



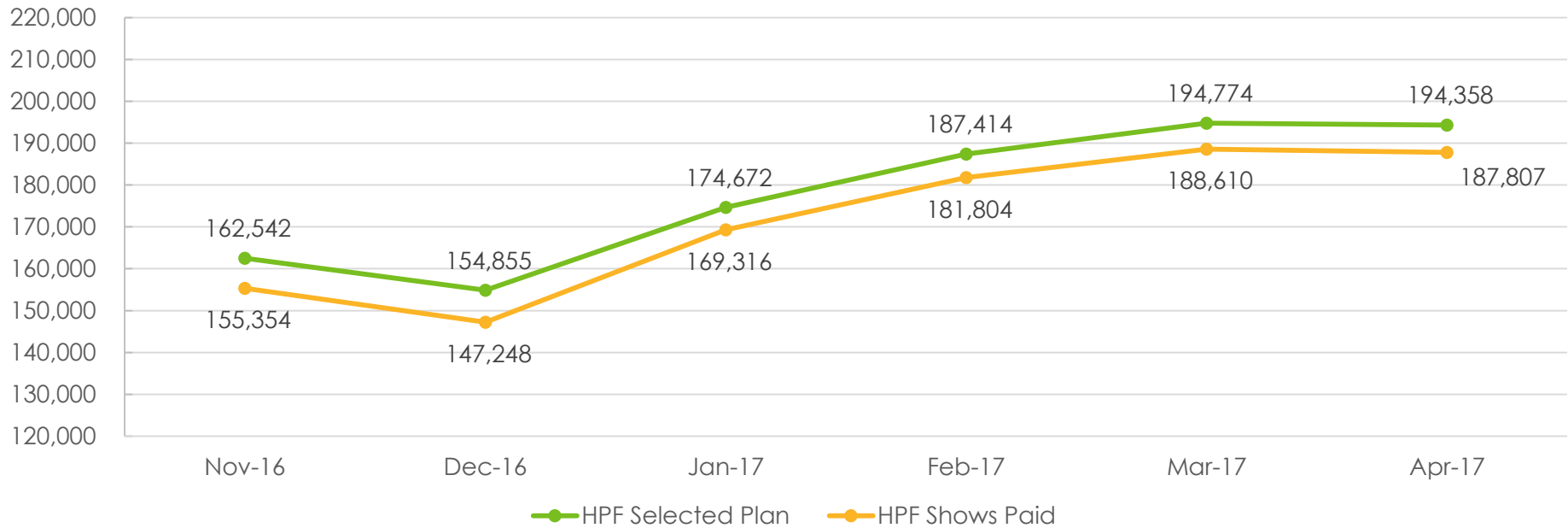
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

May 2017

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

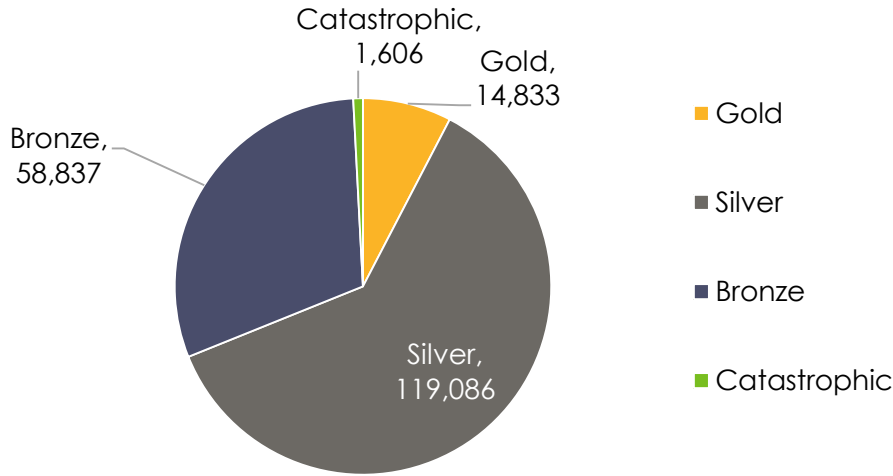


Individuals	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017
Healthplanfinder (HPF) Selected a Plan	162,542*	154,855*	174,672*	187,414*	194,774*	194,358
HPF Effectuated	155,354*	147,248*	169,316*	181,804*	188,610*	187,807
Actuarial Projection	155,326	150,872	152,753	170,601	178,231	176,049
Dis-enrollments	7,243	7,707	4,937	3,751	3,213	3,248
Total MAGI** Medicaid/CHIP	1,545,335	1,569,187	1,575,419	1,555,625	1,558,588	1,556,313
Churn: Medicaid to QHP (percent)	0.11%	0.12%	0.11%	0.18%	0.15%	0.14%
Churn: QHP to Medicaid (percent)	2.40%	2.75%	2.86%	0.45%	0.30%	0.34%

