

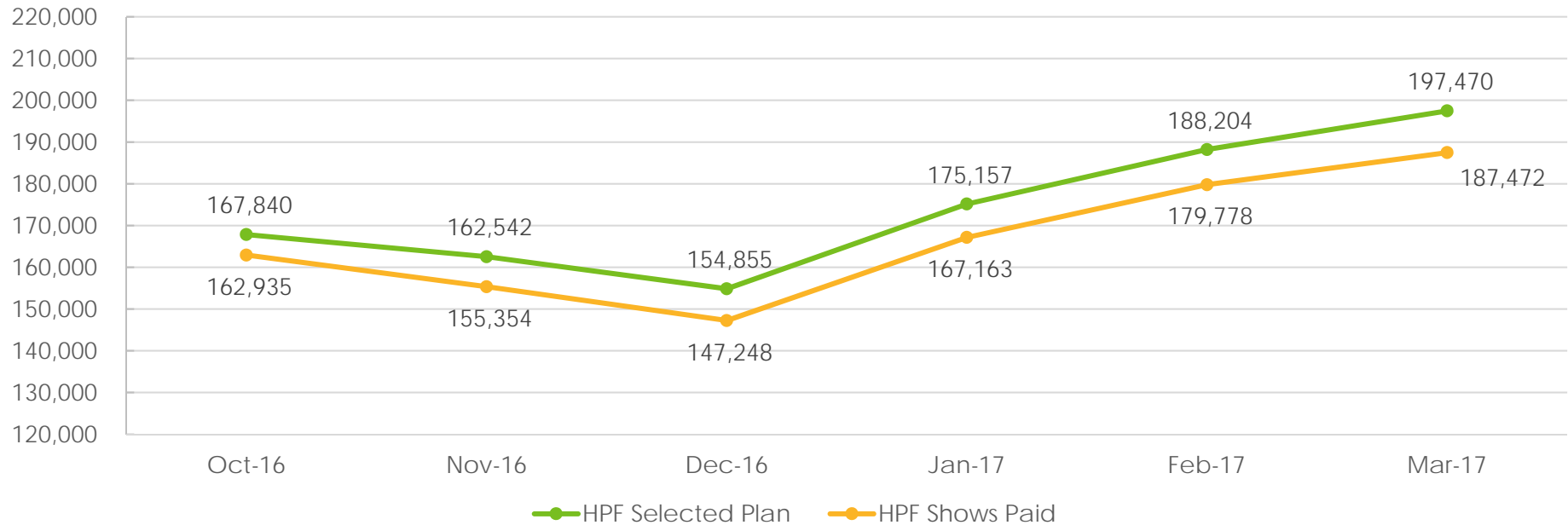


washington
healthplanfinder
click. compare. covered.

Executive Dashboard

April 2017

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

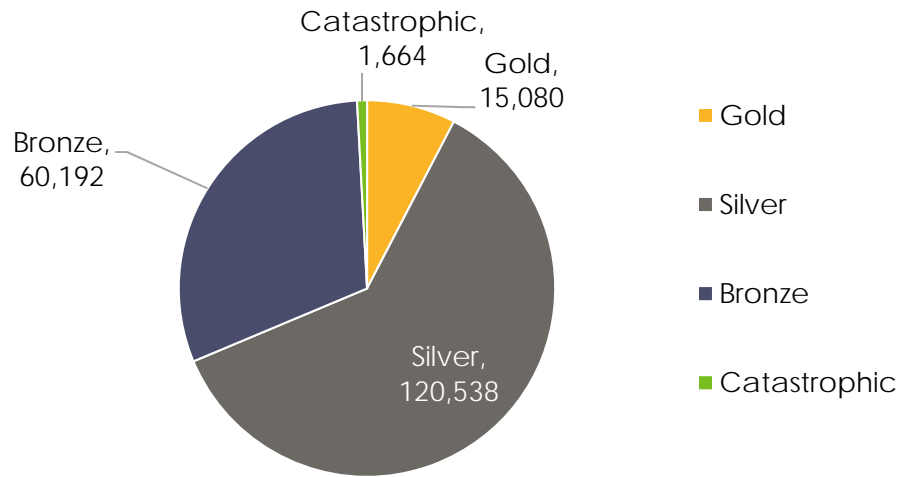


Individuals	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017
Healthplanfinder (HPF) Selected a Plan	167,840	162,542	154,855	175,157*	188,204*	197,470
HPF Effectuated	162,935	155,354	147,248	167,163*	179,778*	187,472
Actuarial Projection	156,153	155,326	150,872	152,753	170,601	178,231
Dis-enrollments	4,017	7,243	7,707	4,937	3,751	3,213
Total MAGI** Medicaid/CHIP	1,549,668	1,545,335	1,569,187	1,575,419	1,555,625	1,558,588
Churn: Medicaid to QHP (percent)	0.11%	0.11%	0.12%	0.11%	0.18%	0.15%
Churn: QHP to Medicaid (percent)	0.70%	2.40%	2.75%	2.86%	0.45%	0.30%

