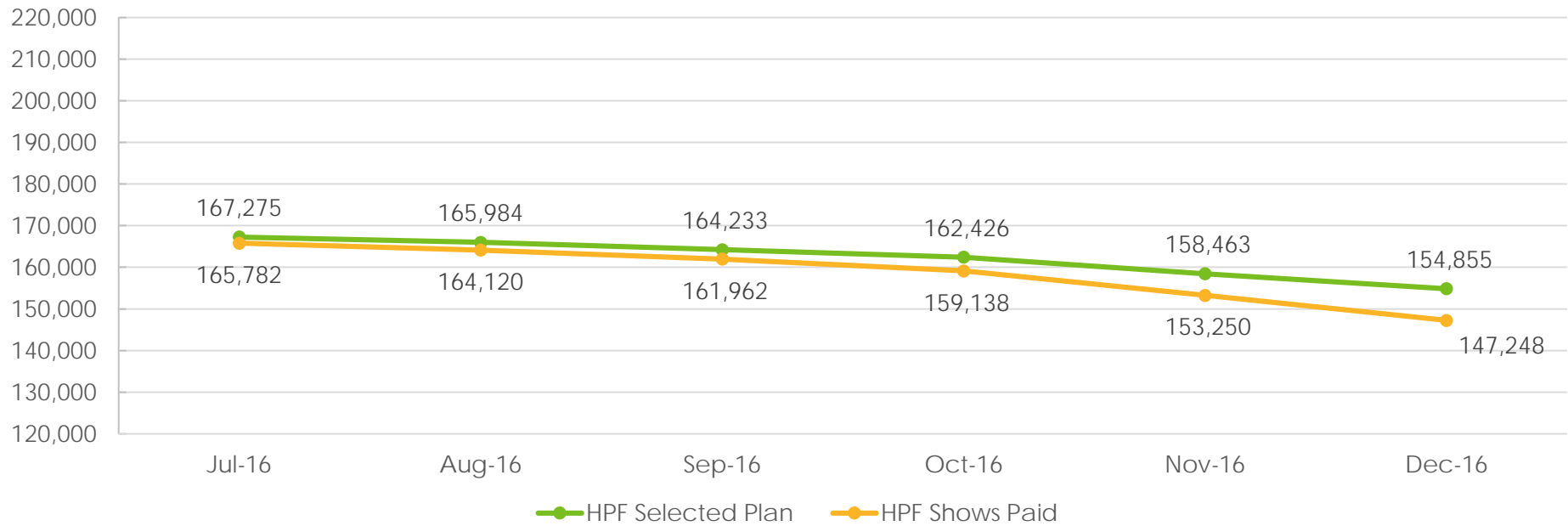


Executive Dashboard

January 2017

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

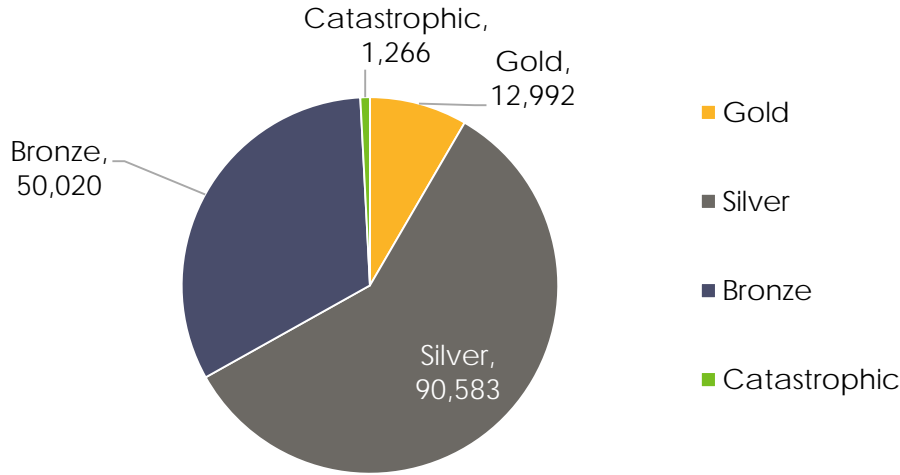


Individuals	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
Healthplanfinder (HPF) Selected a Plan	167,275*	165,984*	164,233*	162,426*	158,463*	154,855
HPF Effectuated	165,782*	164,120*	161,962*	159,138*	153,250*	147,248
Actuarial Projection	154,411	155,252	156,155	156,153	155,326	150,872
Dis-enrollments				4,017	7,243	7,707
Total MAGI** Medicaid/CHIP	1,528,991	1,540,502	1,543,933	1,549,668	1,545,335	1,569,187
Churn: Medicaid to QHP (percent)	0.10%	0.10%	0.10%	0.11%	0.11%	0.12%
Churn: QHP to Medicaid (percent)	0.50%	0.60%	0.60%	0.70%	2.40%	2.75%

