



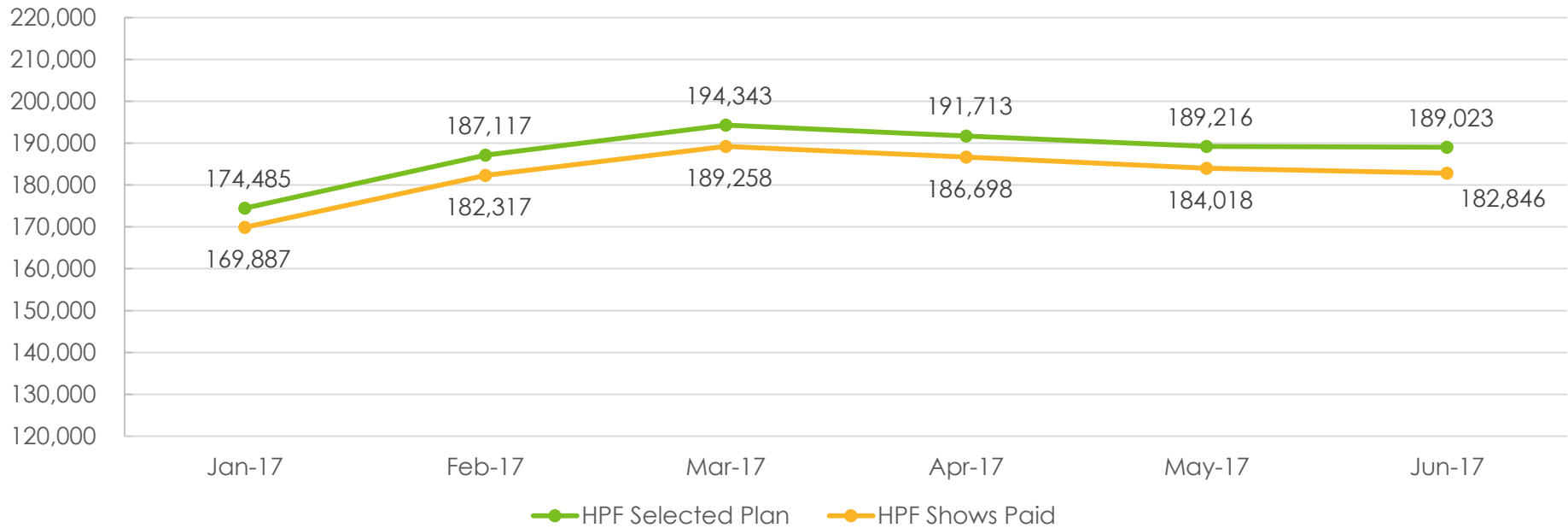
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

July 2017

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

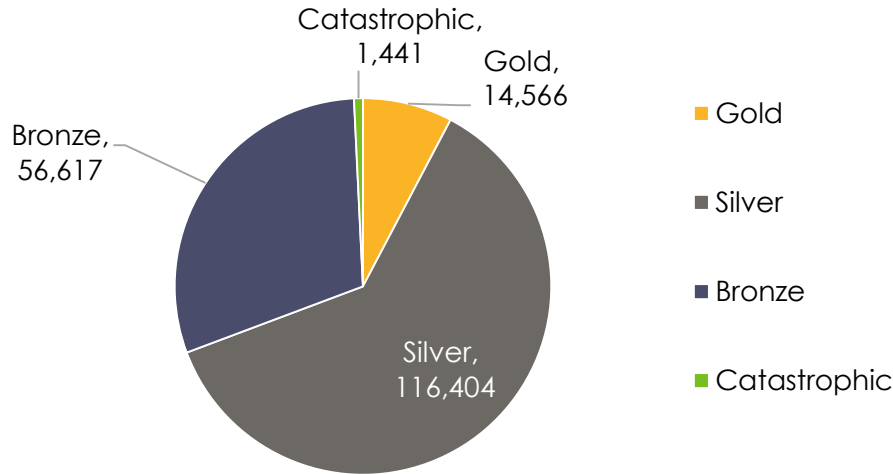


Individuals	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017
Healthplanfinder (HPF) Selected a Plan	174,485*	187,117*	194,343*	191,713*	189,216*	189,023
HPF Effectuated	169,887*	182,317*	189,258*	186,698*	184,018*	182,846
Actuarial Projection	152,753	170,601	178,231	176,049	174,329	178,976
Dis-enrollments	4,937	3,751	3,213	3,248	3,256	3,263
Total MAGI** Medicaid/CHIP	1,575,419	1,555,625	1,558,588	1,556,313	1,550,232	1,532,047
Churn: Medicaid to QHP (percent)	0.11%	0.18%	0.15%	0.14%	0.03%	0.03%
Churn: QHP to Medicaid (percent)	2.87%	0.46%	0.30%	0.35%	0.6%	0.38%

