



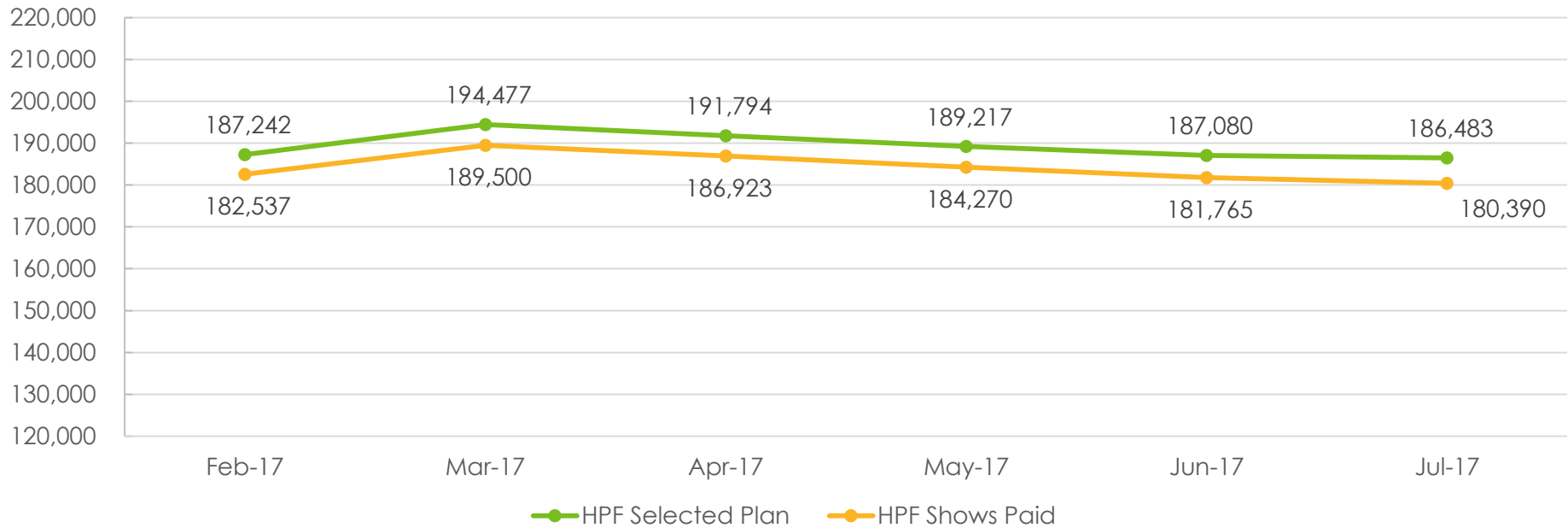
washington  
**healthplanfinder**

click. compare. covered.

# Executive Dashboard

## August 2017

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

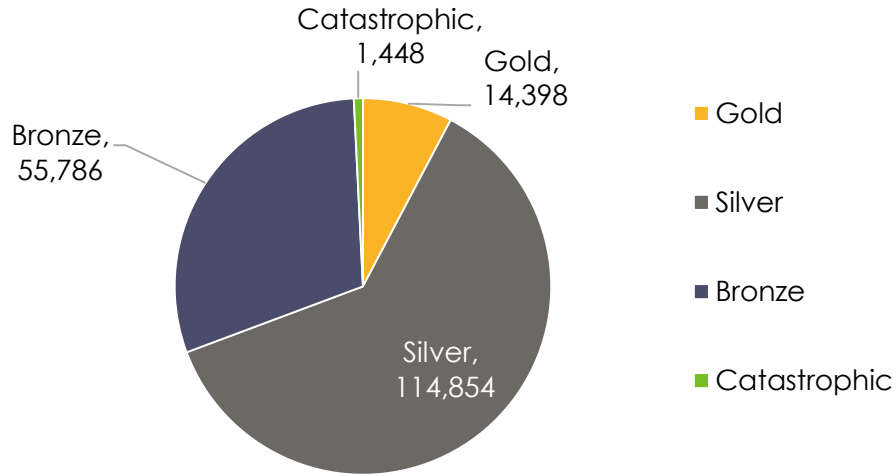


Individuals	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
Healthplanfinder (HPF) Selected a Plan	187,242	194,477	191,794	189,217	187,080	186,483
HPF Effectuated	182,537	189,500	186,923	184,270	181,765	180,390
Actuarial Projection	179,289	184,685	182,276	180,461	178,976	177,272
Dis-enrollments	3,751	3,213	3,248	3,256	3,263	3,269
Total MAGI** Medicaid/CHIP	1,555,625	1,558,588	1,556,313	1,550,232	1,532,047	1,528,248
Churn: Medicaid to QHP (percent)	0.18%	0.15%	0.14%	0.03%	0.03%	0.04%
Churn: QHP to Medicaid (percent)	0.46%	0.30%	0.35%	0.6%	0.38%	0.47%

