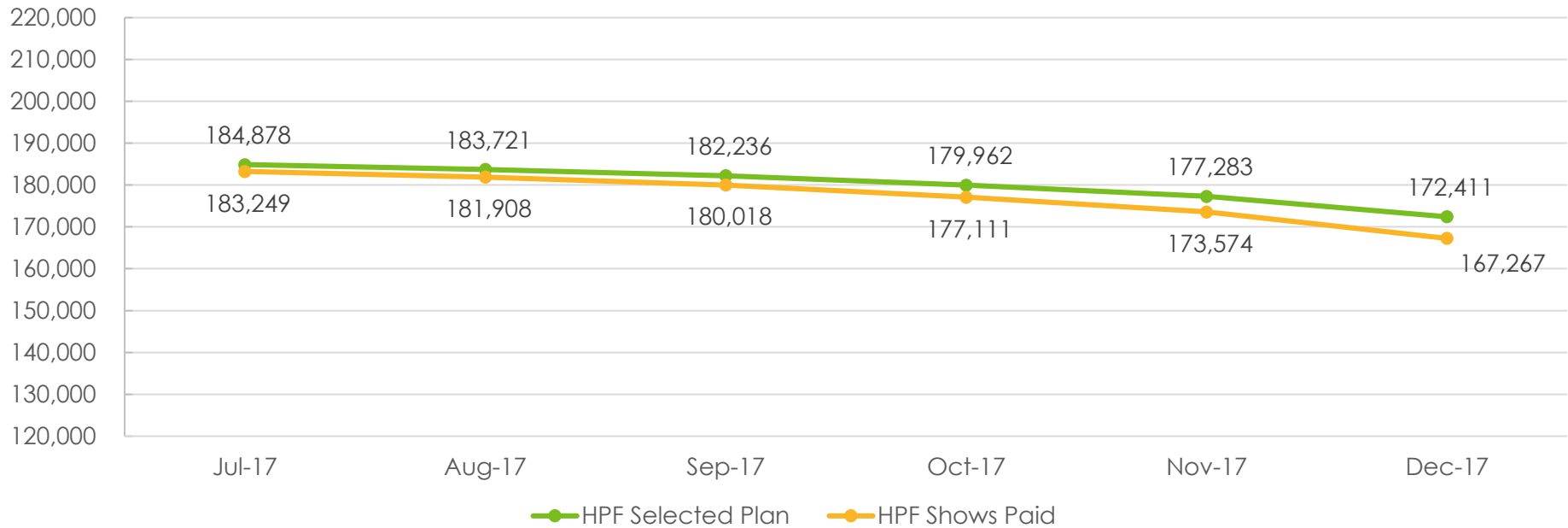


# Executive Dashboard

## January 2018

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

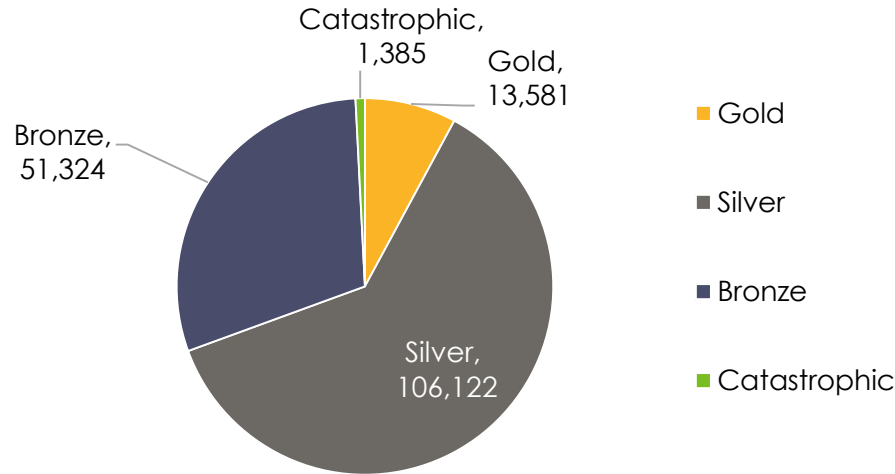


Individuals	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
Healthplanfinder (HPF) Selected a Plan	184,878	183,721	182,236	179,962	177,283	172,411
HPF Effectuated	183,249	181,908	180,018	177,111	173,574	167,267
Actuarial Projection	177,272	175,595	173,313	170,418	163,412	156,842
Dis-enrollments	3,269	3,270	3,320	3,305	3,235	3,235
Total MAGI** Medicaid/CHIP	1,528,248	1,502,780	1,510,270	1,511,663	1,583,177	1,583,487
Churn: Medicaid to QHP (percent)	0.04%	0.01%	0.04%	0.15%	0.11%	0.11%
Churn: QHP to Medicaid (percent)	0.47%	0.24%	0.52%	0.63%	1.57%	1.62%

