



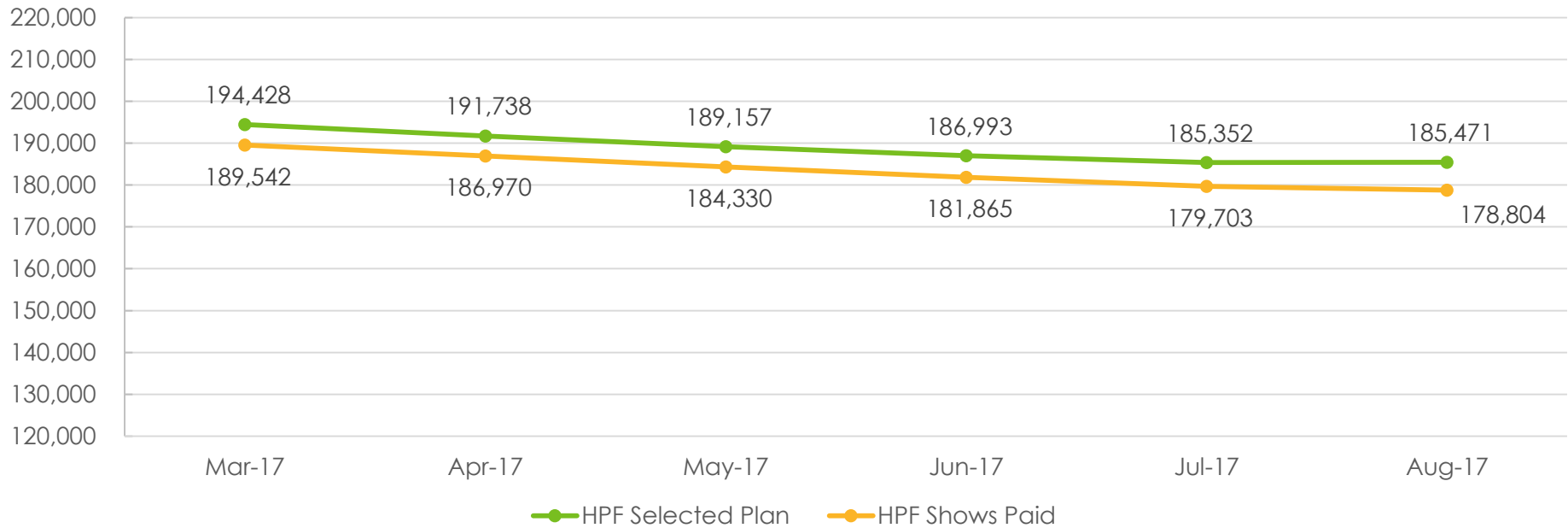
washington
healthplanfinder

click. compare. covered.

Executive Dashboard

September 2017

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

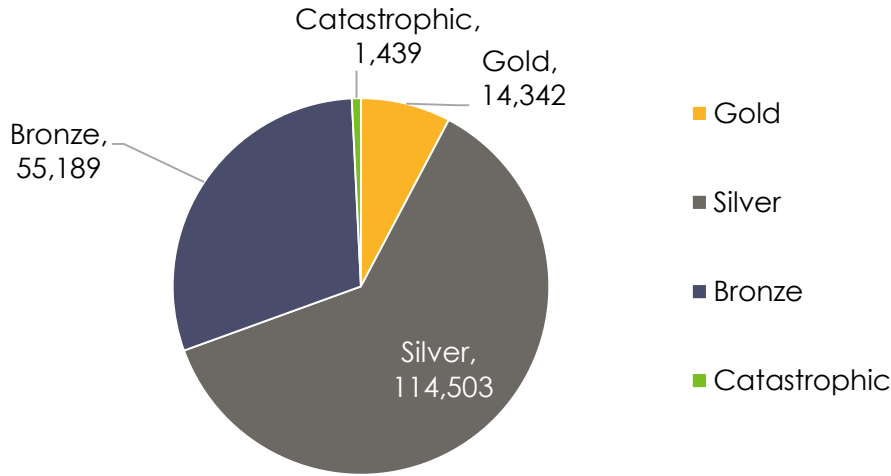


Individuals	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017
Healthplanfinder (HPF) Selected a Plan	194,428	191,738	189,157	186,993	185,352	185,471
HPF Effectuated	189,542	186,970	184,330	181,865	179,703	178,804
Actuarial Projection	184,685	182,276	180,461	178,976	177,272	175,595
Dis-enrollments	3,213	3,248	3,256	3,263	3,269	3,270
Total MAGI** Medicaid/CHIP	1,558,588	1,556,313	1,550,232	1,532,047	1,528,248	1,502,780
Churn: Medicaid to QHP (percent)	0.15%	0.14%	0.03%	0.03%	0.04%	0.01%
Churn: QHP to Medicaid (percent)	0.30%	0.35%	0.6%	0.38%	0.47%	0.24%