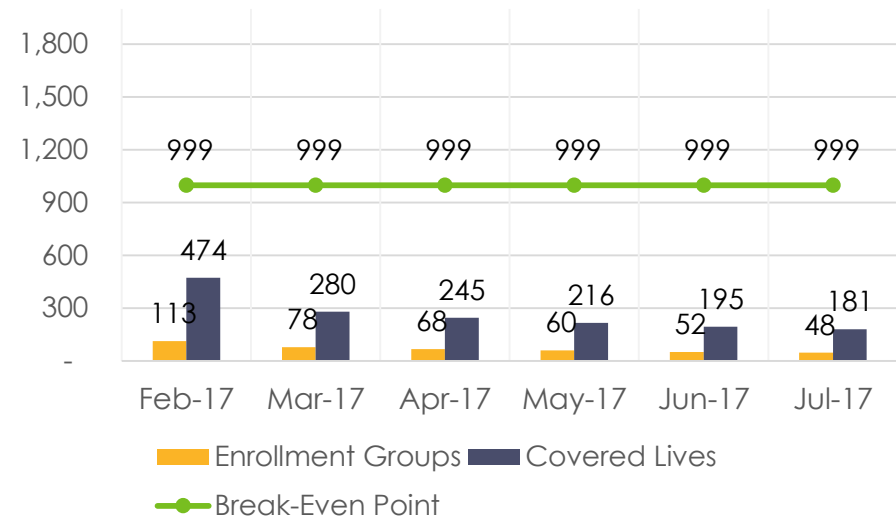
\*Figure has been updated to reflect information as of August 2017

\*\* Modified Adjusted Gross Income

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



## Small Business Health Options Program (SHOP) Enrollment



## QHP – Subsidized / Non-Subsidized

Metric	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
Subsidized	113,840	118,341	116,937	115,415	113,970	114,238
Subsidized - Percent	60.8%	60.85%	60.97%	61.00%	60.92%	61.26%
Non-Subsidized	73,402	76,136	74,857	73,802	73,110	72,245
Non-Subsidized - Percent	39.20%	39.15%	39.03%	39.00%	39.08%	38.74%
Total Subsidized / Non-Subsidized	187,242	194,477	191,794	189,217	187,080	186,483

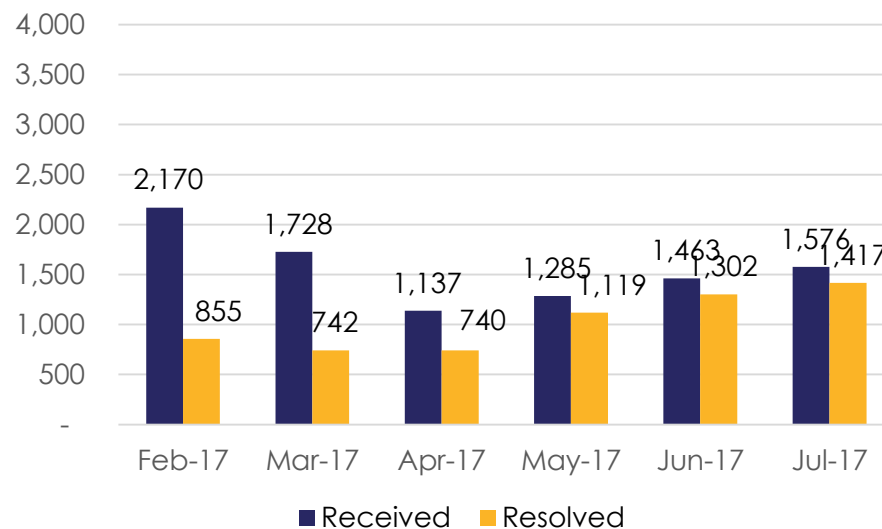
## Special Enrollment Period

Metric	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
Special Enrollment Period New by Month	1,849	2,137	2,147	2,847	3,329	3,671

