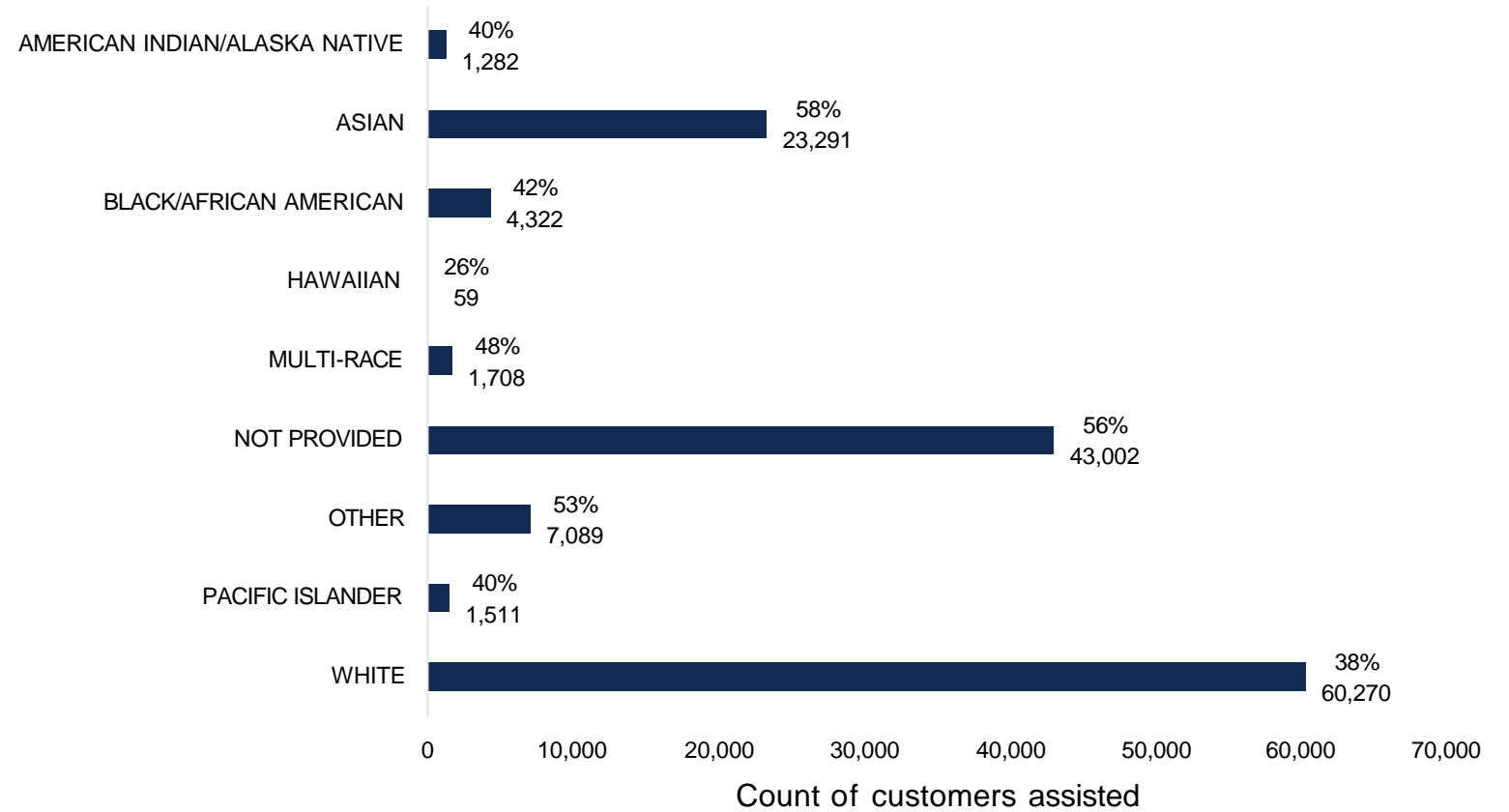
Percentage of customers assisted in each county during OE12 for QHP