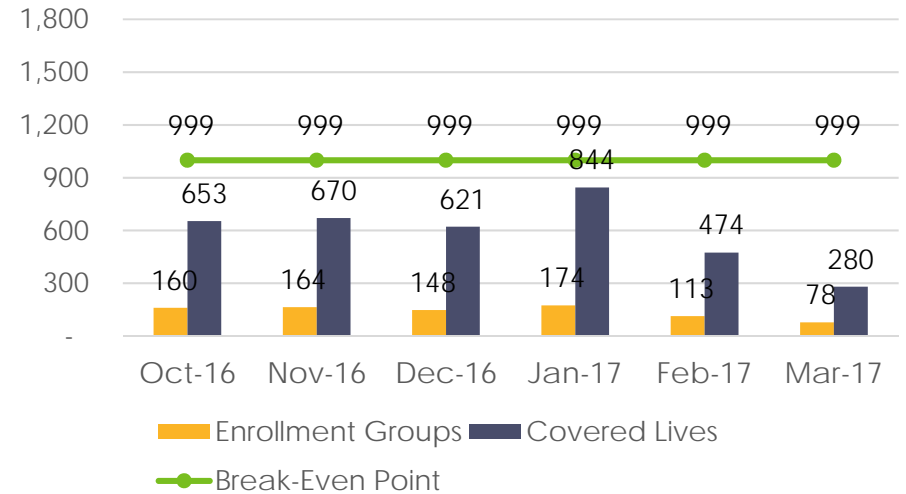
*Figure has been updated to reflect information as of March 2017

** Modified Adjusted Gross Income

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



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017
Subsidized	113,497	110,704	105,521	110,934	120,120	122,810
Subsidized - Percent	67.62%	68.11%	68.14%	62.64%	62.52%	62.19%
Non-Subsidized	54,343	51,838	49,334	66,164	71,996	74,660
Non-Subsidized - Percent	32.38%	31.89%	31.86%	37.36%	37.48%	37.81%
Total Subsidized / Non-Subsidized	167,840	162,542	154,855	177,098	192,116	197,470

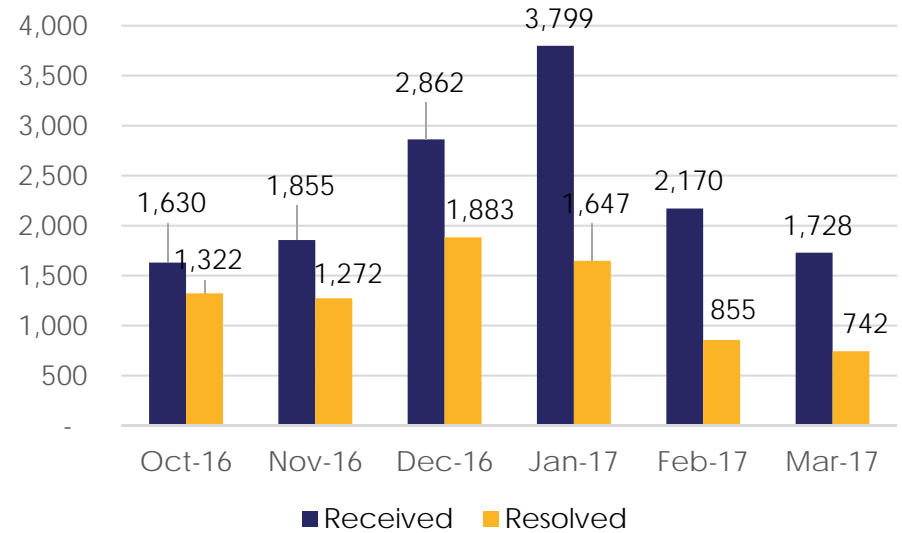
Special Enrollment Period

Metric	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017
Special Enrollment Period New by Month			59	513	3,314	4,014