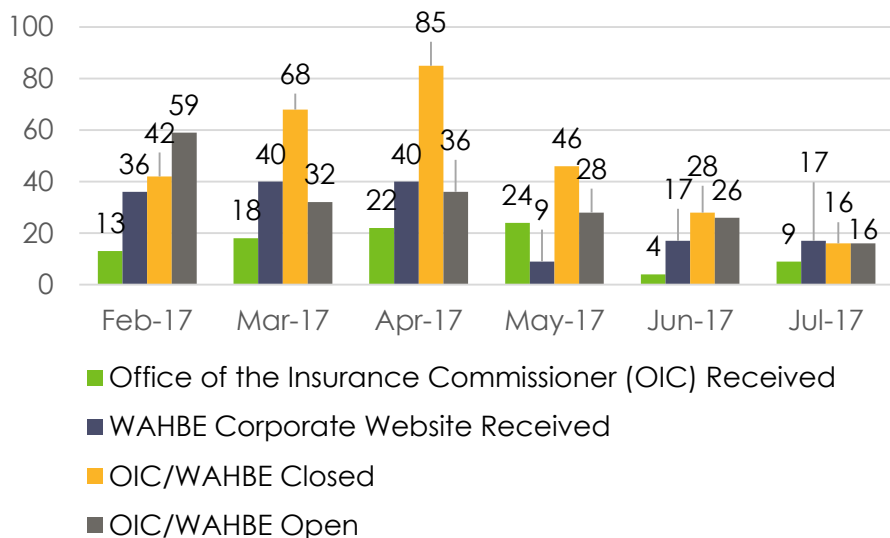
## Customer Service Center

Metric	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Volume of Calls Received	71,273	79,560	65,299	65,046	63,936	60,092
Average Wait Time for Calls (min:sec)	1:30	2:49	3:48	1:48	1:39	2:11
Calls Meeting Service Level (Target – 80%)	95.08%	88.72%	81.06%	91.08%	93.16%	82.09%
Abandonment Rate	0.61%	1.18%	2.40%	0.78%	0.72%	1.57%
Interactions:						
• QHP	14%	20%	10%	9%	8%	8%
• WAH	27%	47%	28%	27%	29%	29%
• Both	59%	33%	62%	65%	62%	63%

## Carrier Reconciliation



## Customer Complaints – OIC / WAHBE Corporate Website

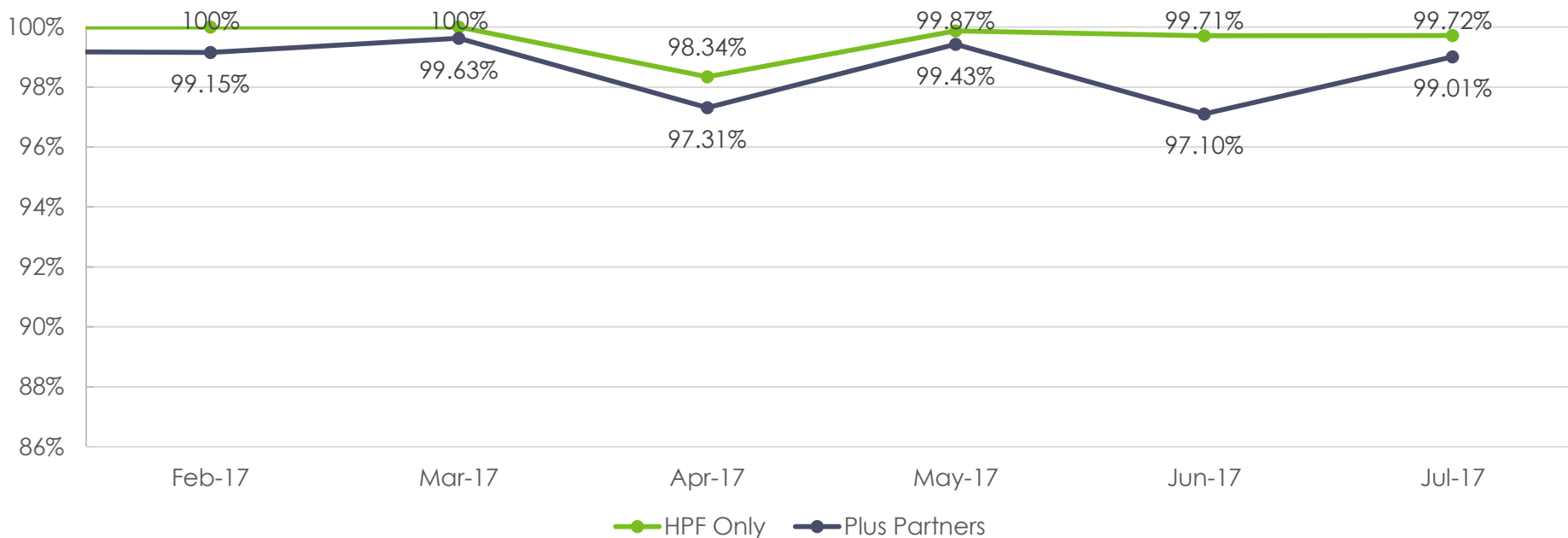


## Jul-2017 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment	Eligibility/ Tax Credit	Payment/ Invoice
OIC – Customer Complaints	Enrollment	Eligibility/ Tax Credit	Payment/ Invoice
Corporate Website – Search*	Report Change	Sign In	Income

\*Of the 2,570 (2% of total visitors) who use the search function on the corporate website – key terms being searched.

## Washington Healthplanfinder Availability/Plus Partners



Metric	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
System Availability – HPF only	100%	100%	98.34%	99.87%	99.71%	99.72%
System Availability – Plus Partners	99.15%	99.63%	97.31%	99.43%	97.10%	99.01%
Number of Total Visitors (traffic)	5,363,988	5,604,973	5,806,402	6,018,872	6,216,598	6,407,184
Average Length of Time of Visit (min:sec)	2:43	2:54	2:28	2:51	2:59	2:49
Number of QHP Eligibility Determinations	36,637	39,693	31,713	37,990	38,646	36,642