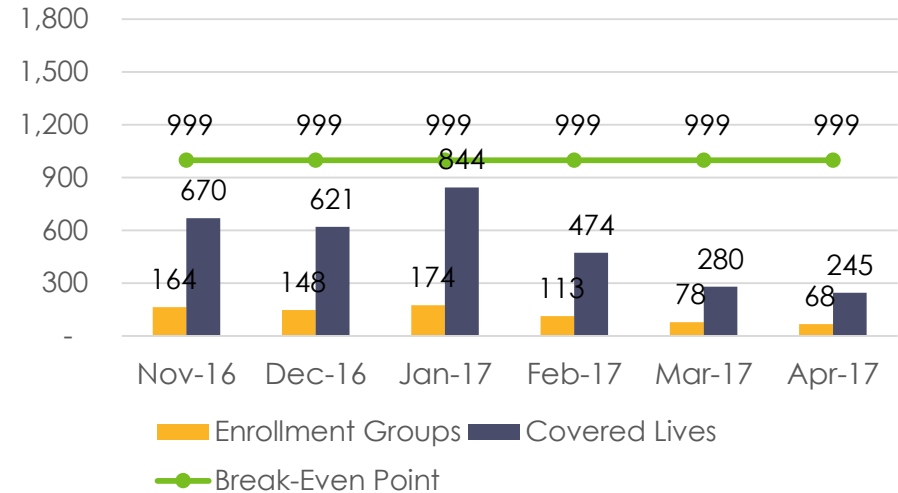
*Figure has been updated to reflect information as of May 2017

** 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	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017
Subsidized	110,704	105,521	108,013	115,645	120,560	120,969
Subsidized - Percent	68.11%	68.14%	61.84%	61.71%	61.90%	62.24%
Non-Subsidized	51,838	49,334	66,659	71,769	74,214	73,389
Non-Subsidized - Percent	31.89%	31.86%	38.16%	38.29%	38.10%	37.76%
Total Subsidized / Non-Subsidized	162,542	154,855	174,672	187,414	194,774	194,358

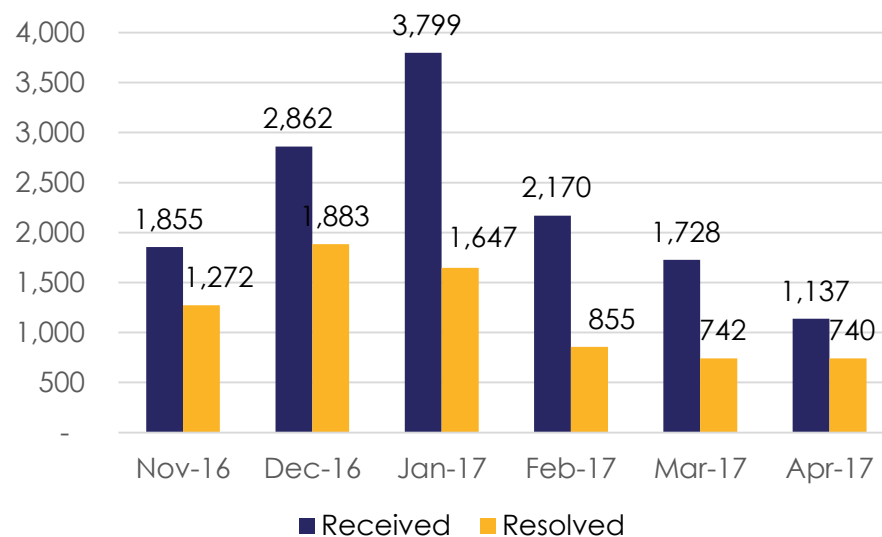
Special Enrollment Period

Metric	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017
Special Enrollment Period New by Month		60	3,119	459	3,977	1,774