County – QHP OE12



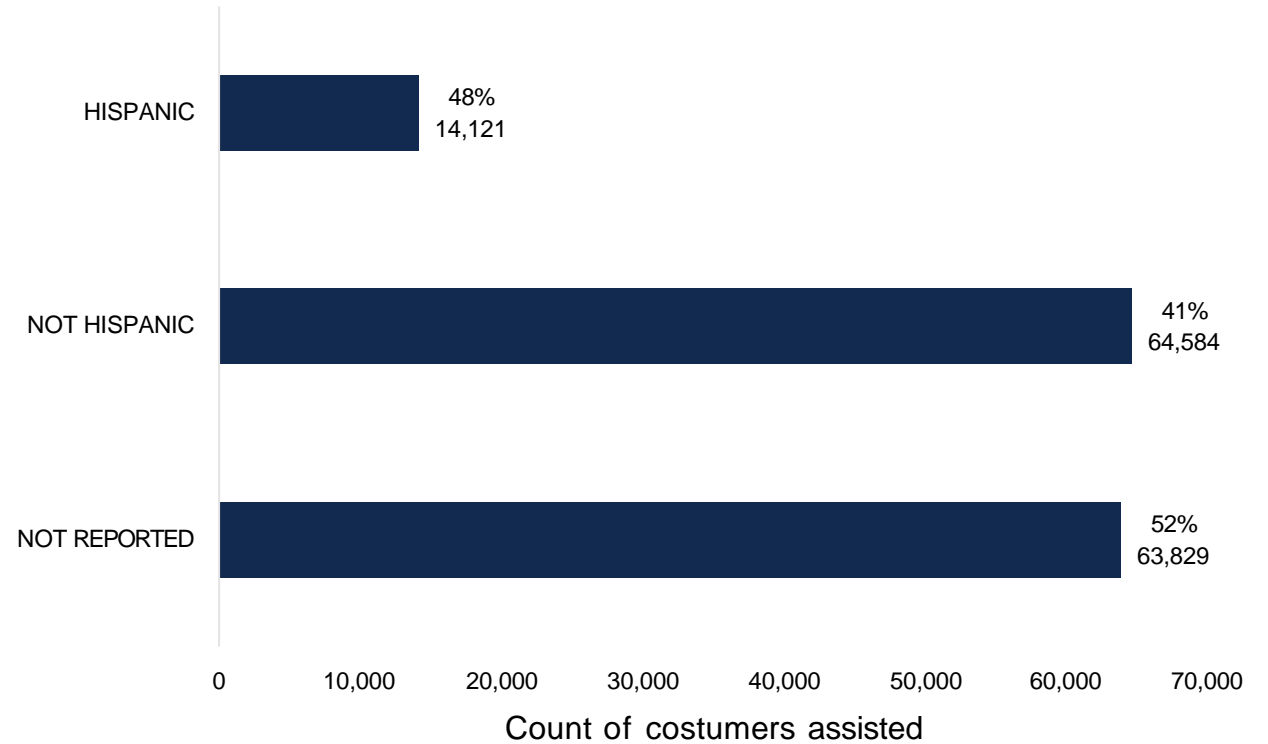
Race – QHP OE12

Percentage of customers assisted by race category during OE12 for QHP



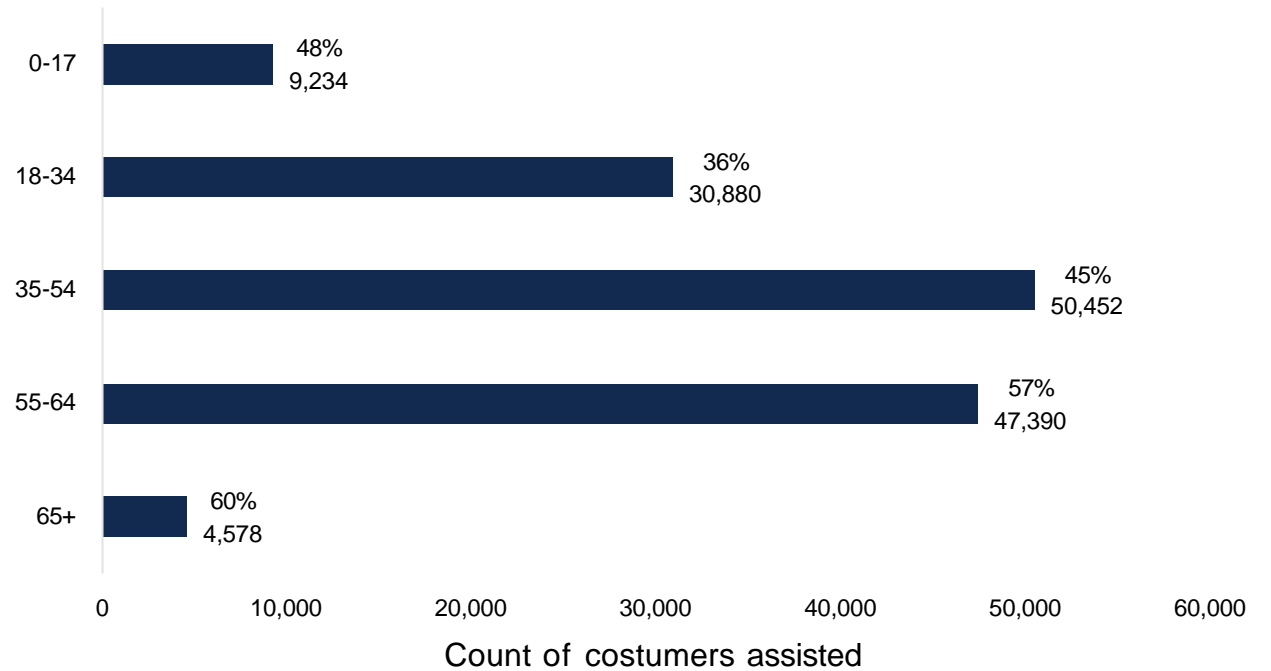
Ethnicity – QHP OE12

Percentage of customers assisted by ethnicity category during OE12 for QHP



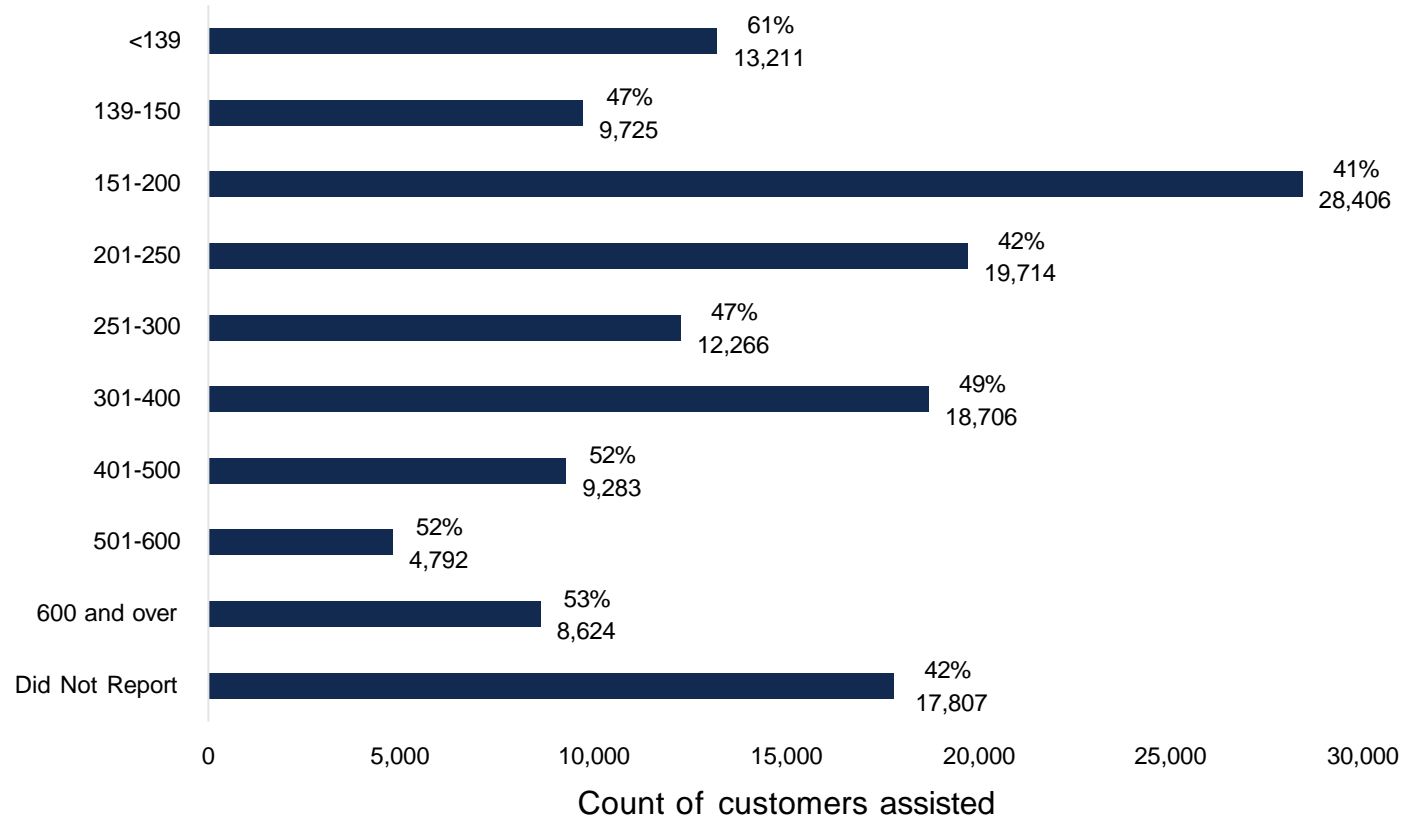
Age – QHP OE12