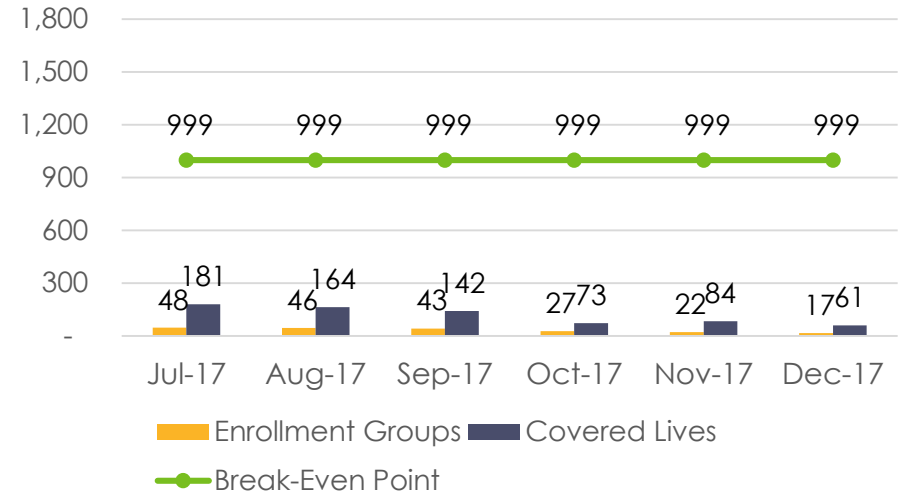
\*Numbers updated to reflect information as of January 2018

\*\* Modified Adjusted Gross Income

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



## Small Business Health Options Program (SHOP) Enrollment



## QHP – Subsidized / Non-Subsidized

Metric	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
Subsidized	111,573	110,601	109,586	109,641	107,840	104,542
Subsidized - Percent	60.39%	60.27%	60.17%	60.54%	60.70%	60.64%
Non-Subsidized	73,178	72,922	72,539	71,452	69,809	67,869
Non-Subsidized - Percent	39.61%	39.73%	39.83%	39.46%	39.30%	39.36%
Total Subsidized / Non-Subsidized	184,751	183,523	182,125	181,093	177,649	172,411

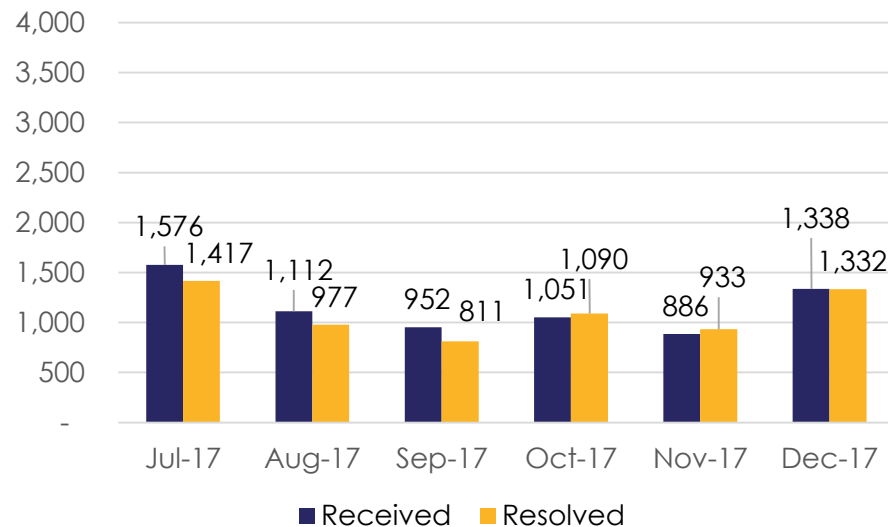
## Special Enrollment Period

Metric	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
Special Enrollment Period Open by Month	3,671	3,842	3,388	1,192	2,367	72