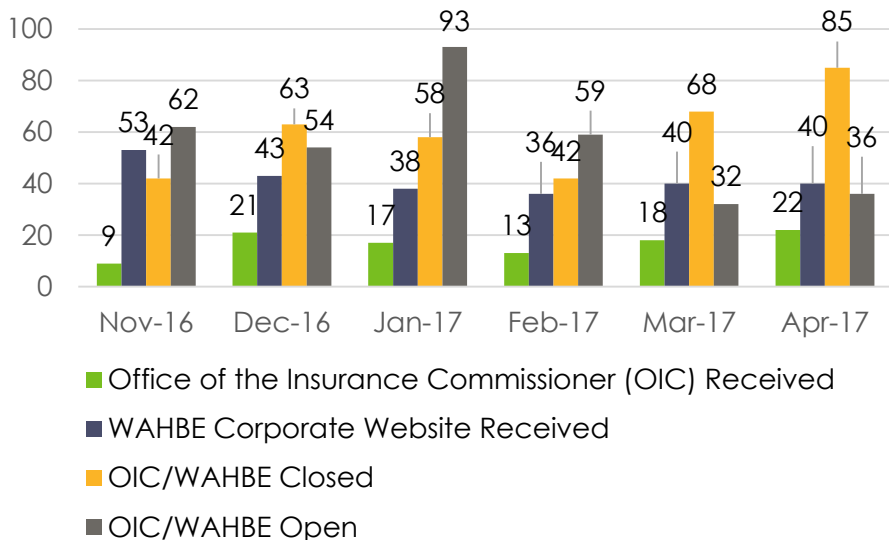
Customer Service Center

Metric	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Volume of Calls Received	96,574	135,264	125,958	71,273	79,560	62,299
Average Wait Time for Calls (min:sec)	11:45	5:54	3:55	1:30	2:49	3:48
Calls Meeting Service Level (Target – 80%)	26.96%	58.06%	74.95%	95.08%	88.72%	81.06%
Abandonment Rate	13.60%	6.89%	3.96%	0.61%	1.18%	2.40%
Interactions:						
• QHP	54%	24%	20%	14%	20%	10%
• WAH	22%	34%	38%	27%	47%	28%
• Both	24%	42%	42%	59%	33%	62%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

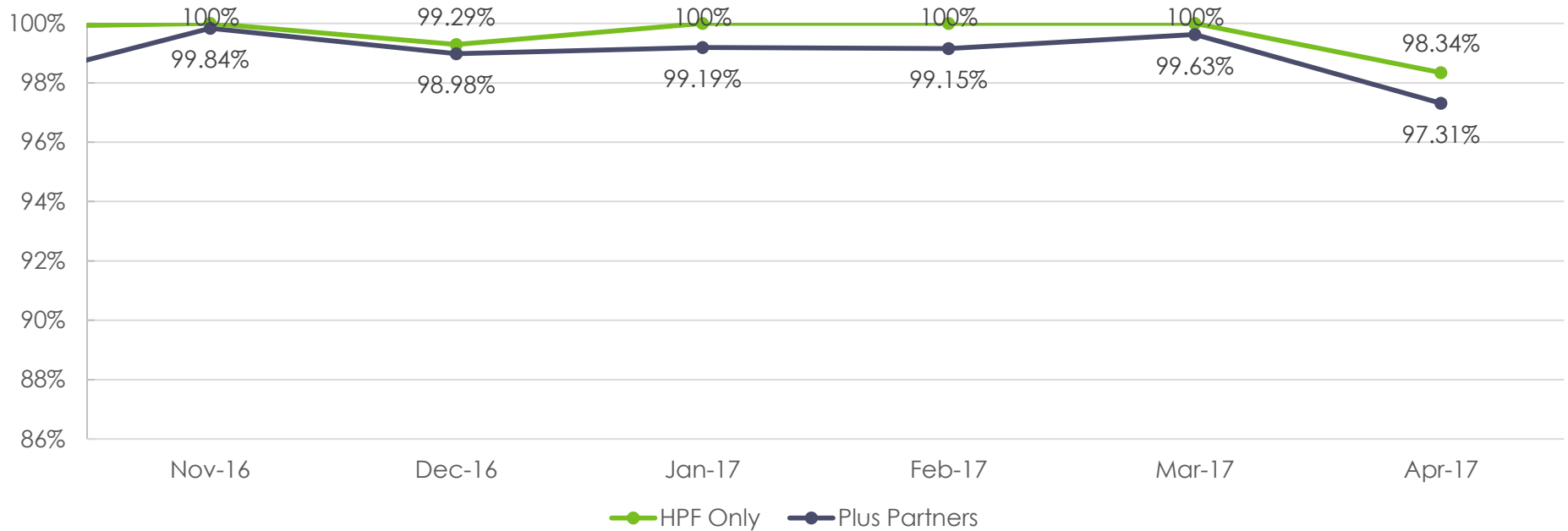


March-2017 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment	Eligibility/ Tax Credit	Cancellation/ EDI
OIC – Customer Complaints	Cancellation/ EDI	Enrollment	Eligibility/ Tax Credit
Corporate Website – Search*	1095	Sign In	Report Change

*Of the 3,404 (3% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017
System Availability – HPF only	100%	99.29%	100%	100%	100%	98.34%
System Availability – Plus Partners	99.84%	98.98%	99.15%	99.15%	99.63%	97.31%
Number of Total Visitors (traffic)	4,266,250	4,746,158	5,140,791	5,363,988	5,604,973	5,806,402
Average Length of Time of Visit (min:sec)	2:59	2:46	2:45	2:43	2:54	2:28
Number of QHP Eligibility Determinations	77,445	42,678	68,288	36,637	39,693	31,713