



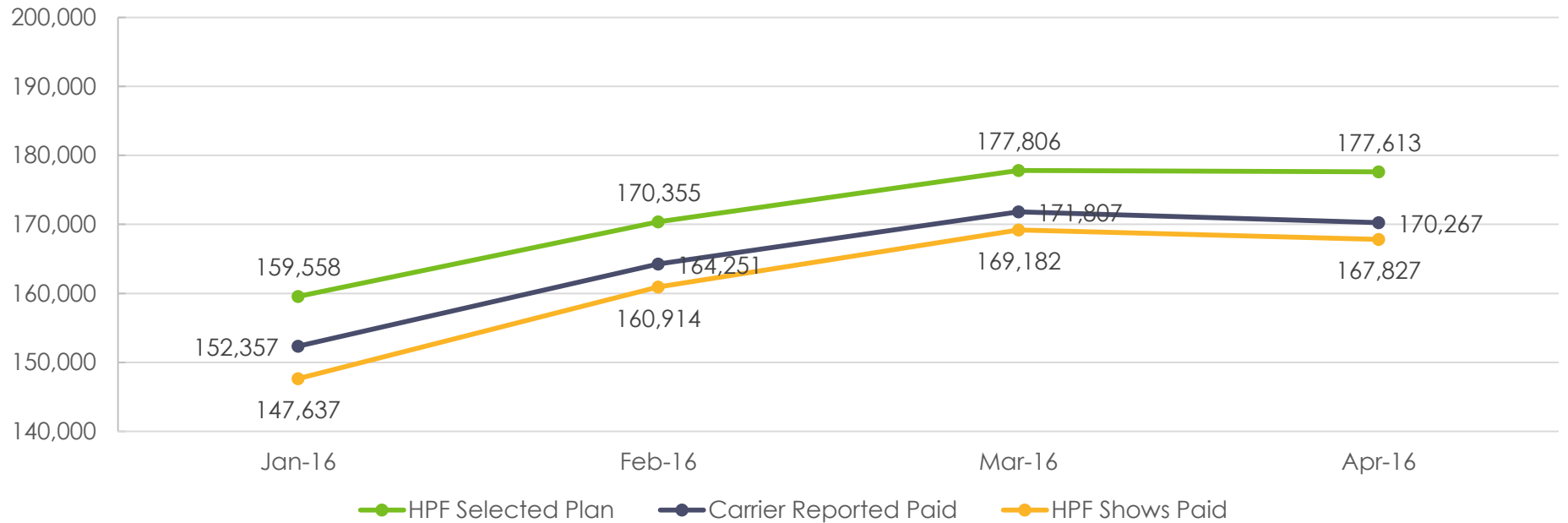
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

May 2016

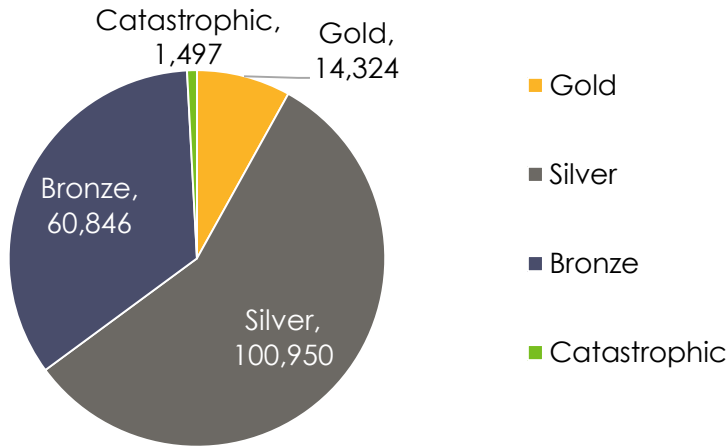
Qualified Health Plan (QHP) – Selected a Plan / Paid Individuals