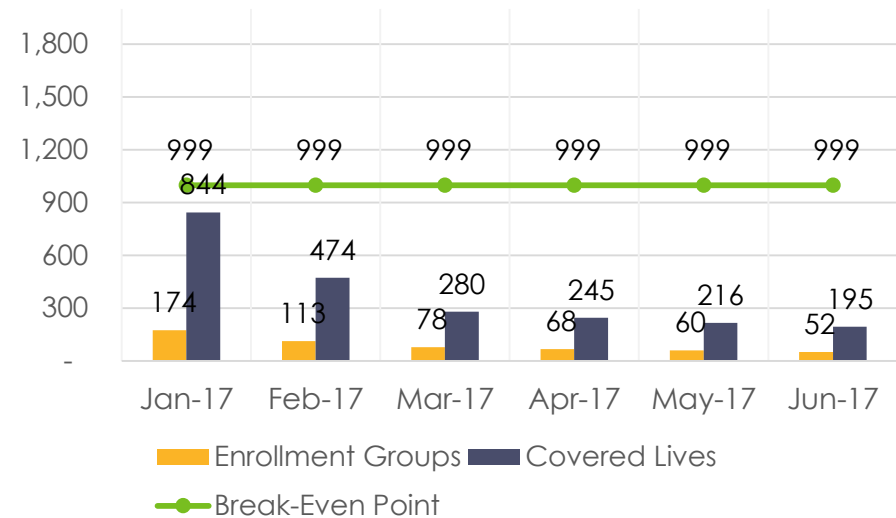
*Figure has been updated to reflect information as of July 2017

** Modified Adjusted Gross Income

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



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017
Subsidized	107,608	114,889	119,474	118,138	116,800	117,292
Subsidized - Percent	61.67%	61.40%	61.48%	61.62%	61.73%	62.05%
Non-Subsidized	66,877	72,228	74,869	73,575	72,416	71,731
Non-Subsidized - Percent	38.33%	38.60%	38.52%	38.38%	38.27%	37.95%
Total Subsidized / Non-Subsidized	174,485	187,117	194,343	191,713	189,216	189,023

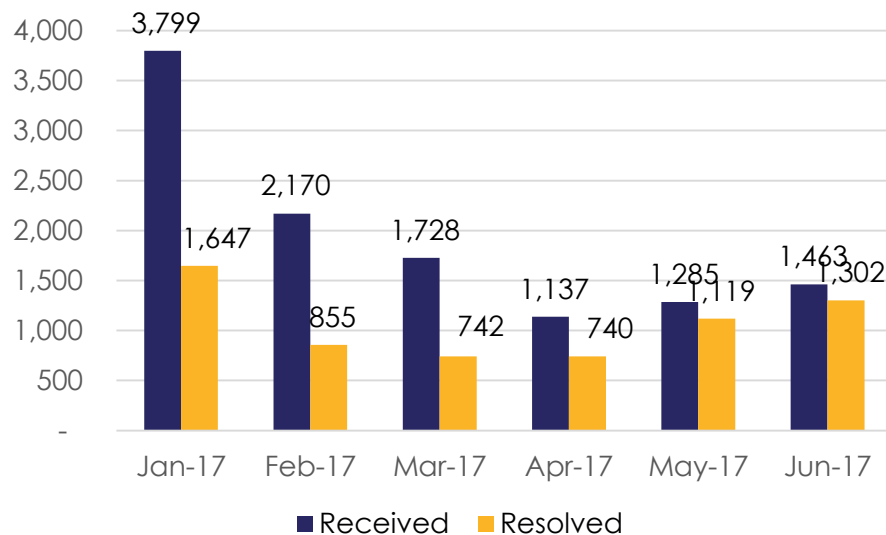
Special Enrollment Period

Metric	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017
Special Enrollment Period New by Month	2,085	2,401	2,477	4,157	4,518	1,814