Percentage of customers assisted by age category during OE12 for QHP



FPL – QHP OE12

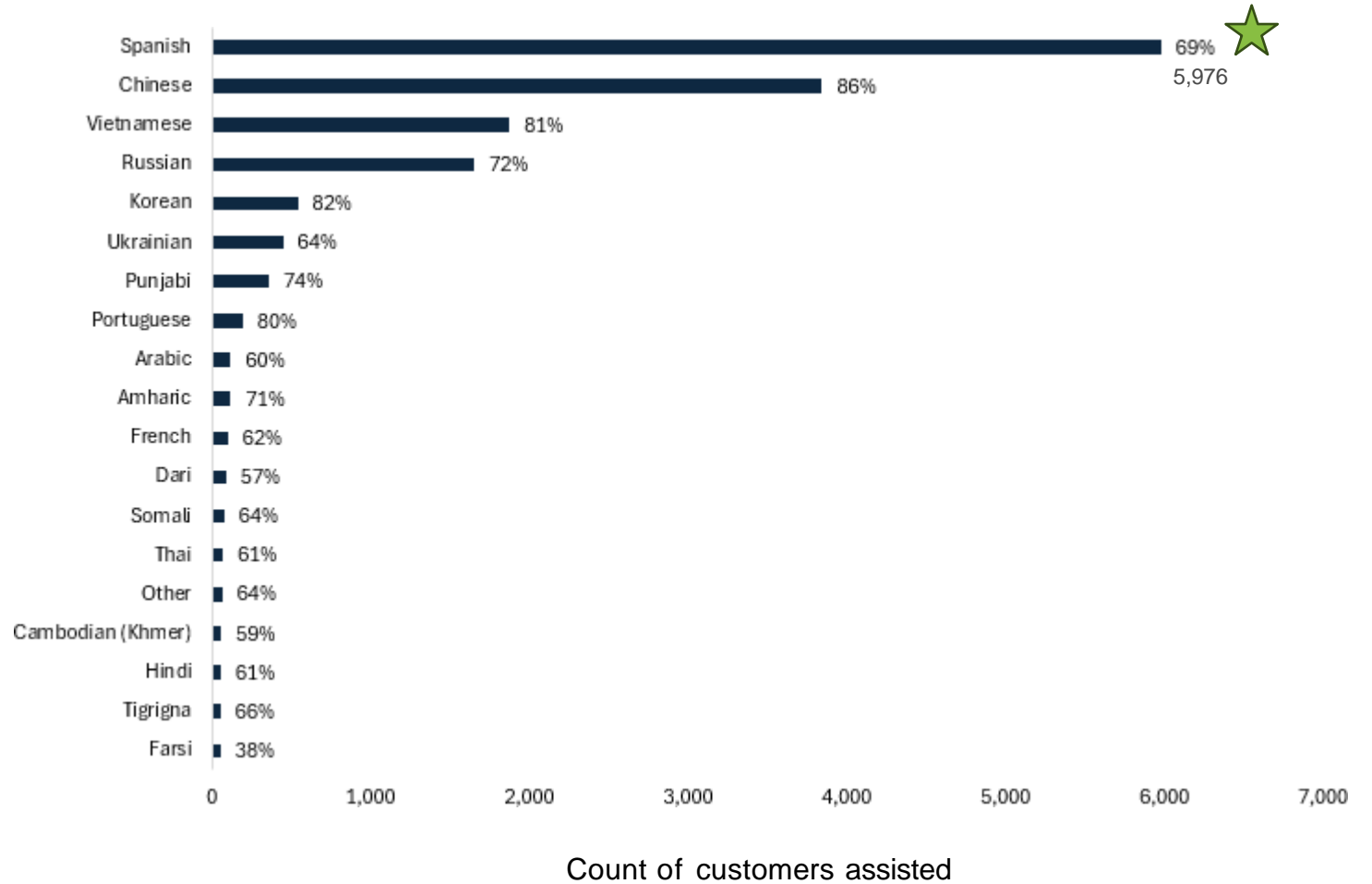
Percentage of customers assisted by FPL category during OE12 for QHP



Language – QHP OE12

Due to the chart size, English was excluded from the chart, and only languages with more than 50 customers are included.