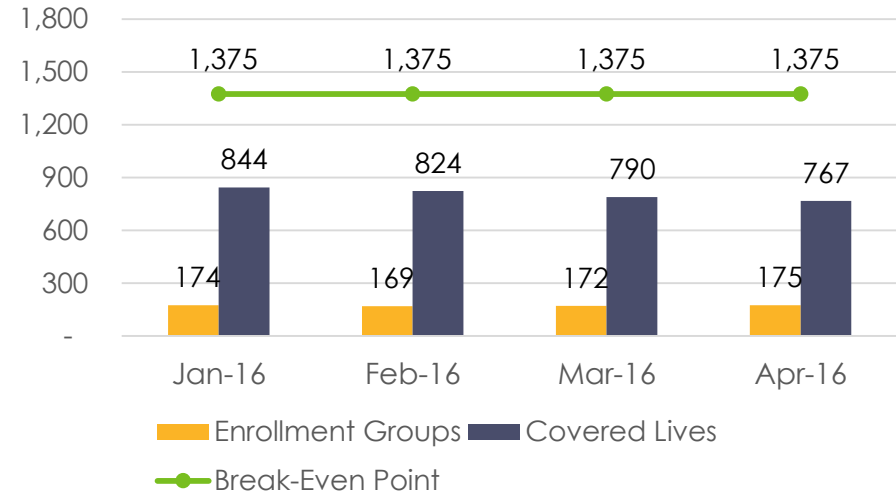
Individuals	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Healthplanfinder (HPF) Selected a Plan	159,558*	170,355*	177,806*	177,613
Carrier Reported Paid	152,357*	164,251*	171,807*	170,267
HPF Shows Paid	147,637*	160,914*	169,182*	167,827
Actuarial Projection	138,056	151,464	157,985	157,021
Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Total Modified Adjusted Gross Income (MAGI) Medicaid/CHIP	1,533,825	1,530,106	1,522,342	1,521,881
Churn: Medicaid to QHP (percent)	0.30%	0.20%	0.20%	.20%
Churn: QHP to Medicaid (percent)	1.40%	0.70%	0.70%	.70%

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

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



Small Business Health Options Program (SHOP) Enrollment



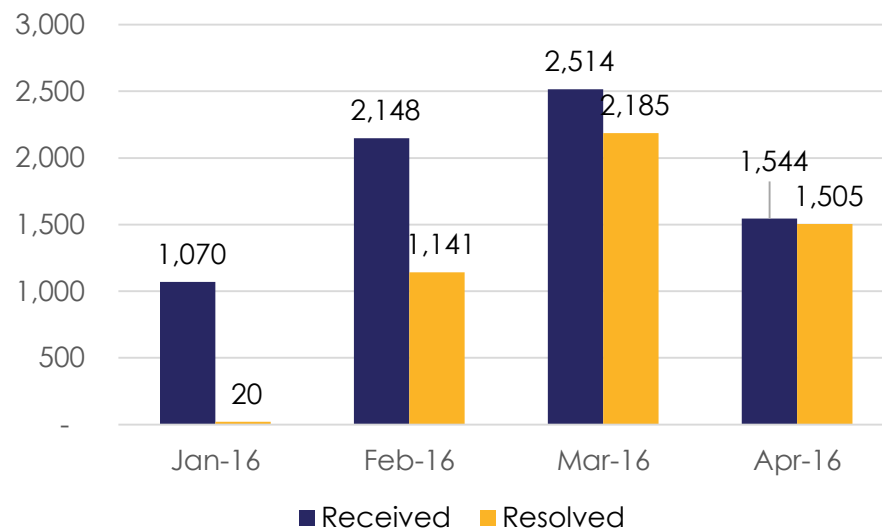
QHP – Subsidized / Non-Subsidized

Metric	Jan-2016	Feb-2016	Mar-2016	Apr-2016
Subsidized	111,372	119,710	126,584	124,104
Subsidized - Percent	69.18%	69.23%	69.35%	69.87%
Non-Subsidized	49,626	53,205	55,949	53,509
Non-Subsidized - Percent	31.82%	30.77%	30.65%	30.13%
Total Subsidized / Non-Subsidized	160,998	172,915	182,533	177,613

