



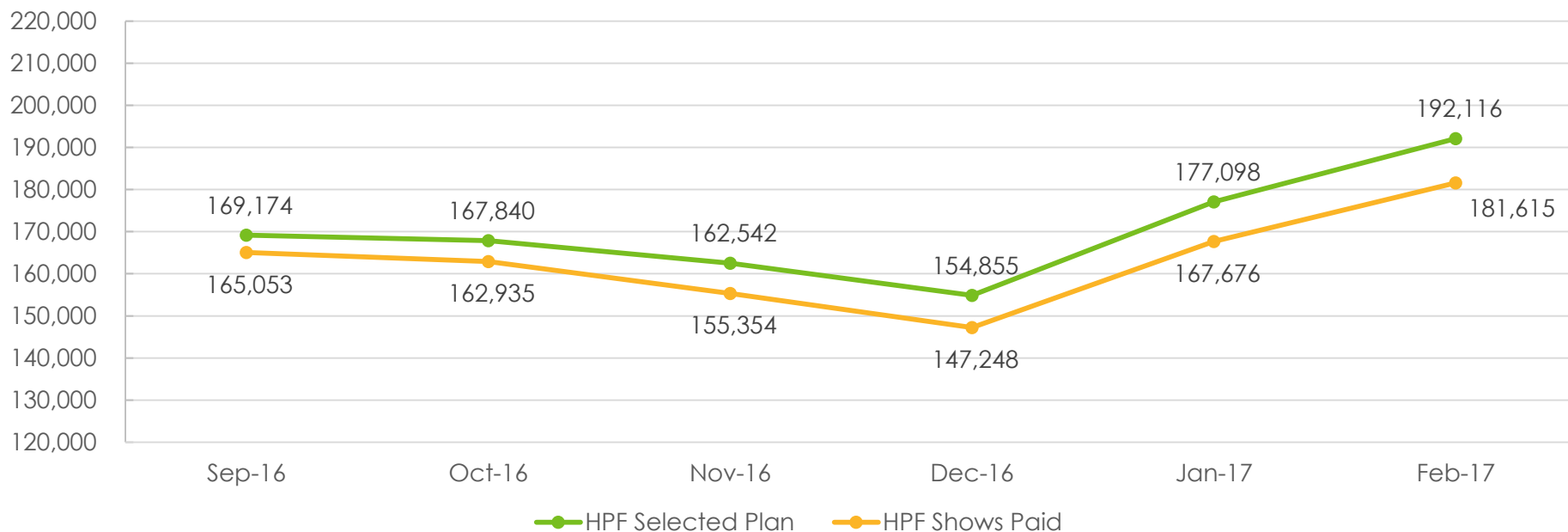
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

March 2017

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

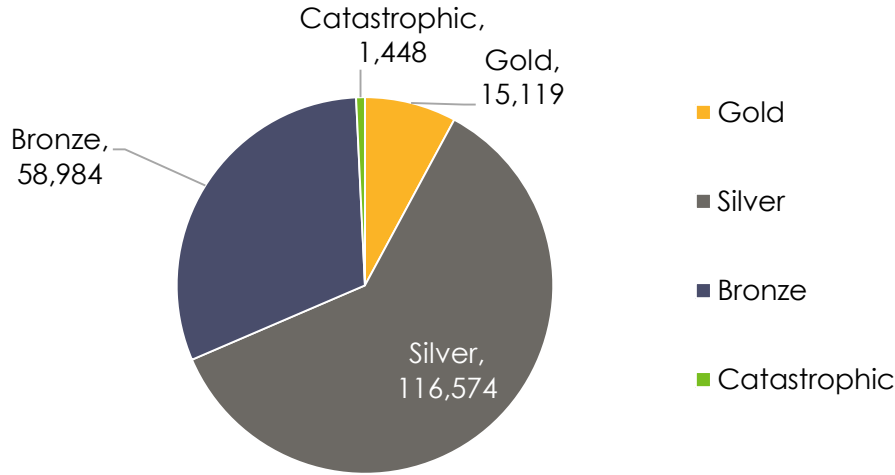


Individuals	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
Healthplanfinder (HPF) Selected a Plan	169,174*	167,840*	162,542*	154,855*	177,098*	192,116
HPF Effectuated	165,053*	162,935*	155,354*	147,248*	167,676*	181,615
Actuarial Projection	156,155	156,153	155,326	150,872	158,819	170,601
Dis-enrollments		4,017	7,243	7,707	4,937	3,751
Total MAGI** Medicaid/CHIP	1,543,933	1,549,668	1,545,335	1,569,187	1,575,419	1,555,625
Churn: Medicaid to QHP (percent)	0.10%	0.11%	0.11%	0.12%	0.11%	0.18%
Churn: QHP to Medicaid (percent)	0.60%	0.70%	2.40%	2.75%	2.83%	0.44%

