

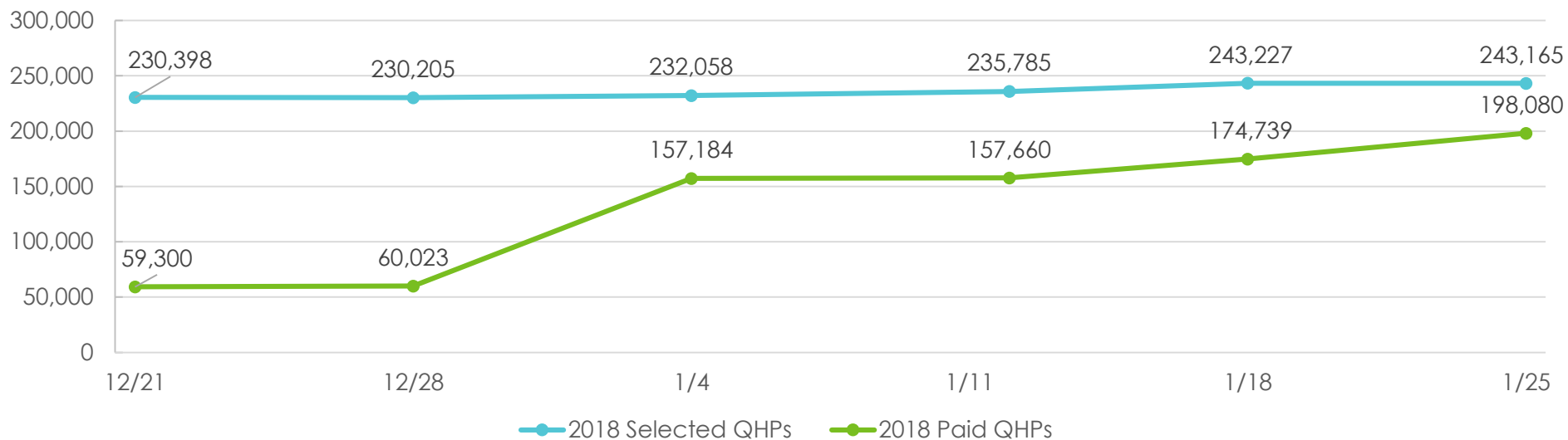


washington
healthplanfinder

click. compare. covered.

Open Enrollment For 2018 Plan Year
Performance Dashboard
November 1 – January 26, 2018

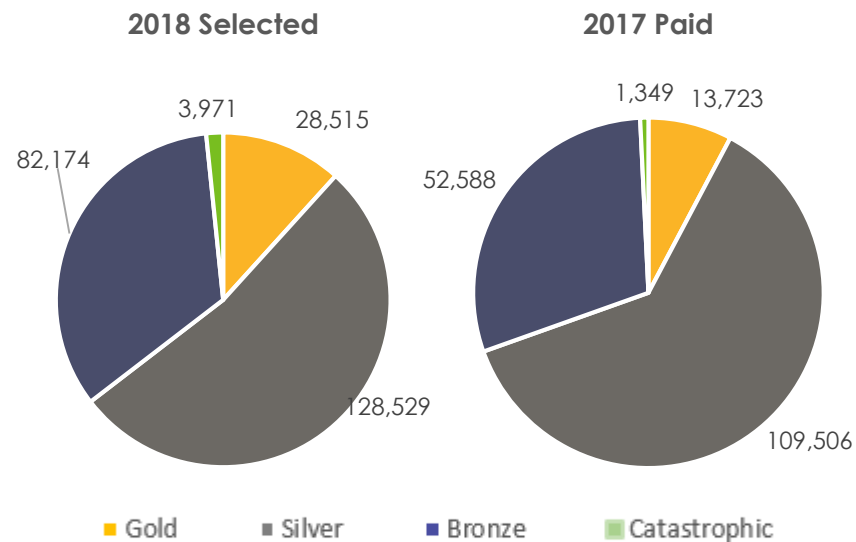
2018 Qualified Health Plans (QHPs) Selected/Paid