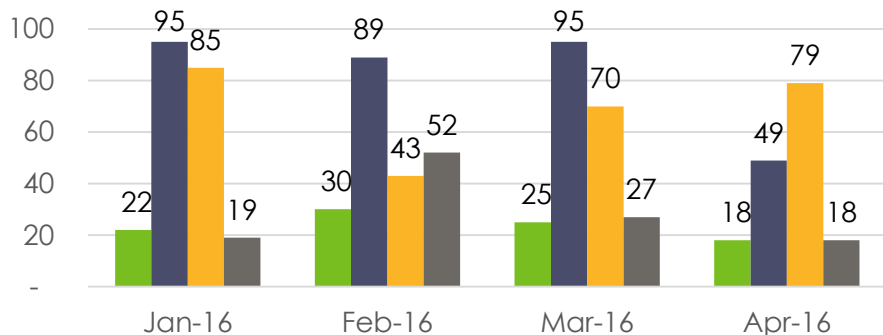
Customer Service Center

Metric	Jan-16	Feb-16	Mar-16	Apr-16
Volume of Calls Received	146,270	106,500	100,241	79,418
Average Wait Time for Calls (min:sec)	12:18	7:08	2:47	4:40
Calls Meeting Service Level (Target – 80%)	45.59%	50.47%	68.96%	56.57%
Abandonment Rate	16.14%	9.03%	3.42%	6.52%
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%

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

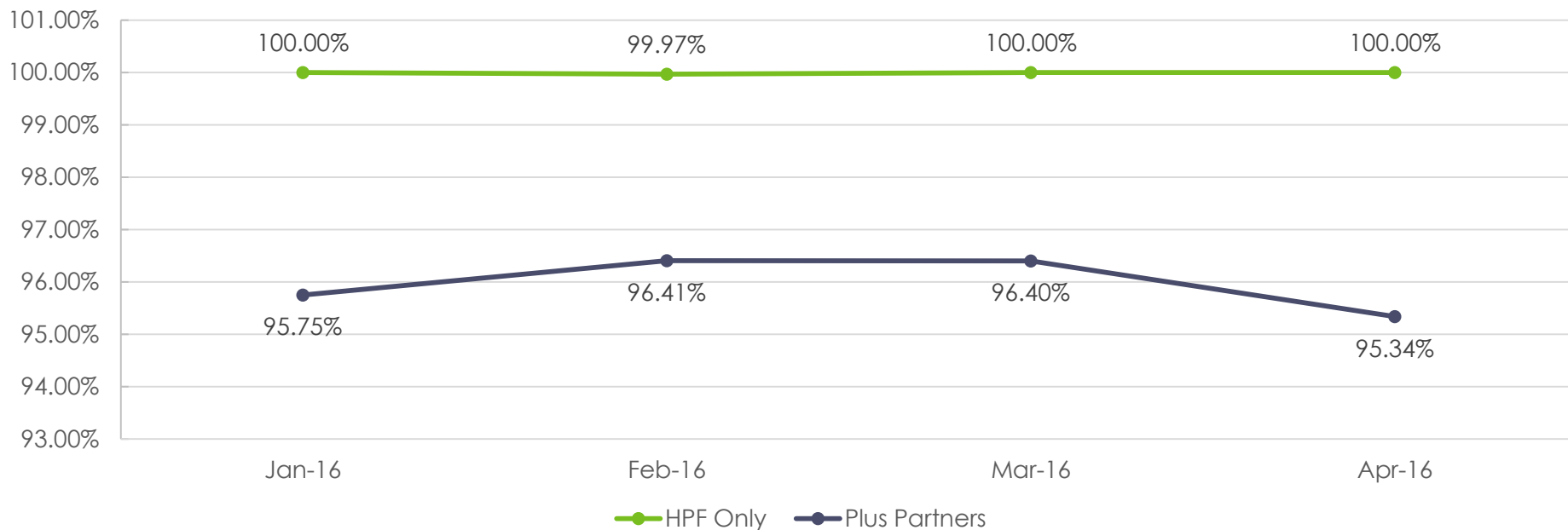
Apr-2016 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment Issues	Enrollment WAH	Technical Issues
OIC – Customer Complaints	Enrollment Issues	1095-A	EDI* Issues
Corporate Website – Search**	1095-A	Qualifying life event	Dental

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

**Of the 1,956 (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	100.00%	99.97%	100.00%	100.00%
System Availability – Plus Partners	95.75%	96.41%	96.40%	95.34%
Number of Total Visitors (traffic)	1,567,190	1,895,108	2,201,753	2,475,196
Average Length of Time of Visit (min:sec)	2:29	2:25	2:09	2:19
Number of QHP Eligibility Determinations	62,076	46,141	34,430	30,005