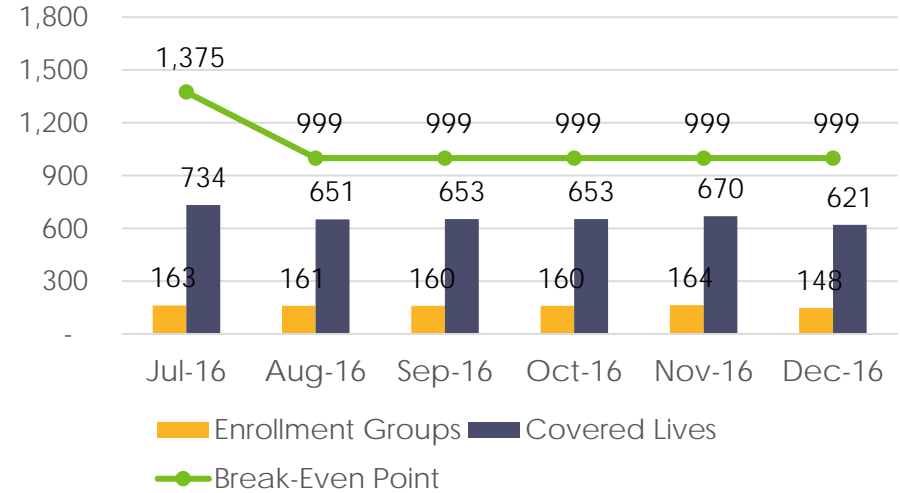
*Figure has been updated to reflect information as of December 2016

** Modified Adjusted Gross Income

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



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
Subsidized	112,415	111,299	110,115	108,822	108,204	105,521
Subsidized - Percent	67.20%	67.05%	67.05%	67%	68.28%	68.14%
Non-Subsidized	54,860	54,685	54,118	53,604	50,259	49,334
Non-Subsidized - Percent	32.80%	32.95%	32.95%	33.0%	31.72%	31.86%
Total Subsidized / Non-Subsidized	167,275	165,984	164,233	162,426	158,463	154,855

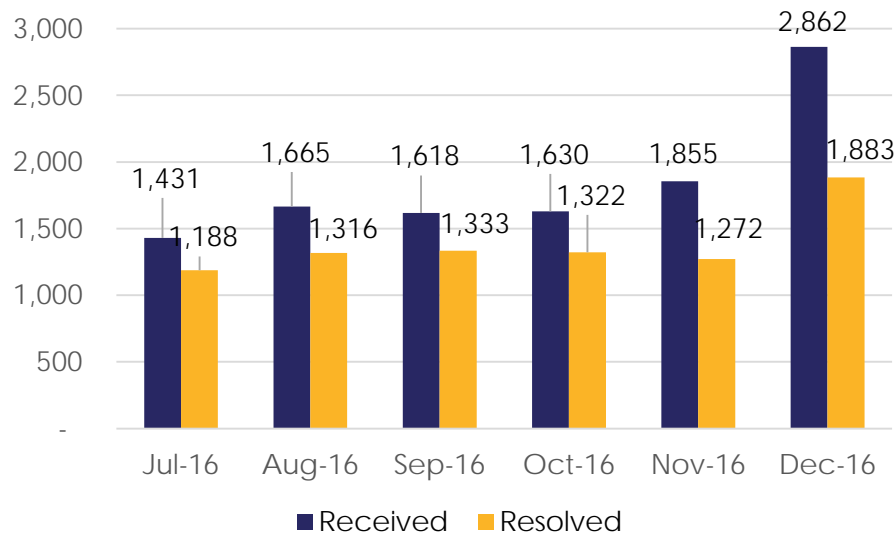
Special Enrollment Period

Metric	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
Special Enrollment Period New by Month	10,009	11,339	10,358	10,288	11,050	9,705