Percentage of customers assisted by language category during OE12 for QHP



Celebration Corner

Data extracted from the OE12 preview report as of 01/27/2025



50%

of customers assisted were below the 250% FPL during OE12 for QHP

16,079

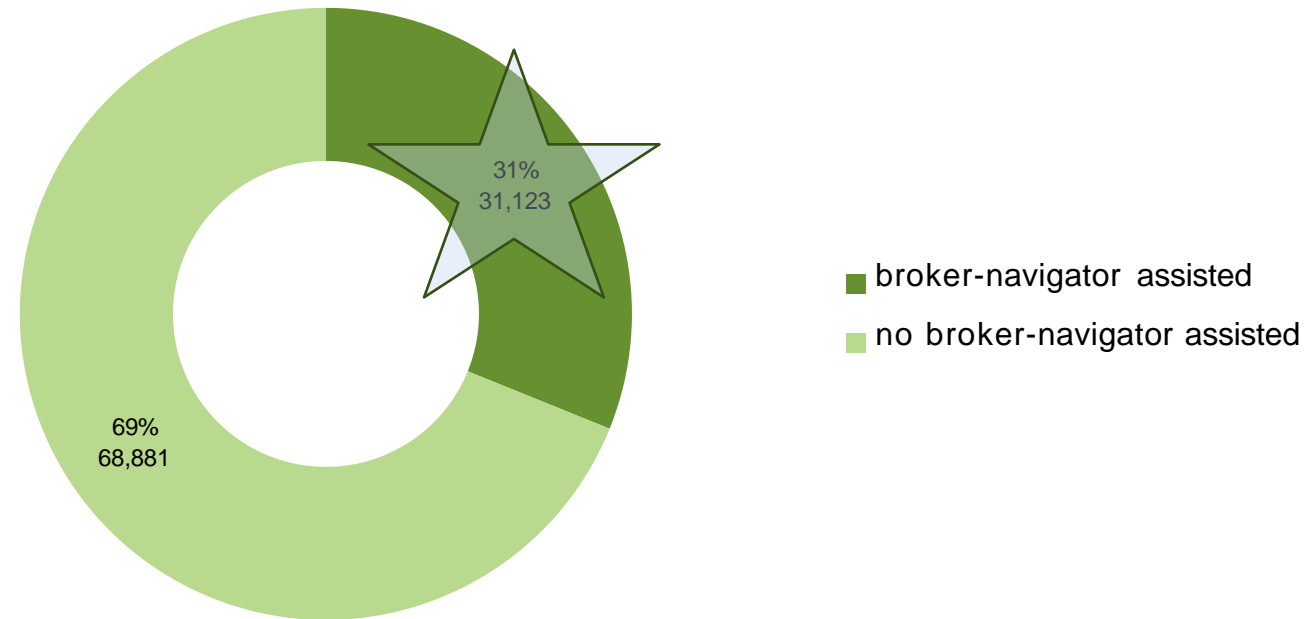
customers were assisted in languages other than English during OE12 for QHP