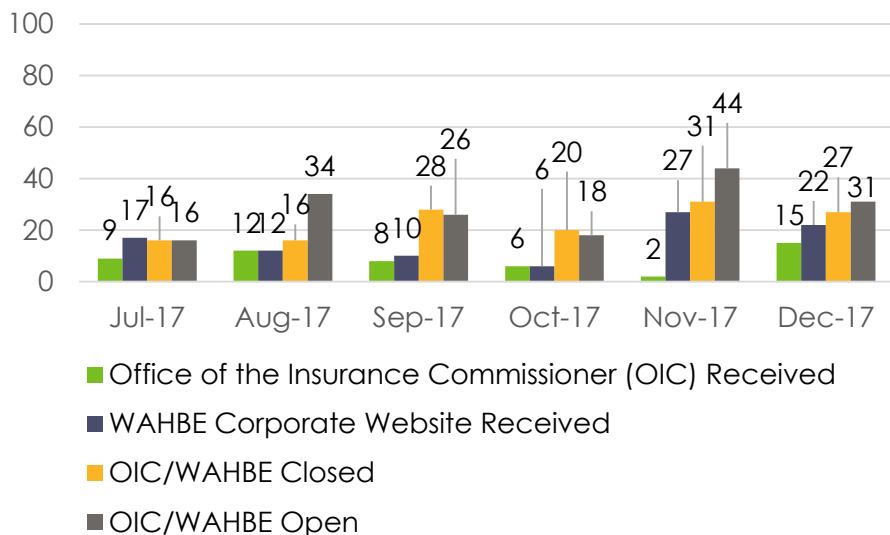
## Customer Service Center

Metric	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Volume of Calls Received	60,092	65,973	60,649	70,175	121,332	137,034
Average Wait Time for Calls (min:sec)	2:11	2:17	1:28	1:20	3:03	7:43
Calls Meeting Service Level (Target – 80%)	82.09%	82.41%	80.29%	90.26%	68.78%	63.21%
Abandonment Rate	1.57%	1.47%	1.39%	0.94%	3.40%	8.67%
Interactions:						
• QHP	N/A*	N/A*	N/A*	N/A*	10.46%	9.73%
• WAH					28.67%	24.84%
• Both					60.87%	65.44%

## Carrier Reconciliation



## Customer Complaints – OIC / WAHBE Corporate Website



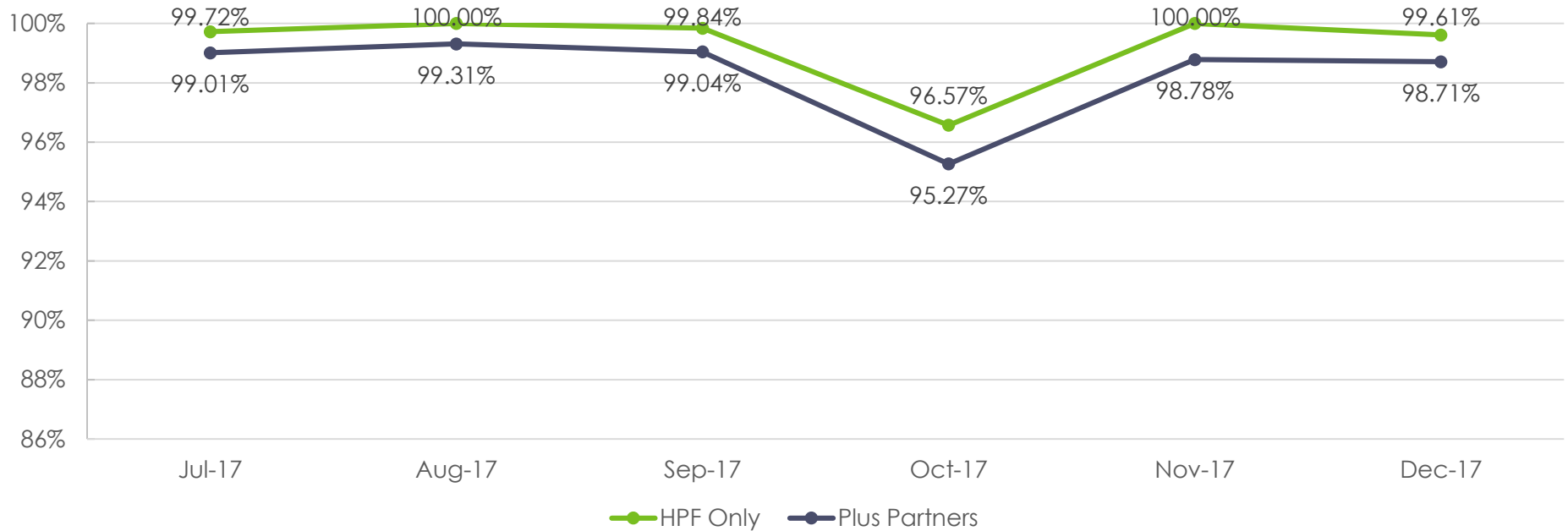
## Nov-2017 Customer Service Key Issues

Source	1	2	3
Corporate Website – Customer Complaints	Enrollment	Feedback	1095
OIC – Customer Complaints	Enrollment	Eligibility/ Tax	1095
Corporate Website – Search**	Renew	Change	Password

\*The metric is not available due to an error in the duration data. Faneuil is currently researching the root cause.

\*\*Of the 3,347 (1.82% of total visitors) who use the search function on the corporate website – key terms being searched.

Washington Healthplanfinder Availability/Plus Partners



Metric	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
System Availability – HPF only	99.72%	100%	99.84%	96.57%	100%	99.61%
System Availability – Plus Partners	99.01%	99.31%	99.04%	95.27%	98.78%	98.71%
Number of Total Visitors (traffic)	6,407,184	6,606,557	6,798,552	7,015,012	7,419,430	7,797,724
Average Length of Time of Visit (min:sec)	2:49	2:51	2:28	2:58	3:20	2:38
Number of QHP Eligibility Determinations	36,642	37,286	32,558	38,184	177,056	177,056