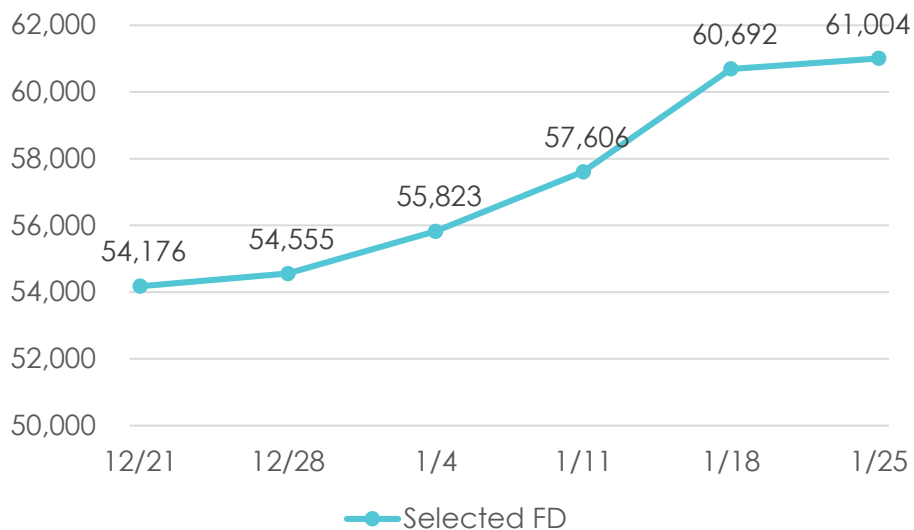
QHPs Selected/Paid

Individual	12/21	12/28	1/4	1/11	1/18	1/25
Selected QHPs	230,398	230,205	232,058	235,758	243,227	243,165
Paid QHPs	59,300	60,023	157,184	157,660	174,739	198,080
New Enrollees	65,383	66,290	69,080	72,928	79,257	80,554
Retentions	165,014	163,915	162,978	162,830	163,970	162,611

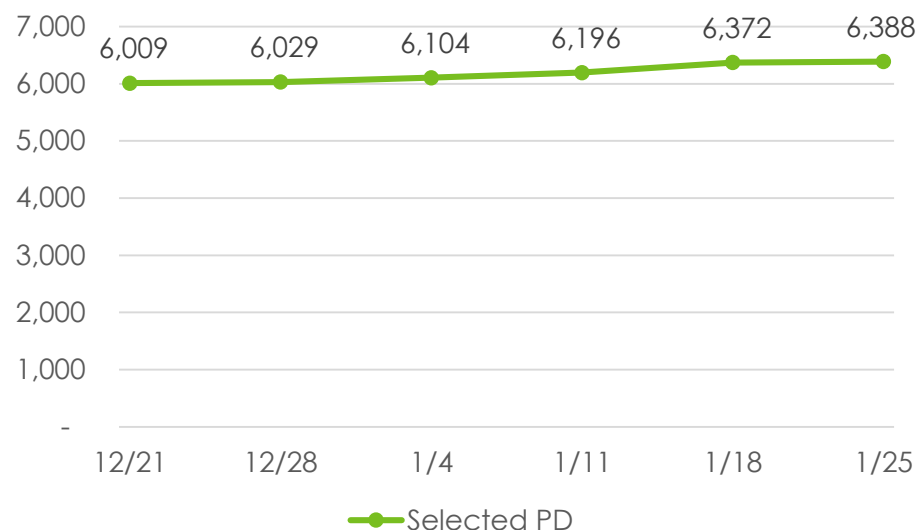
2018 Selected / 2017 Paid By Metal Level



