### Enrollment

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

<table>
<thead>
<tr>
<th></th>
<th>Jul-16</th>
<th>Aug-16</th>
<th>Sep-16</th>
<th>Oct-16</th>
<th>Nov-16</th>
<th>Dec-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthplanfinder (HPF) Selected a Plan</td>
<td>167,275*</td>
<td>165,984*</td>
<td>164,233*</td>
<td>162,426*</td>
<td>158,463*</td>
<td>154,855</td>
</tr>
<tr>
<td>HPF Effectuated</td>
<td>165,782*</td>
<td>164,120*</td>
<td>161,962*</td>
<td>159,138*</td>
<td>153,250*</td>
<td>147,248</td>
</tr>
<tr>
<td>Actuarial Projection</td>
<td>154,411</td>
<td>155,252</td>
<td>156,155</td>
<td>156,153</td>
<td>155,326</td>
<td>150,872</td>
</tr>
<tr>
<td>Dis-enrollments</td>
<td></td>
<td></td>
<td></td>
<td>4,017</td>
<td>7,243</td>
<td>7,707</td>
</tr>
<tr>
<td>Total MAGI** Medicaid/CHIP</td>
<td>1,528,991</td>
<td>1,540,502</td>
<td>1,543,933</td>
<td>1,549,668</td>
<td>1,545,335</td>
<td>1,569,187</td>
</tr>
<tr>
<td>Churn: Medicaid to QHP (percent)</td>
<td>0.10%</td>
<td>0.10%</td>
<td>0.10%</td>
<td>0.11%</td>
<td>0.11%</td>
<td>0.12%</td>
</tr>
<tr>
<td>Churn: QHP to Medicaid (percent)</td>
<td>0.50%</td>
<td>0.60%</td>
<td>0.60%</td>
<td>0.70%</td>
<td>2.40%</td>
<td>2.75%</td>
</tr>
</tbody>
</table>

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

** Modified Adjusted Gross Income
## QHP Nov-2016 Currently Paid Individuals/Selected a Plan by Metal Level

- **Gold**: 12,992
- **Silver**: 90,583
- **Bronze**: 50,020
- **Catastrophic**: 1,266

## Small Business Health Options Program (SHOP) Enrollment

### Enrollment Groups
- Gold: 1,375
- Silver: 734
- Bronze: 163
- Catastrophic: 1,375

### Covered Lives
- Gold: 999
- Silver: 999
- Bronze: 999
- Catastrophic: 999

### Break-Even Point
- Gold: 999
- Silver: 999
- Bronze: 999
- Catastrophic: 999

## QHP - Subsidized / Non-Subsidized

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Subsidized</td>
<td>112,415</td>
<td>111,299</td>
<td>110,115</td>
<td>108,822</td>
<td>108,204</td>
<td>105,521</td>
</tr>
<tr>
<td>Subsidized - Percent</td>
<td>67.20%</td>
<td>67.05%</td>
<td>67.05%</td>
<td>67%</td>
<td>68.28%</td>
<td>68.14%</td>
</tr>
<tr>
<td>Non-Subsidized</td>
<td>54,860</td>
<td>54,685</td>
<td>54,118</td>
<td>53,604</td>
<td>50,259</td>
<td>49,334</td>
</tr>
<tr>
<td>Non-Subsidized - Percent</td>
<td>32.80%</td>
<td>32.95%</td>
<td>32.95%</td>
<td>33%</td>
<td>31.72%</td>
<td>31.86%</td>
</tr>
<tr>
<td>Total Subsidized / Non-Subsidized</td>
<td>167,275</td>
<td>165,984</td>
<td>164,233</td>
<td>162,426</td>
<td>158,463</td>
<td>154,855</td>
</tr>
</tbody>
</table>

## Special Enrollment Period

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Special Enrollment Period New by Month</td>
<td>10,009</td>
<td>11,339</td>
<td>10,358</td>
<td>10,288</td>
<td>11,050</td>
<td>9,705</td>
</tr>
</tbody>
</table>
### Customer Service Center

<table>
<thead>
<tr>
<th>Metric</th>
<th>Jul-16</th>
<th>Aug-16</th>
<th>Sep-16</th>
<th>Oct-16</th>
<th>Nov-16</th>
<th>Dec-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume of Calls Received</td>
<td>58,838</td>
<td>70,144</td>
<td>67,243</td>
<td>65,682</td>
<td>96,574</td>
<td>135,264</td>
</tr>
<tr>
<td>Average Wait Time for Calls (min:sec)</td>
<td>36:14</td>
<td>20:06</td>
<td>15:22</td>
<td>3:36</td>
<td>11:45</td>
<td>5:54</td>
</tr>
<tr>
<td>Calls Meeting Service Level (Target – 80%)</td>
<td>10.71%</td>
<td>21.74%</td>
<td>16.80%</td>
<td>83.01%</td>
<td>26.96%</td>
<td>58.06%</td>
</tr>
<tr>
<td>Abandonment Rate</td>
<td>39.45%</td>
<td>23.35%</td>
<td>16.82%</td>
<td>1.81%</td>
<td>13.60%</td>
<td>6.89%</td>
</tr>
</tbody>
</table>

**Interactions:**
- QHP: 59% 25% 16%
- WAH: 37% 22% 41%
- Both: 18% 50% 32%

### Carrier Reconciliation

- **July-16:** 1,431
- **August-16:** 1,665
- **September-16:** 1,618
- **October-16:** 1,630
- **November-16:** 1,855
- **December-16:** 2,862

### Customer Complaints – OIC / WAHBE Corporate Website

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

#### November 2016 Customer Service Key Issues

<table>
<thead>
<tr>
<th>Source</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Website - Customer Complaints</td>
<td>Tax Credit Reconciliation</td>
<td>Enrollment Issue - WAH</td>
<td>Feedback General Comment</td>
</tr>
<tr>
<td>OIC – Customer Complaints</td>
<td>Eligibility/Tax Credits</td>
<td>Enrollment Issue</td>
<td>Payment/Invoice Issue</td>
</tr>
<tr>
<td>Corporate Website – Search*</td>
<td>Dental</td>
<td>Sign In</td>
<td>Income</td>
</tr>
</tbody>
</table>

*Of the 3,657 (2% of total visitors) who use the search function on the corporate website – key terms being searched.*
System Performance

Washington Healthplanfinder Availability/Plus Partners

<table>
<thead>
<tr>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>System Availability – HPF only</td>
<td>98.58%</td>
<td>100%</td>
<td>100%</td>
<td>99.86%</td>
<td>100%</td>
<td>99.29%</td>
</tr>
<tr>
<td>System Availability – Plus Partners</td>
<td>88.78%</td>
<td>93.18%</td>
<td>93.55%</td>
<td>97.70%</td>
<td>99.84%</td>
<td>98.98%</td>
</tr>
<tr>
<td>Number of Total Visitors (traffic)</td>
<td>3,118,118</td>
<td>3,348,017</td>
<td>3,592,632</td>
<td>3,834,232</td>
<td>4,266,250</td>
<td>4,746,158</td>
</tr>
<tr>
<td>Average Length of Time of Visit (min:sec)</td>
<td>2:11</td>
<td>2:15</td>
<td>2:31</td>
<td>2:30</td>
<td>2:59</td>
<td>2:46</td>
</tr>
<tr>
<td>Number of QHP Eligibility Determinations</td>
<td>27,653</td>
<td>32,266</td>
<td>33,201</td>
<td>33,992</td>
<td>77,445</td>
<td>42,678</td>
</tr>
</tbody>
</table>