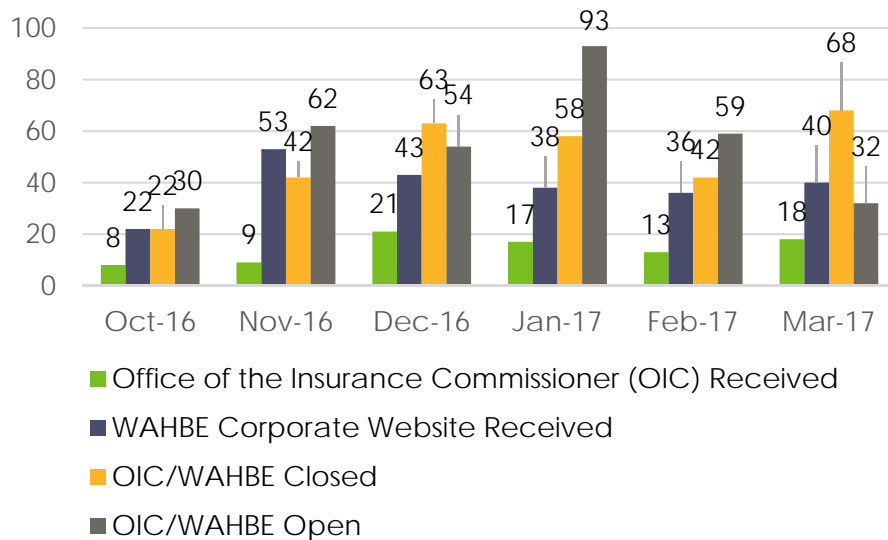
Customer Service Center

Metric	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Volume of Calls Received	65,682	96,574	135,264	125,958	71,273	79,560
Average Wait Time for Calls (min:sec)	3:36	11:45	5:54	3:55	1:30	2:49
Calls Meeting Service Level (Target - 80%)	83.01%	26.96%	58.06%	74.95%	95.08%	88.72%
Abandonment Rate	1.81%	13.60%	6.89%	3.96%	0.61%	1.18%
Interactions:						
• QHP	19%	54%	24%	20%	14%	20%
• WAH	45%	22%	34%	38%	27%	47%
• Both	36%	24%	42%	42%	59%	33%

Carrier Reconciliation



Customer Complaints - OIC / WAHBE Corporate Website

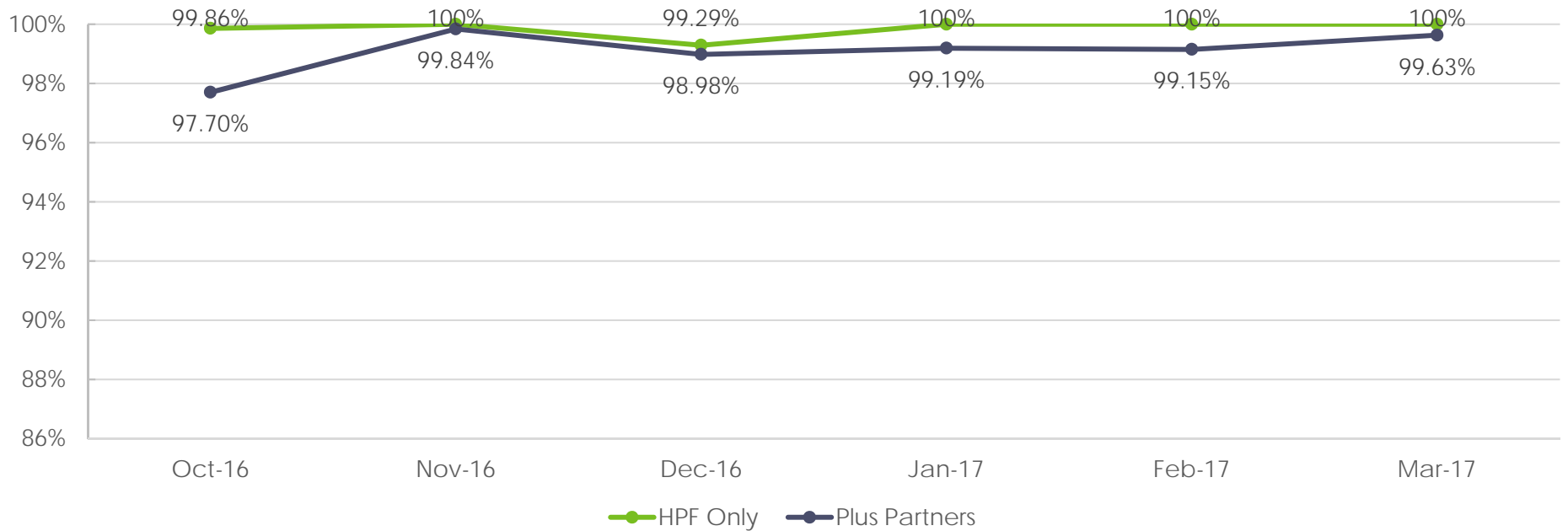


March-2017 Customer Service Key Issues

Source	1	2	3
Corporate Website - Customer Complaints	Enrollment	Plan Cancellation	Payment/ Invoice
OIC - Customer Complaints	Enrollment	Tax Credit/ Eligibility	1095-A
Corporate Website - Search*	1095-A	Sign In	Dental

*Of the #3,441 (3% of total visitors) who use the search function on the corporate website - key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017
System Availability – HPF only	99.86%	100%	99.29%	100%	100%	100%
System Availability – Plus Partners	97.70%	99.84%	98.98%	99.15%	99.15%	99.63%
Number of Total Visitors (traffic)	3,834,232	4,266,250	4,746,158	5,140,791	5,363,988	5,604,973
Average Length of Time of Visit (min:sec)	2:30	2:59	2:46	2:45	2:43	2:54
Number of OHP Eligibility Determinations	33,992	77,445	42,678	68,288	36,637	39,693