19,506

customers assisted were in rural area during OE12 for QHP

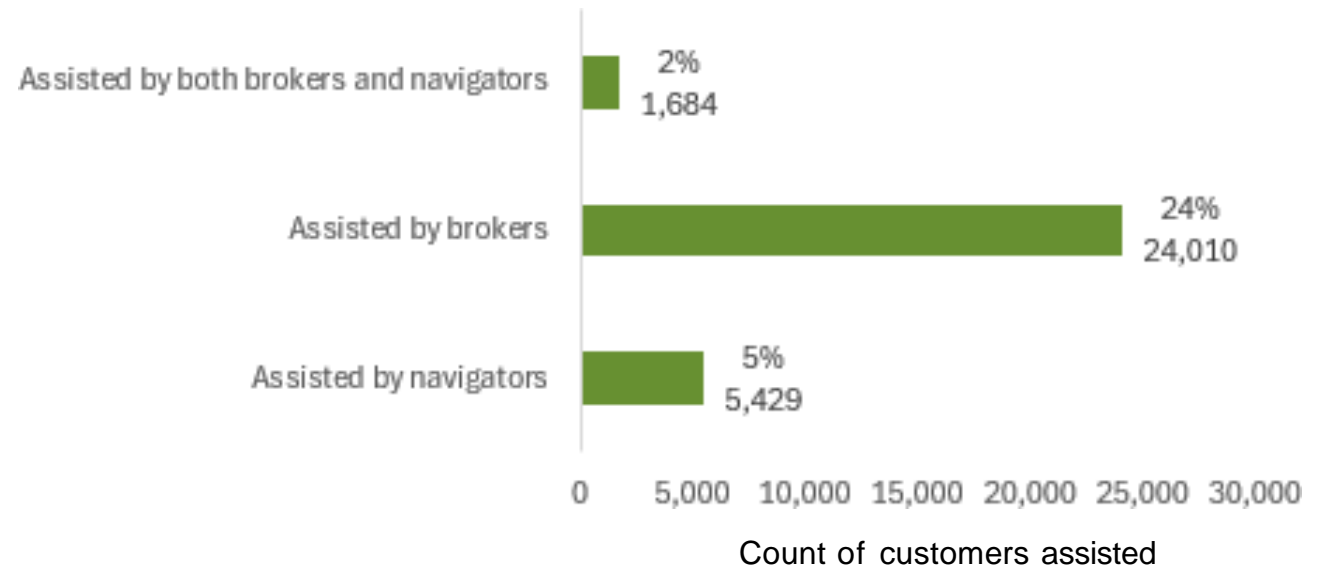
Partner Assistance Summary for QDP OE12

Percentage of customers assisted by brokers and navigators during OE12 for QDP



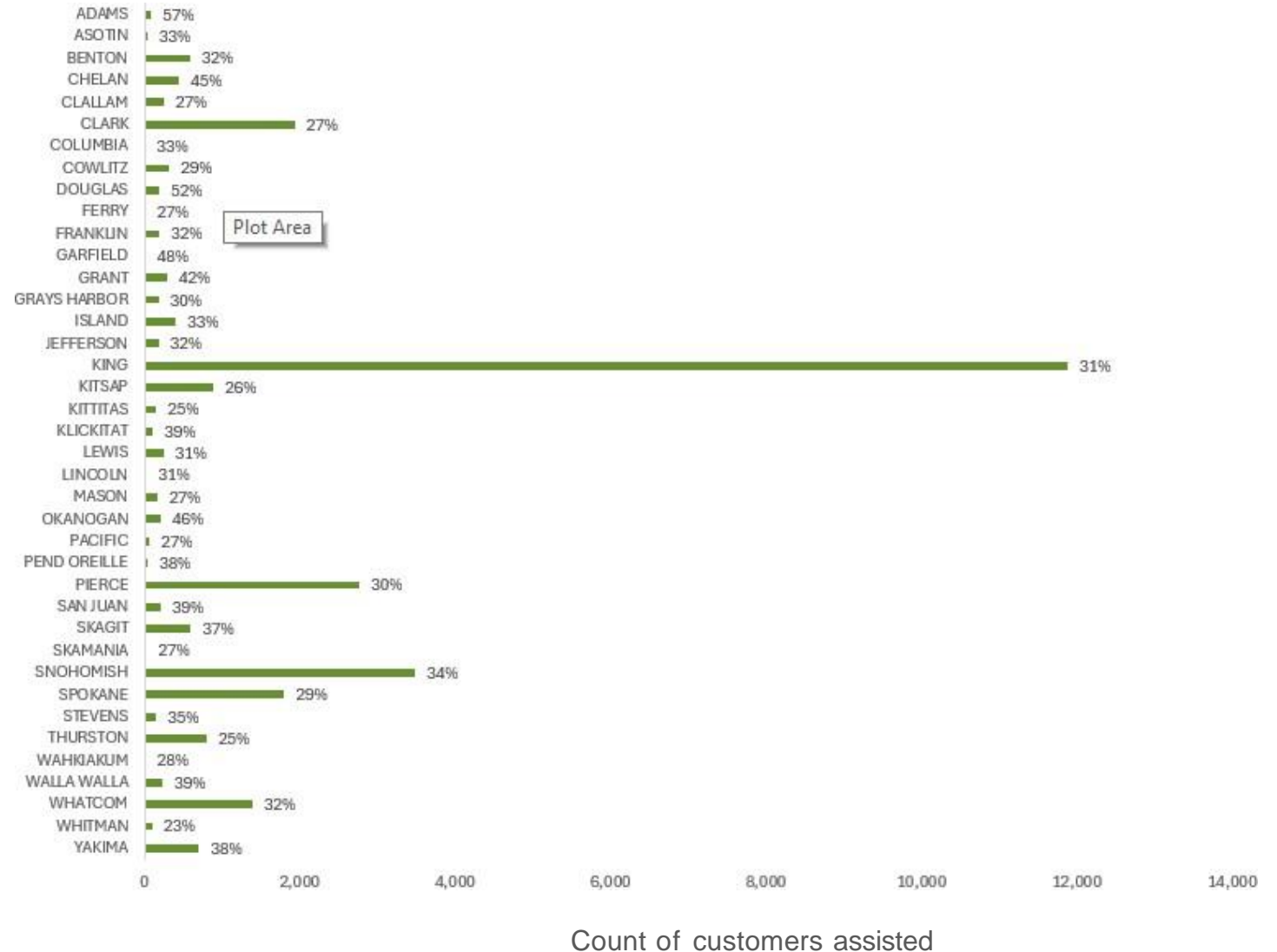
Partner assisted category – QDP OE12