2018 Family Dental Selected



2018 Pediatric Dental Selected



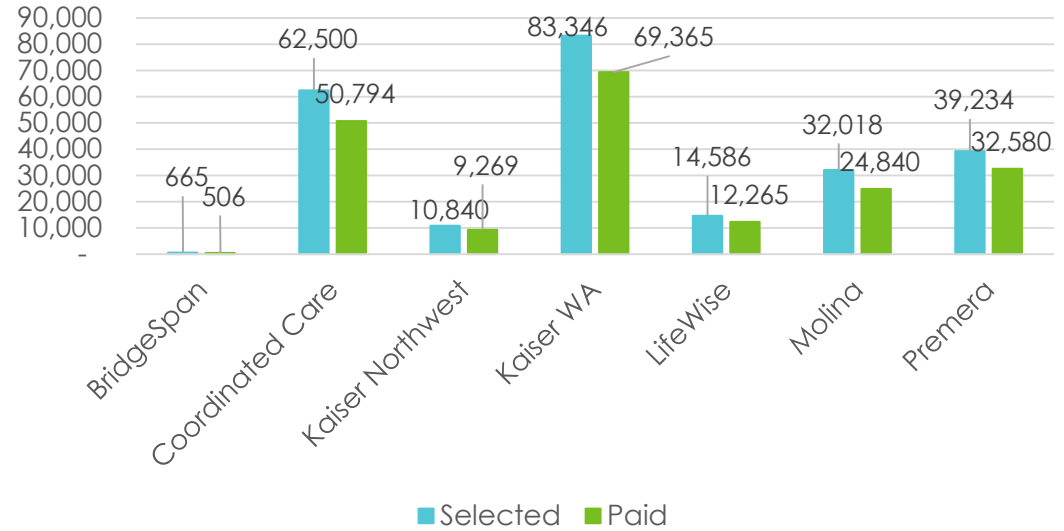
Qualified Dental Plan (QDP)

Individuals	12/21	12/28	1/4	1/11	1/18	1/25
Selected QDPs	60,185	60,584	61,927	63,802	67,064	67,392
Family Dental	54,176	54,555	55,823	57,606	60,692	61,004
Pediatric Dental	6,009	6,029	6,104	6,196	6,372	6,388
Effectuated QDPs	877	994	6,858	19,266	21,866	26,925
Family Dental	432	429	6,018	18,214	20,782	25,804
Pediatric Dental	445	565	840	1,052	1,084	1,121



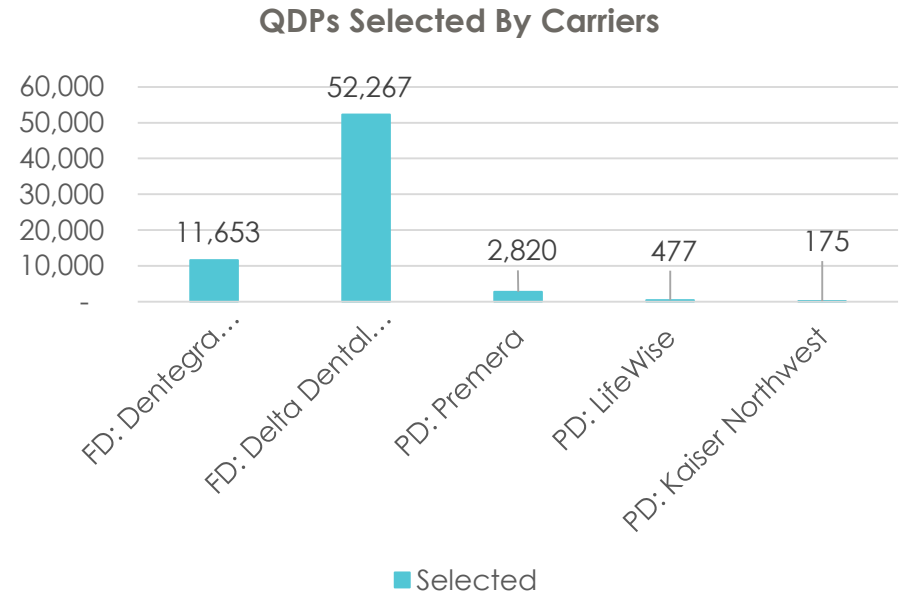
QHPs Selected/Paid By Carriers

Source	Selected	Paid
BridgeSpan	665	506
Coordinated Care	62,500	50,794
Kaiser - Northwest	10,840	9,269
Kaiser - WA	83,346	69,365
LifeWise	14,586	12,265
Molina	32,018	24,840
Premera	39,234	32,580