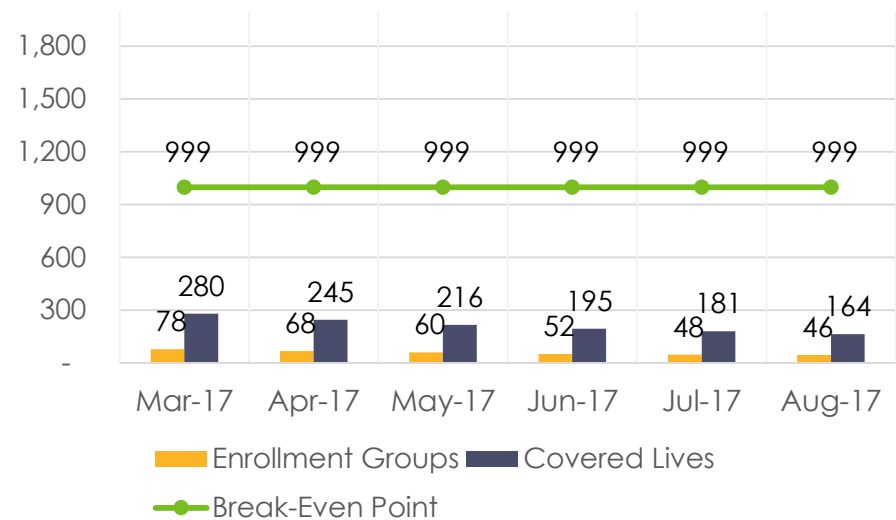
*Figure has been updated to reflect information as of September 2017

** Modified Adjusted Gross Income

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



Small Business Health Options Program (SHOP) Enrollment



QHP – Subsidized / Non-Subsidized

Metric	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017
Subsidized	118,245	116,832	115,308	113,791	113,005	113,289
Subsidized - Percent	60.82%	60.93%	60.96%	60.85%	60.97%	61.08%
Non-Subsidized	76,183	74,906	73,849	73,202	72,347	72,182
Non-Subsidized - Percent	39.18%	39.07%	39.04%	39.15%	39.03%	38.92%
Total Subsidized / Non-Subsidized	194,428	191,738	189,157	186,993	185,352	185,471

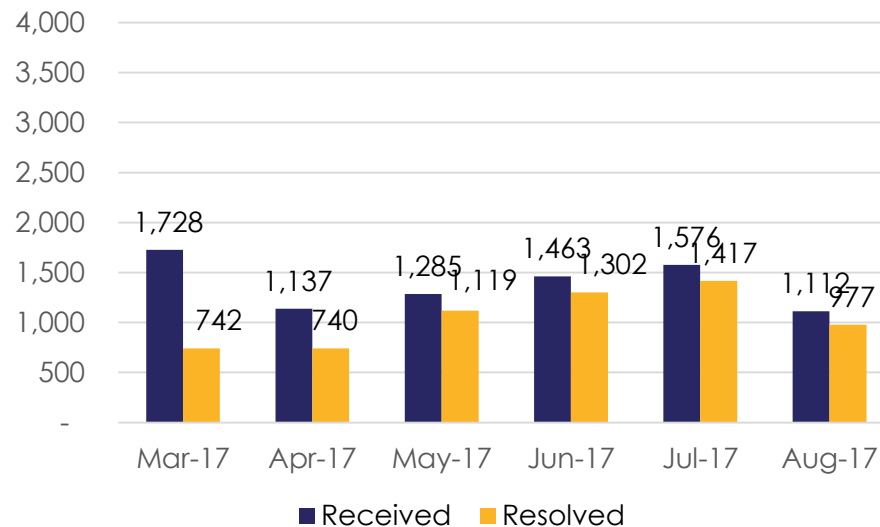
Special Enrollment Period

Metric	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017
Special Enrollment Period New by Month	1,945	2,003	2,637	2,969	3,408	3,842