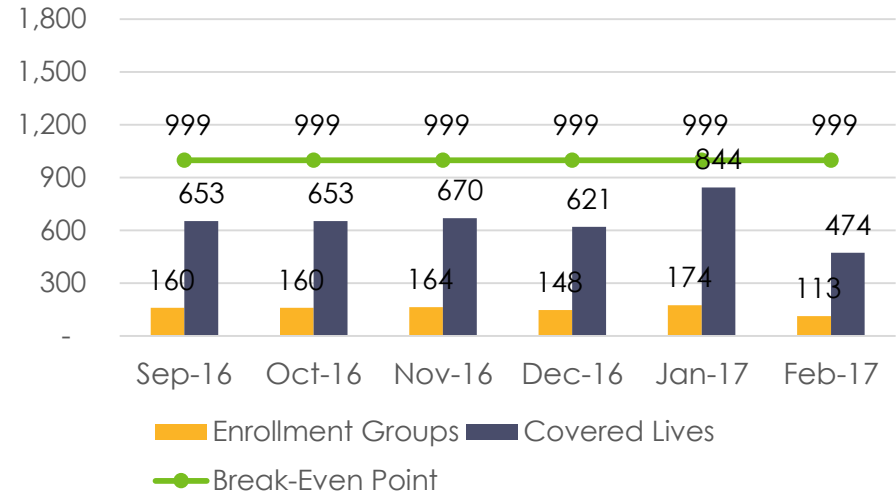
*Figure has been updated to reflect information as of February 2017

** Modified Adjusted Gross Income

QHP Feb-2017 Currently Paid Individuals/Selected a Plan by Metal Level



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
Subsidized	117,072*	113,497*	110,704*	105,521*	110,934*	120,120
Subsidized - Percent	69.20%	67.62%	68.11%	68.14%	62.64%	62.52%
Non-Subsidized	52,102*	54,343*	51,838*	49,334*	66,164*	71,996
Non-Subsidized - Percent	30.80%	32.38%	31.89%	31.86%	37.36%	37.48%
Total Subsidized / Non-Subsidized	169,174*	167,840*	162,542*	154,855*	177,098*	192,116

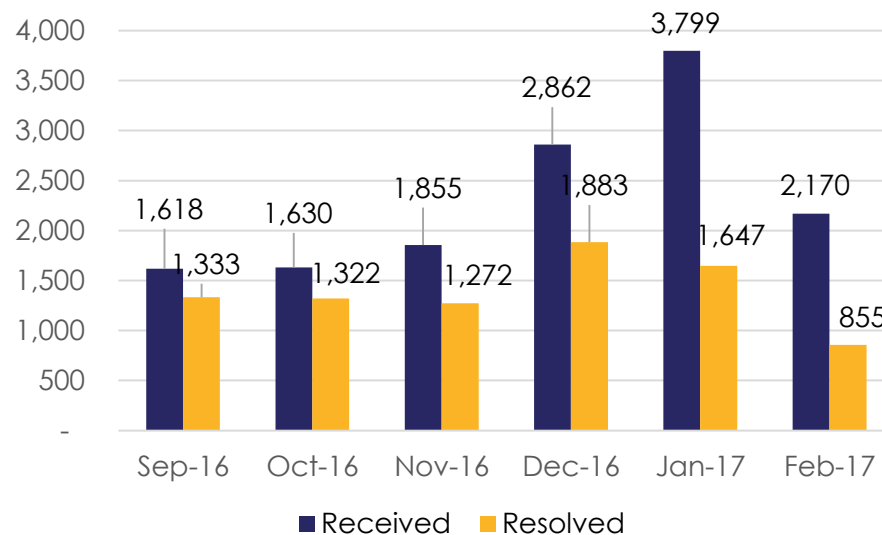
Special Enrollment Period

Metric	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
Special Enrollment Period New by Month	10,403*	10,304*	11,050*	9,705*	11,961*	10,326