QDPs Selected By Carriers

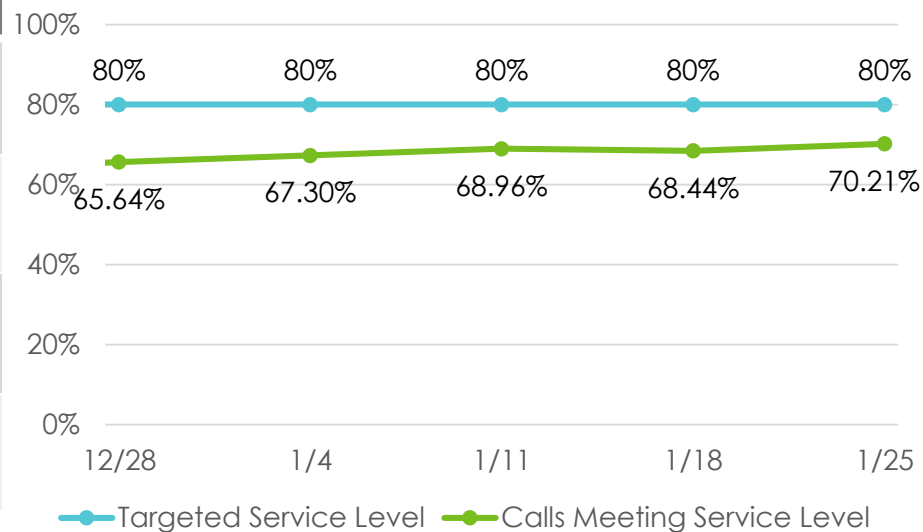
Source	Selected	
FD: Dentegra	11,653	
FD: Delta Dental	52,267	
PD: Premera	2,820	
PD: LifeWise	477	
PD: Kaiser - Northwest	175	



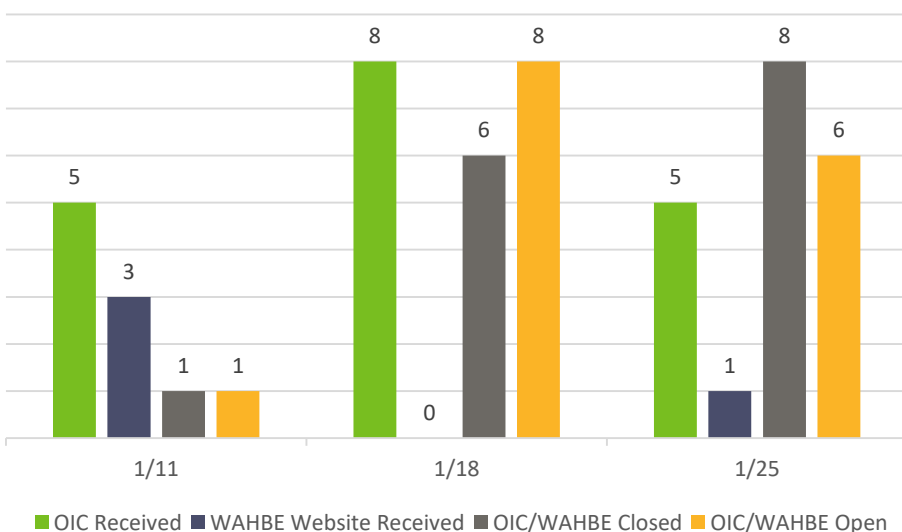
Customer Service Center

Metric	12/21	12/28	1/4	1/11	1/18	1/25
Volume of Calls Received	237,594	253,811	275,205	302,104	332,383	357,592
Average Call Wait min:sec	5:55	5:32	5:09	4:48	4:41	4:22
Calls Meeting Service Level	63.40%	65.64%	67.30%	68.96%	68.44%	70.21%
Abandonment Rate	6.71%	6.29%	5.86%	5.47%	5.36%	5.00%