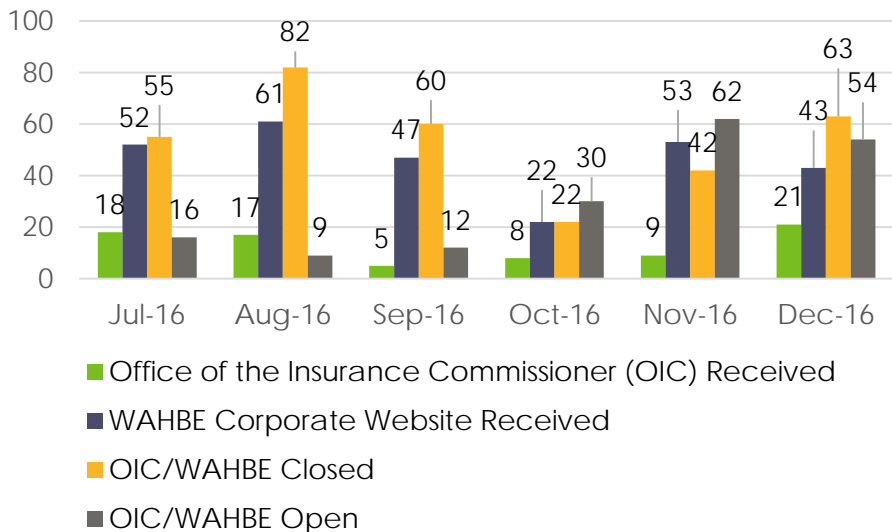
Customer Service Center

Metric	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Volume of Calls Received	58,838	70,144	67,243	65,682	96,574	135,264
Average Wait Time for Calls (min:sec)	36:14	20:06	15:22	3:36	11:45	5:54
Calls Meeting Service Level (Target – 80%)	10.71%	21.74%	16.80%	83.01%	26.96%	58.06%
Abandonment Rate	39.45%	23.35%	16.82%	1.81%	13.60%	6.89%
Interactions:						
• QHP	59%	37%	18%	19%	54%	24%
• WAH	25%	22%	50%	45%	22%	34%
• Both	16%	41%	32%	36%	24%	42%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

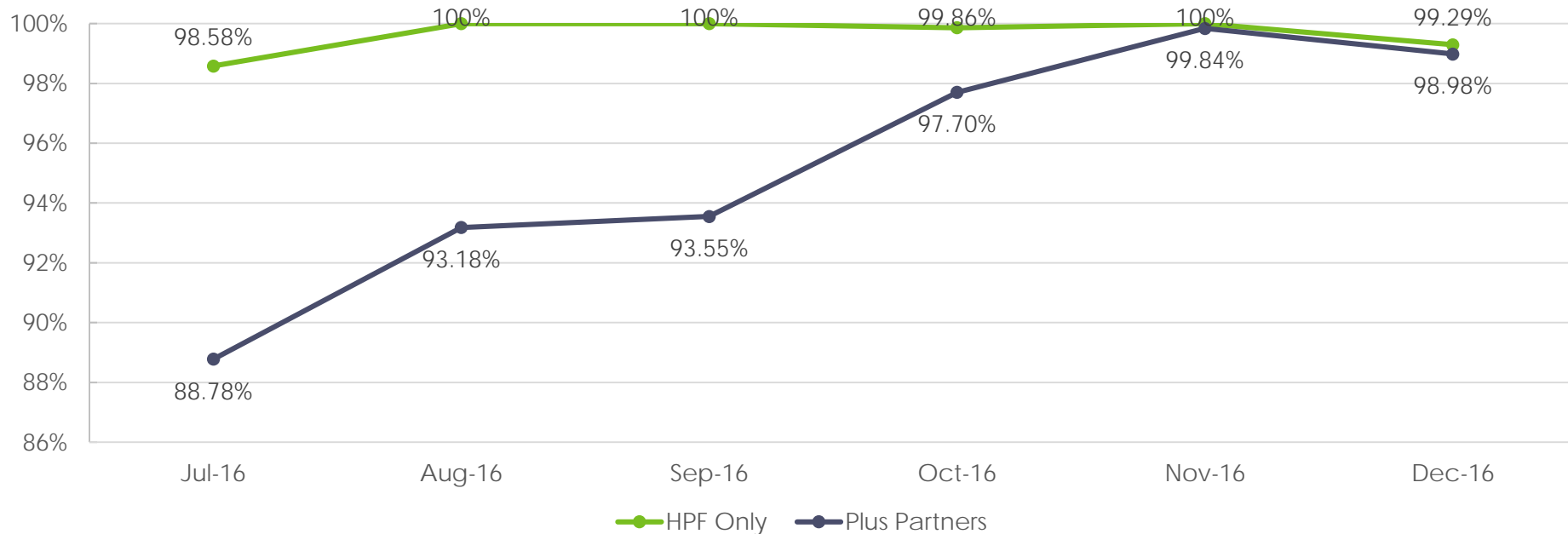


November-2016 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Tax Credit Reconciliation	Enrollment Issue - WAH	Feedback General Comment
OIC – Customer Complaints	Eligibility/Tax Credits	Enrollment Issue	Payment/ Invoice Issue
Corporate Website – Search*	Dental	Sign In	Income

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

Washington Healthplanfinder Availability/Plus Partners



Metric	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
System Availability – HPF only	98.58%	100%	100%	99.86%	100%	99.29%
System Availability – Plus Partners	88.78%	93.18%	93.55%	97.70%	99.84%	98.98%
Number of Total Visitors (traffic)	3,118,118	3,348,017	3,592,632	3,834,232	4,266,250	4,746,158
Average Length of Time of Visit (min:sec)	2:11	2:15	2:31	2:30	2:59	2:46
Number of OHP Eligibility Determinations	27,653	32,266	33,201	33,992	77,445	42,678