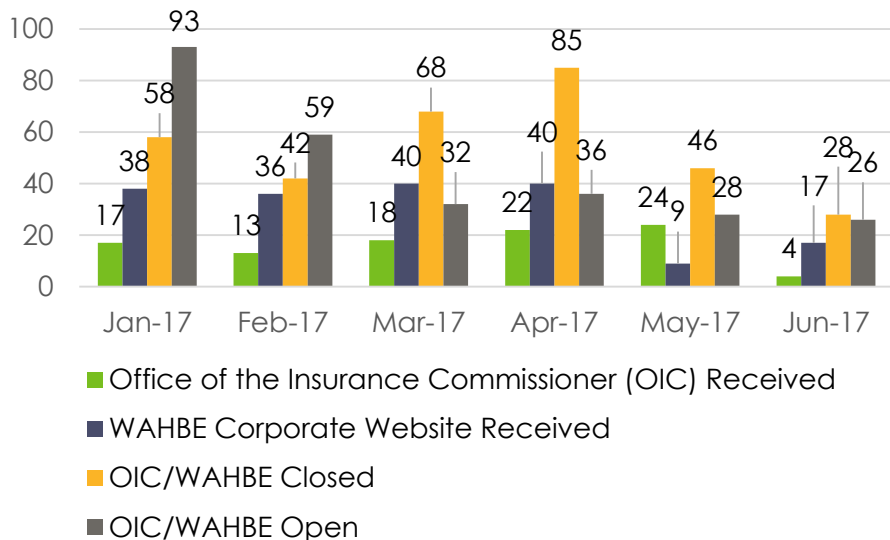
Customer Service Center

Metric	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Volume of Calls Received	125,958	71,273	79,560	65,299	65,046	63,936
Average Wait Time for Calls (min:sec)	3:55	1:30	2:49	3:48	1:48	1:39
Calls Meeting Service Level (Target – 80%)	74.95%	95.08%	88.72%	81.06%	91.08%	93.16%
Abandonment Rate	3.96%	0.61%	1.18%	2.40%	0.78%	0.72%
Interactions:						
• QHP	20%	14%	20%	10%	9%	8%
• WAH	38%	27%	47%	28%	27%	29%
• Both	42%	59%	33%	62%	65%	62%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

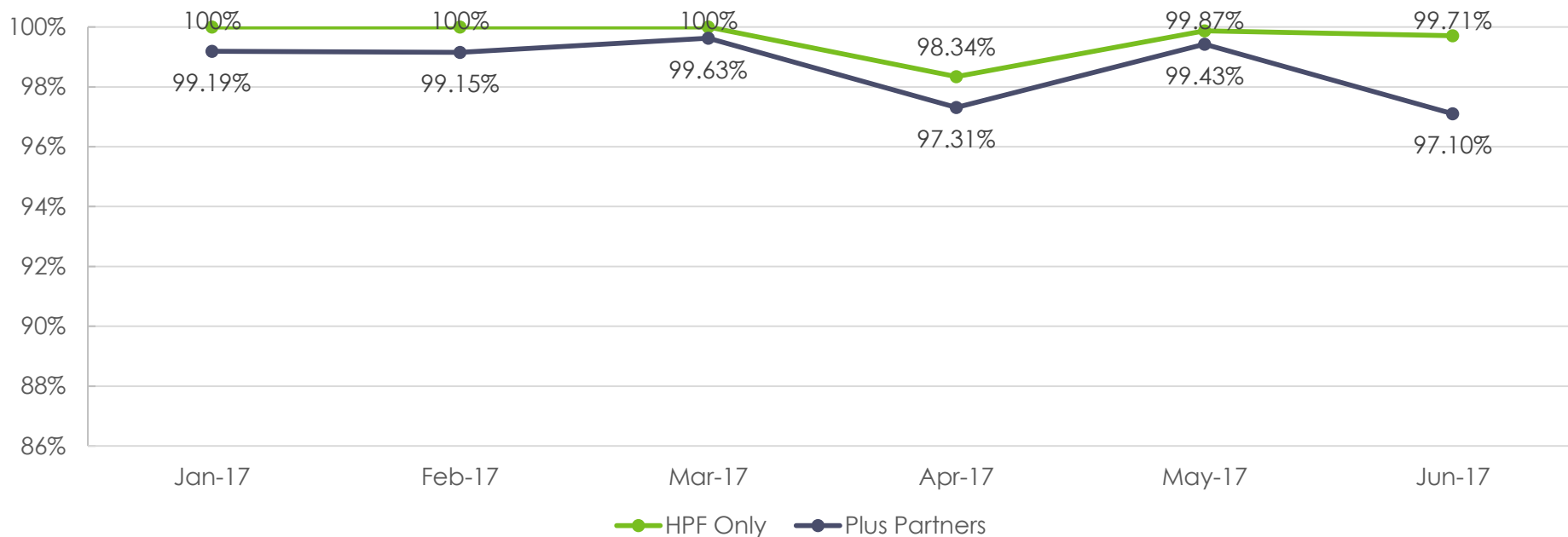


Jun-2017 Customer Service Key Issues

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

*Of the 2,287 (2% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017
System Availability – HPF only	100%	100%	100%	98.34%	99.87%	99.71%
System Availability – Plus Partners	99.15%	99.15%	99.63%	97.31%	99.43%	97.10%
Number of Total Visitors (traffic)	5,140,791	5,363,988	5,604,973	5,806,402	6,018,872	6,216,598
Average Length of Time of Visit (min:sec)	2:45	2:43	2:54	2:28	2:51	2:59
Number of QHP Eligibility Determinations	68,288	36,637	39,693	31,713	37,990	38,646