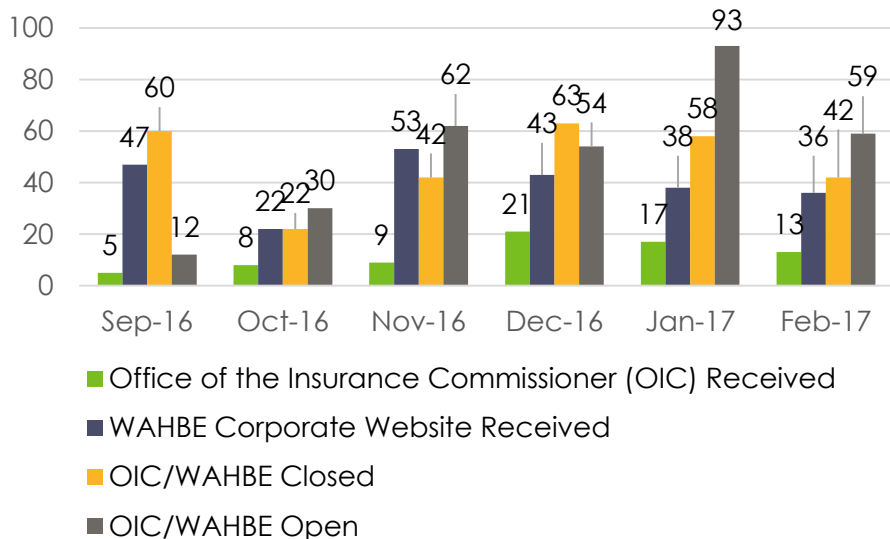
Customer Service Center

Metric	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Volume of Calls Received	67,243	65,682	96,574	135,264	125,958	71,273
Average Wait Time for Calls (min:sec)	15:22	3:36	11:45	5:54	3:55	1:30
Calls Meeting Service Level (Target – 80%)	16.80%	83.01%	26.96%	58.06%	74.95%	95.08%
Abandonment Rate	16.82%	1.81%	13.60%	6.89%	3.96%	0.61%
Interactions:						
• QHP	18%	19%	54%	24%	20%	14%
• WAH	50%	45%	22%	34%	38%	27%
• Both	32%	36%	24%	42%	42%	59%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

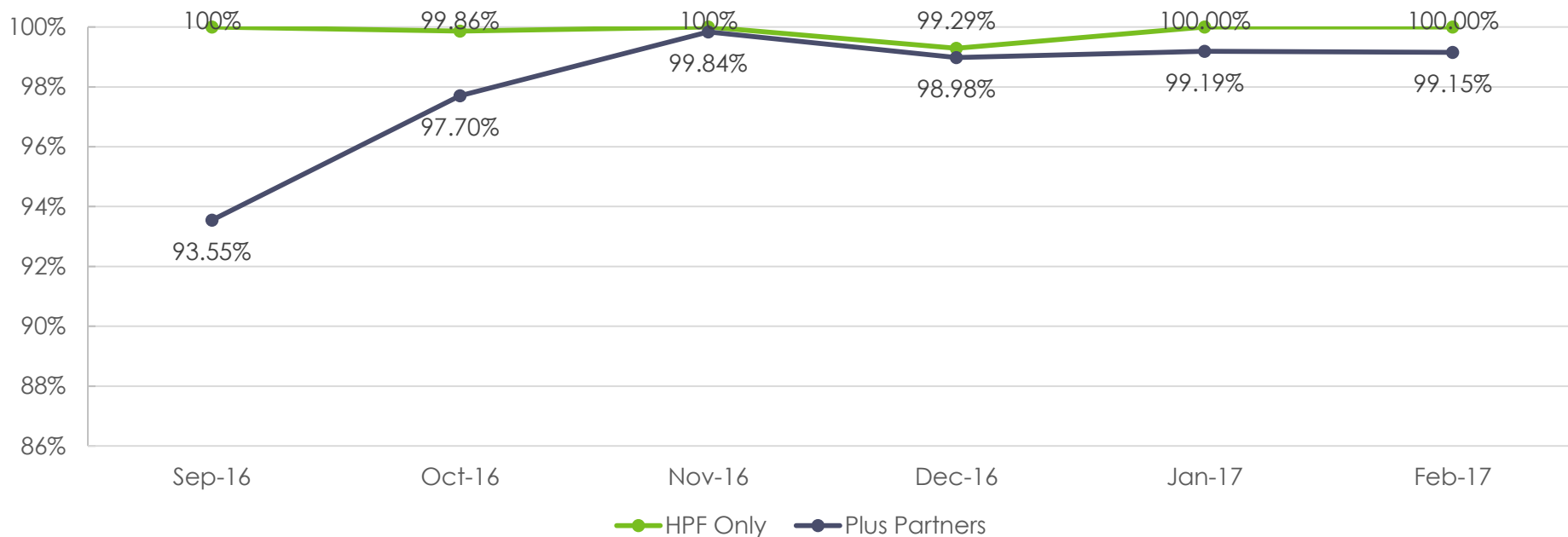


February-2017 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment Issue	Eligibility/Tax Credit Issue	Feedback
OIC – Customer Complaints	Enrollment Issue	Cancellation/EDI Issue	1095-A Issue
Corporate Website – Search*	1095-A	Sign In	Special Enrollment

*Of the 3,350 (3% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
System Availability – HPF only	100%	99.86%	100%	99.29%	100%	100%
System Availability – Plus Partners	93.55%	97.70%	99.84%	98.98%	99.15%	99.15%
Number of Total Visitors (traffic)	3,592,632	3,834,232	4,266,250	4,746,158	5,140,791	5,363,988
Average Length of Time of Visit (min:sec)	2:31	2:30	2:59	2:46	2:45	2:43
Number of QHP Eligibility Determinations	33,201	33,992	77,445	42,678	68,288	36,637