Percentage of customers assisted in each county during OE12 for QDP



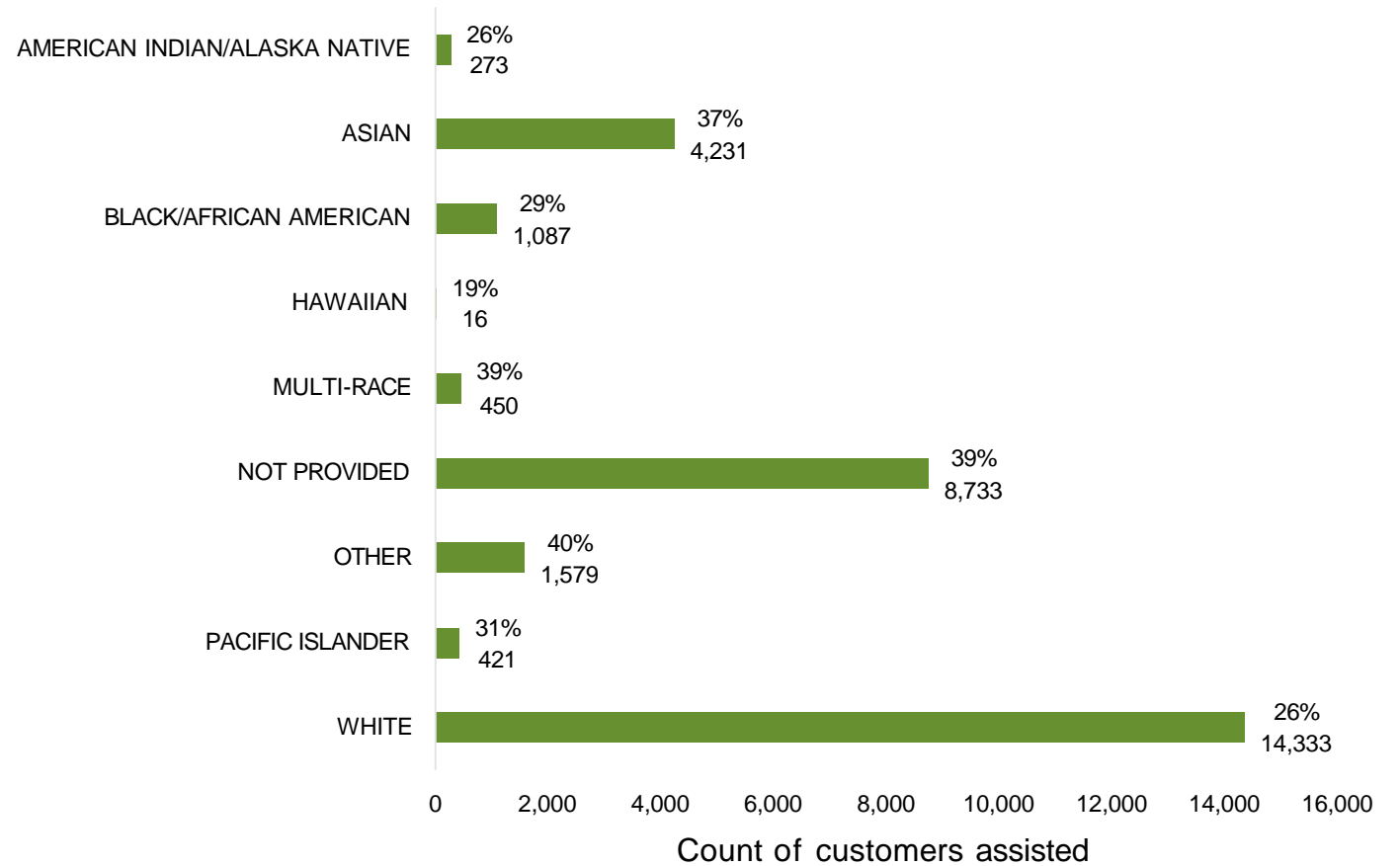
County- QDP OE12

Percentage of customers assisted in each county during OE12 for QDP



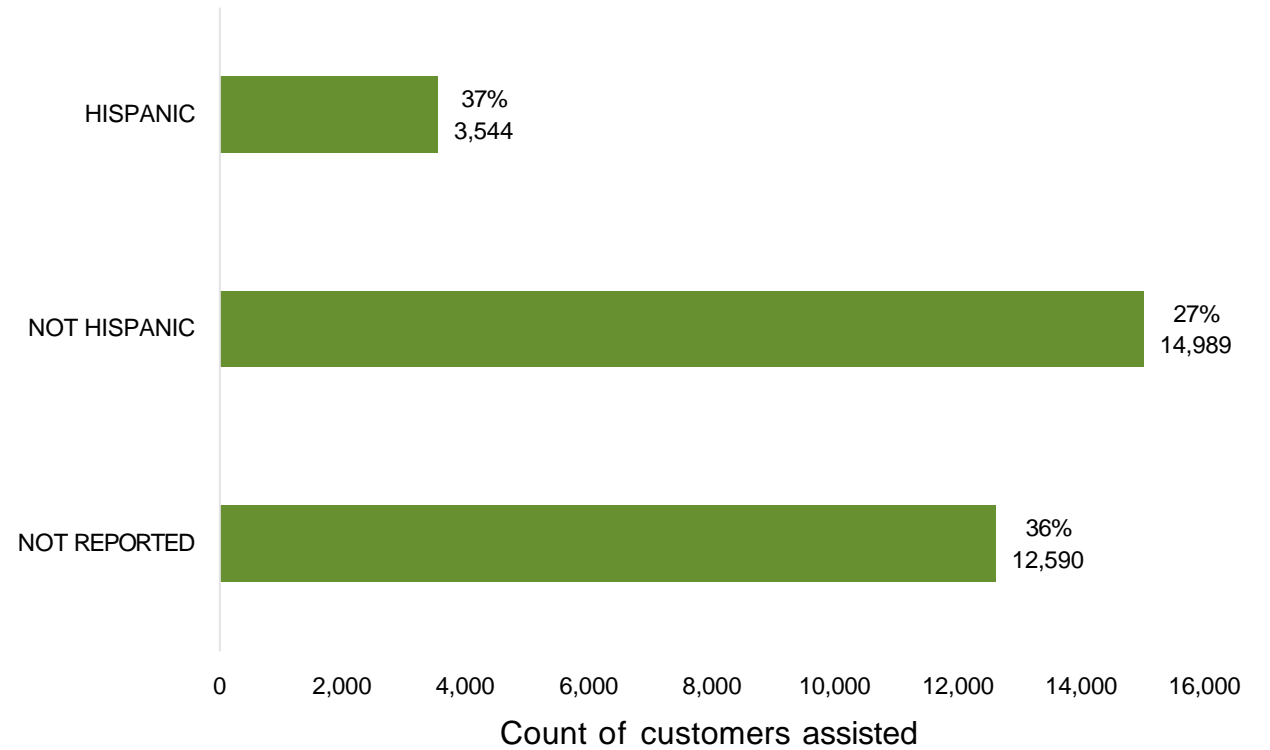
Race - QDP OE12

Percentage of customers assisted by race category during OE12 for QDP