Calls Meeting Service Level



Customer Complaints – OIC / WAHBE Corporate Website



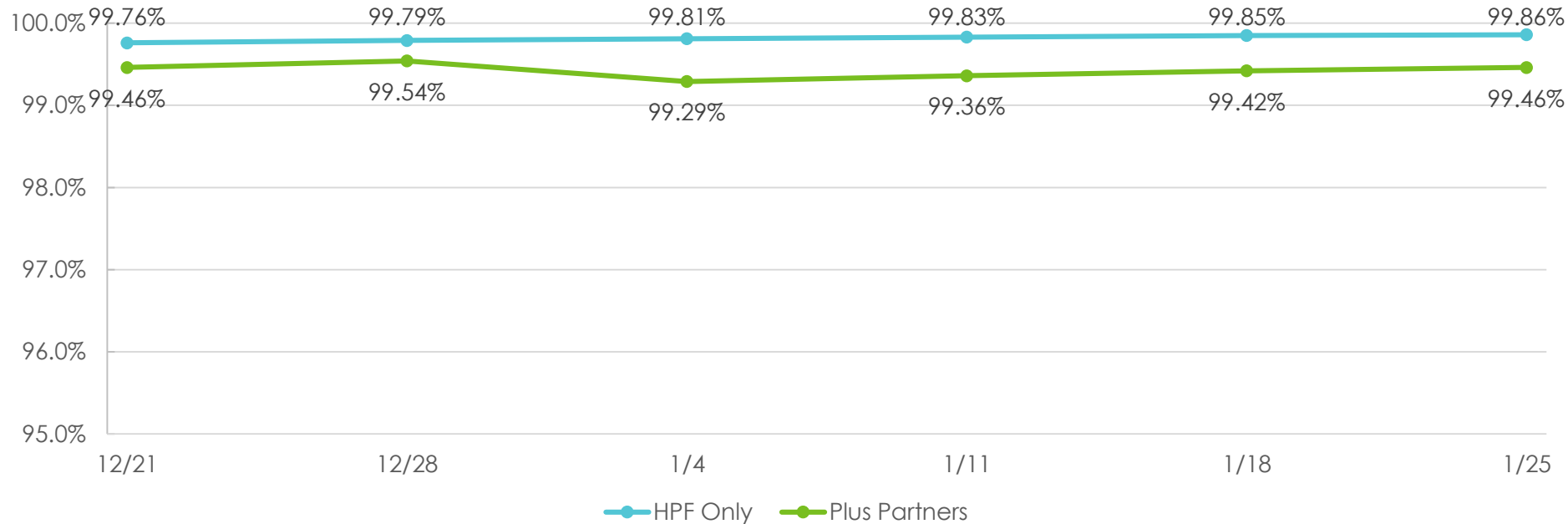
Customer Service Key Issues

Source	1	2	3
OIC – Customer Complaints	Enrollment	Technical	N/A
Corporate Website – Customer Complaints	Enrollment	Feedback	Technical
Corporate Website – Search*	Sign In	Income	Payment
Healthplanfinder – Search**	Change	Renew	Password

*Of the 7,249 (1.97% of total visitors) who use the search function

**Of the 108,054 (4.90% of total visitors) who use the search function

Washington Healthplanfinder Availability/Plus Partners



Metric	12/21	12/28	1/4	1/11	1/18	1/25
System Availability – HPF only	99.76%	99.79%	99.81%	99.83%	99.85%	99.86%
System Availability – Plus Partners	99.46%	99.54%	99.29%	99.36%	99.42%	99.46%
Number of Total Visitors (traffic)	1,888,832	1,969,509	2,226,773	2,431,223	2,609,209	2,798,366
Average Length of Time of Visit (min:sec)	16:21	16:03	15:36	15:21	15:17	15:17
Number of QHP Eligibility Determinations	180,238	188,632	195,841	208,180	221,296	228,303
Number of Mobile App Downloads	27,575	29,667	32,397	34,596	37,182	40,709
Number Customers who Received a CDST Recommendation	262,399 (users)	273,032 (users)	287,856 (users)	304,260	322,045	334,828