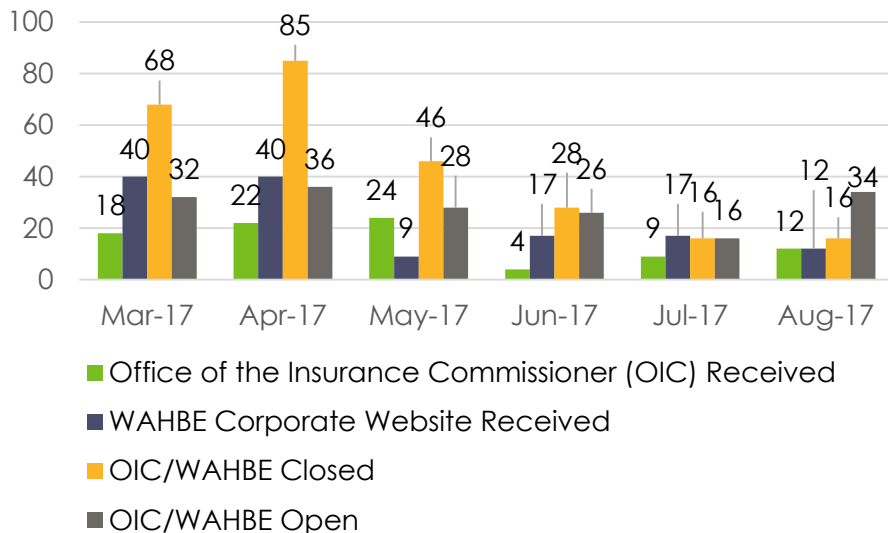
Customer Service Center

Metric	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
Volume of Calls Received	79,560	65,299	65,046	63,936	60,092	65,973
Average Wait Time for Calls (min:sec)	2:49	3:48	1:48	1:39	2:11	2:17
Calls Meeting Service Level (Target – 80%)	88.72%	81.06%	91.08%	93.16%	82.09%	82.41%
Abandonment Rate	1.18%	2.40%	0.78%	0.72%	1.57%	1.47%
Interactions:						
• QHP	20%	10%	9%	8%	8%	9%
• WAH	47%	28%	27%	29%	29%	27%
• Both	33%	62%	65%	62%	63%	64%

Carrier Reconciliation



Customer Complaints – OIC / WAHBE Corporate Website

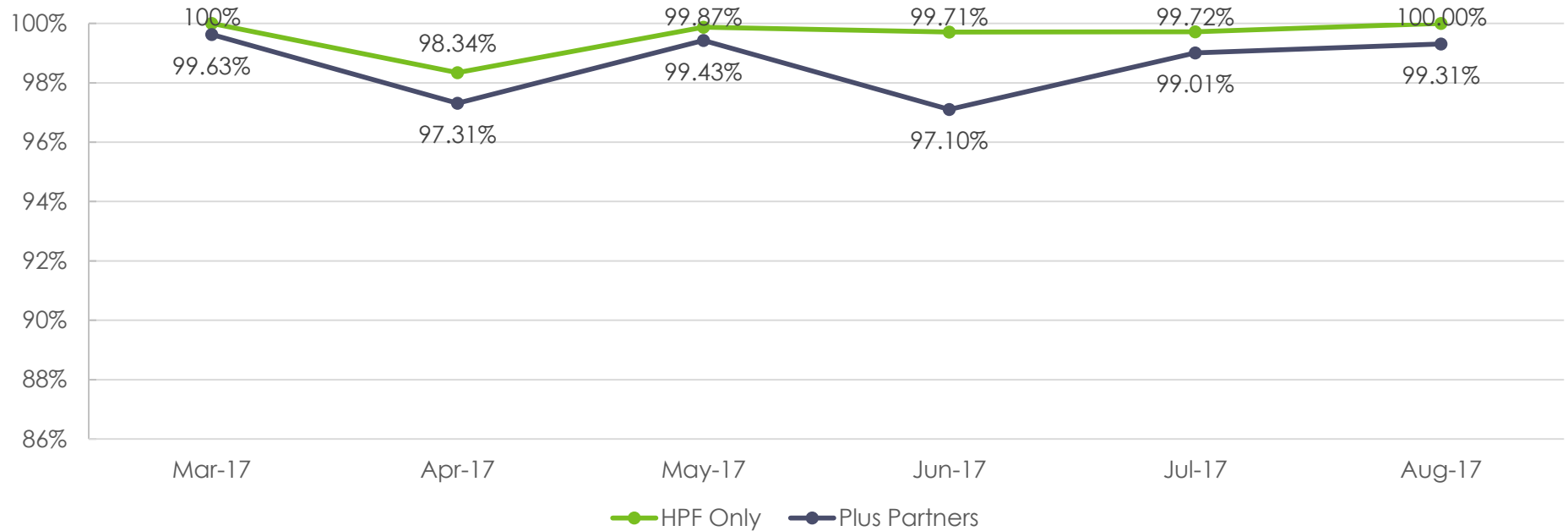


Aug-2017 Customer Service Key Issues

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

*Of the 2,150 (2% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017
System Availability – HPF only	100%	98.34%	99.87%	99.71%	99.72%	100%
System Availability – Plus Partners	99.63%	97.31%	99.43%	97.10%	99.01%	99.31%
Number of Total Visitors (traffic)	5,604,973	5,806,402	6,018,872	6,216,598	6,407,184	6,606,557
Average Length of Time of Visit (min:sec)	2:54	2:28	2:51	2:59	2:49	2:51
Number of QHP Eligibility Determinations	39,693	31,713	37,990	38,646	36,642	37,286