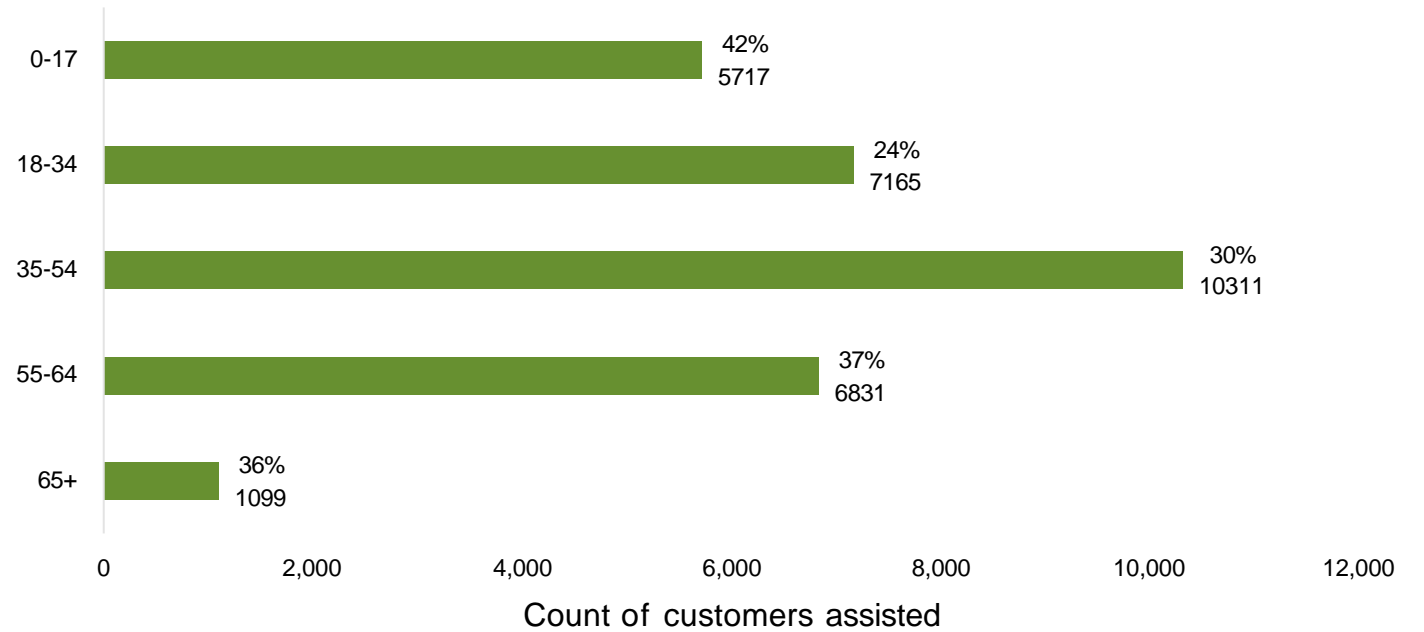
Ethnicity- QDP OE12

Percentage of customers assisted by ethnicity category during OE12 for QDP



Age - QDP OE12

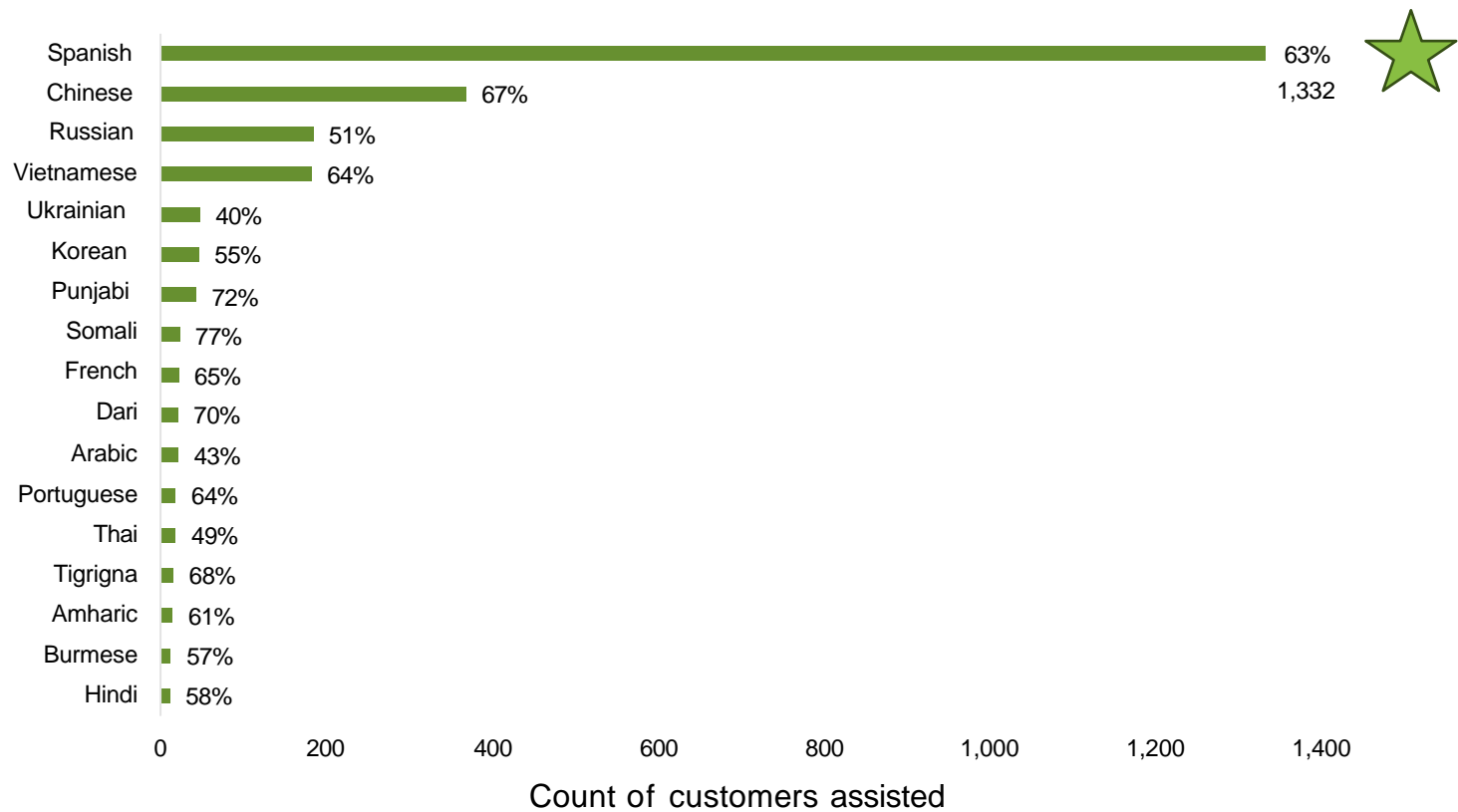
Percentage of customers assisted by age category during OE12 for QDP



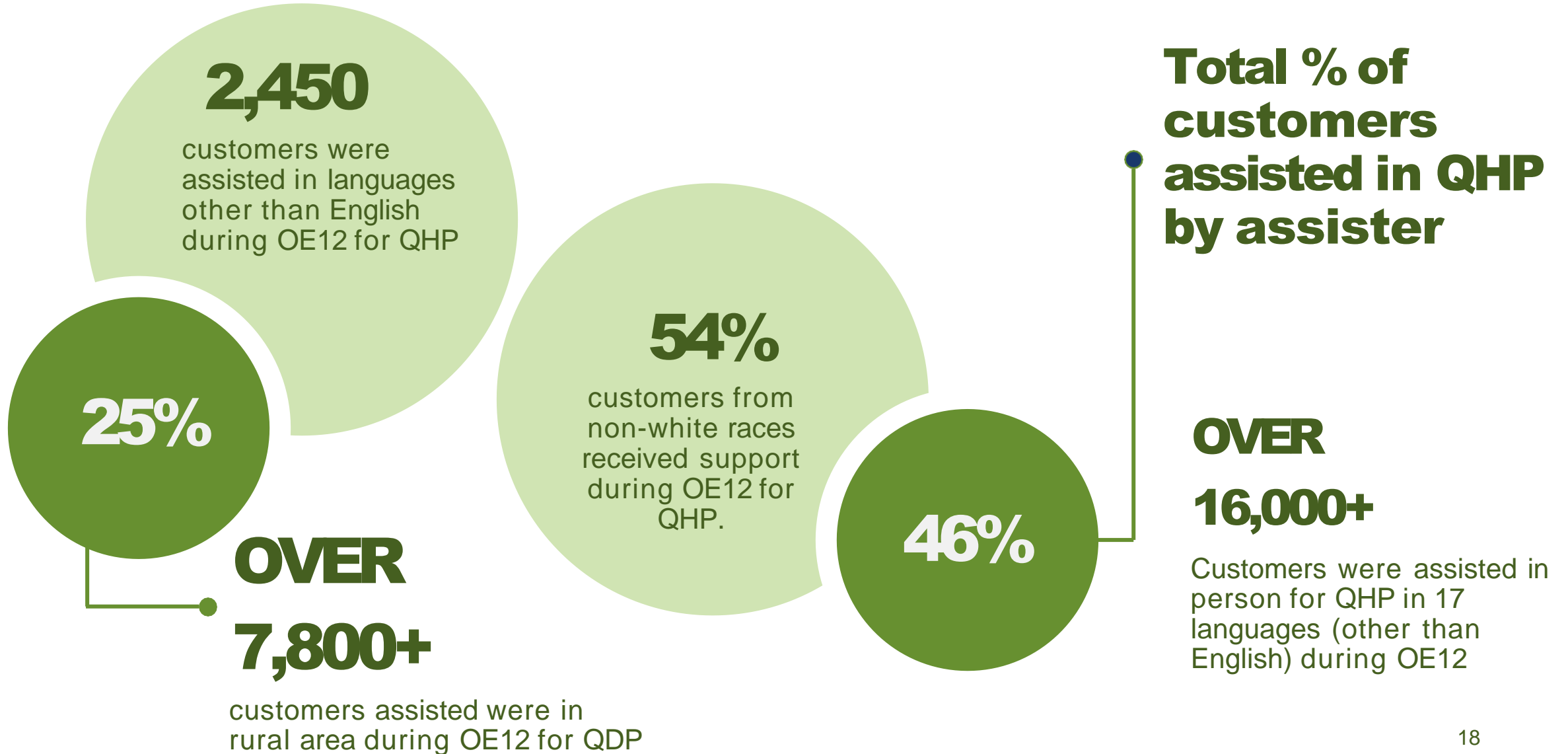
Language— QDP OE12

Due to the chart size, English was excluded from the chart, and only languages with more than 10 customers are included.

Percentage of customers assisted by language category during OE12 for QDP



Celebration Corner

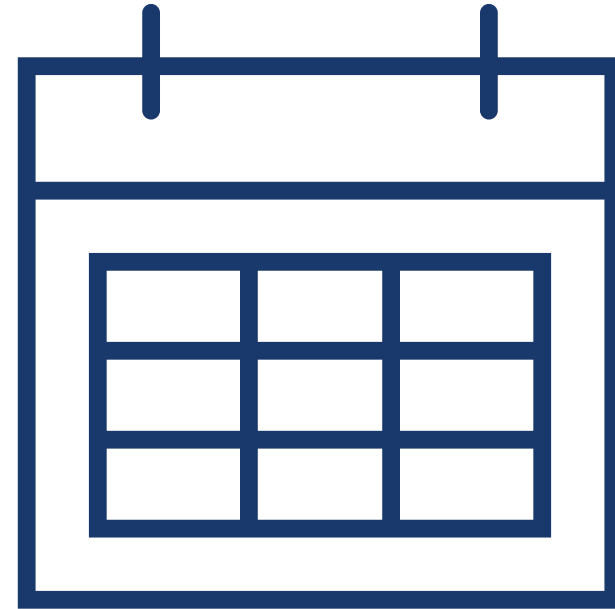


Placeholder for Broker Survey Results



Upcoming Events

Placeholder for upcoming events



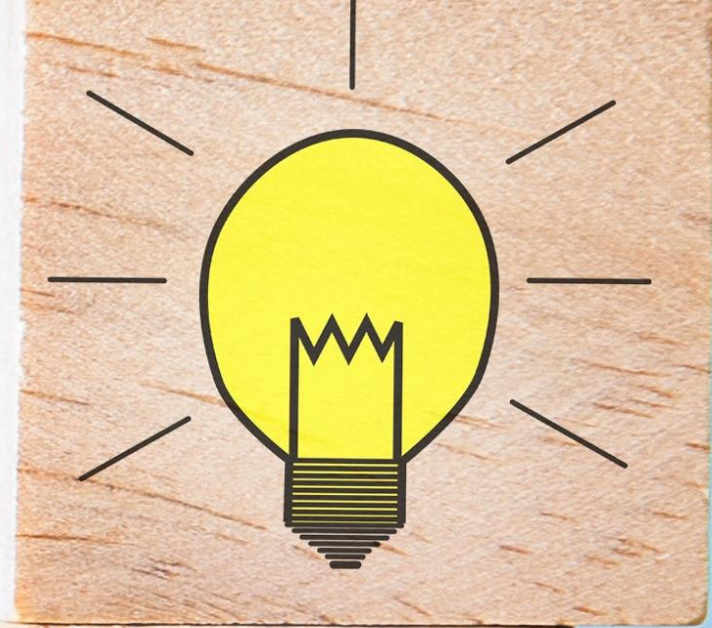
Public Comment

Please unmute yourself to
make a public comment.

Questions

producer@wahbexchange.org

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Next Meeting

July 16, 2025
9:30am-11:00am



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