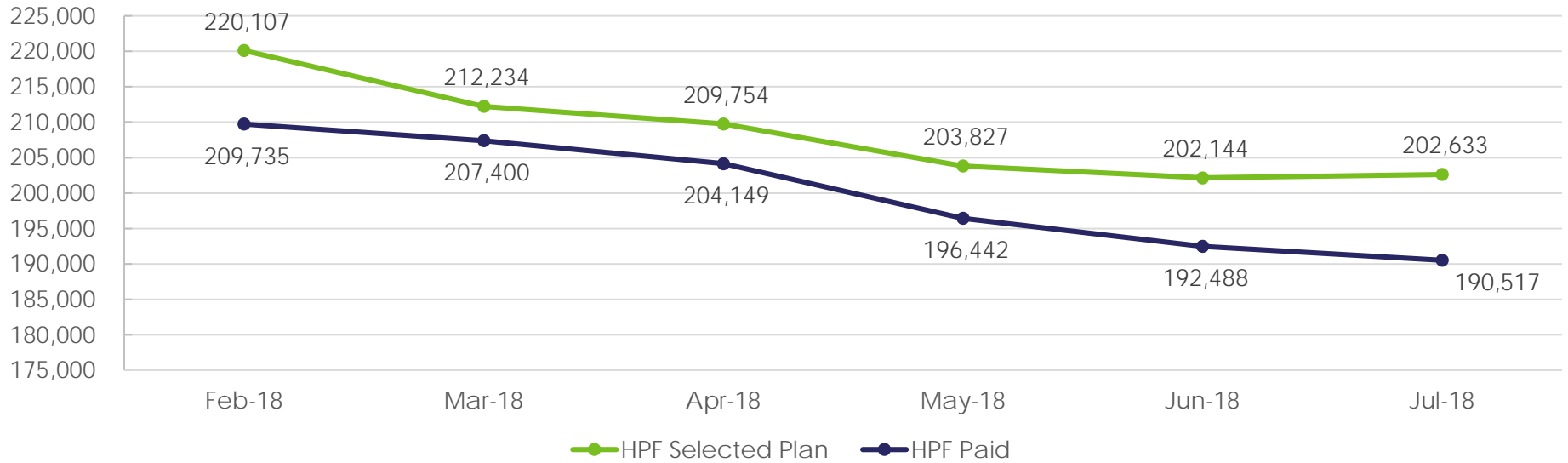


Executive Dashboard

August 2018

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

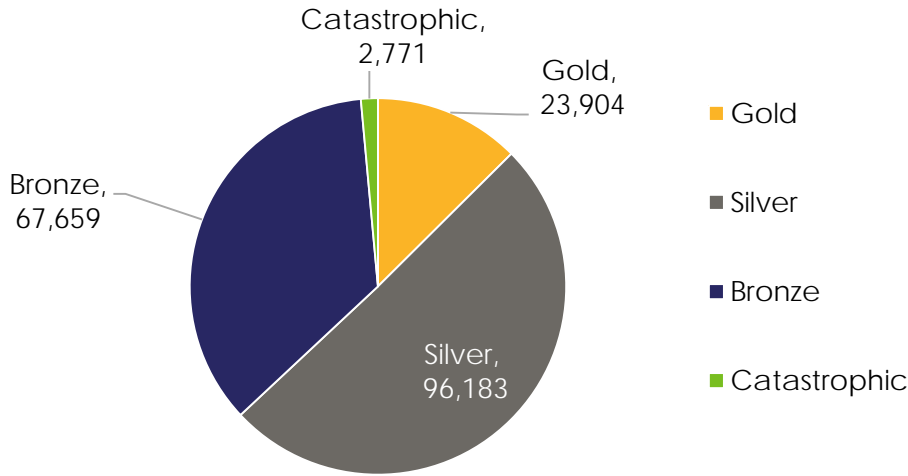


Individuals	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
Healthplanfinder (HPF) Selected a Plan ¹	220,107	212,234	209,754	203,827	202,144	202,633
HPF Paid ¹	209,735	207,400	204,149	196,442	192,488	190,517
Actuarial Projection	182,264	179,760	177,716	176,528	175,686	174,673
Dis-enrollments ²	18,450	26,039	33,128	42,830	48,948	48,919
Total MAGI ³ Medicaid/CHIP	1,510,767	1,509,487	1,495,280	1,496,738	1,490,375	1,489,009
Mixed Households ⁴	22,752	23,220	22,563	20,935	19,940	19,439

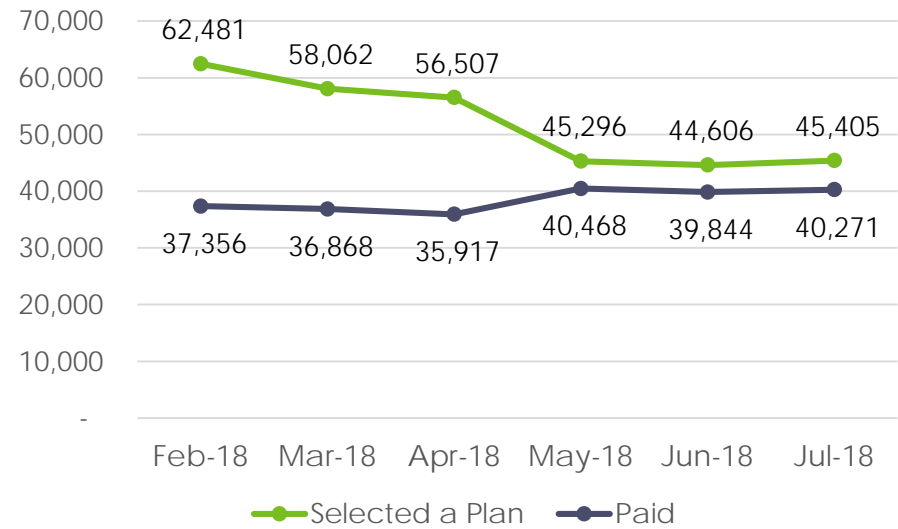
¹Numbers updated to reflect information as of August 2018; ²Numbers is cumulated; ³Modified Adjusted Gross Income;

⁴ Mixed Households are total families enrolled in both Qualified Health Plan/Advanced Premium Tax Credit and WA Apple Health

Qualified Health Plan HPF Paid by Metal Level



Qualified Dental Plans (QDP)/Selected a Plan vs. Paid



QHP Paid – Subsidized / Non-Subsidized

Metric	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
Subsidized	134,454	134,332	132,060	127,652	124,431	122,740
Subsidized - Percent	64.11%	64.76%	64.68%	64.98%	64.64%	64.42%
Non-Subsidized	75,281	73,068	72,089	68,790	68,057	67,777
Non-Subsidized - Percent	35.89%	35.23%	35.31%	35.02%	35.36%	35.58%
Total Subsidized / Non-Subsidized	209,735	207,400	204,149	196,442	192,488	190,517

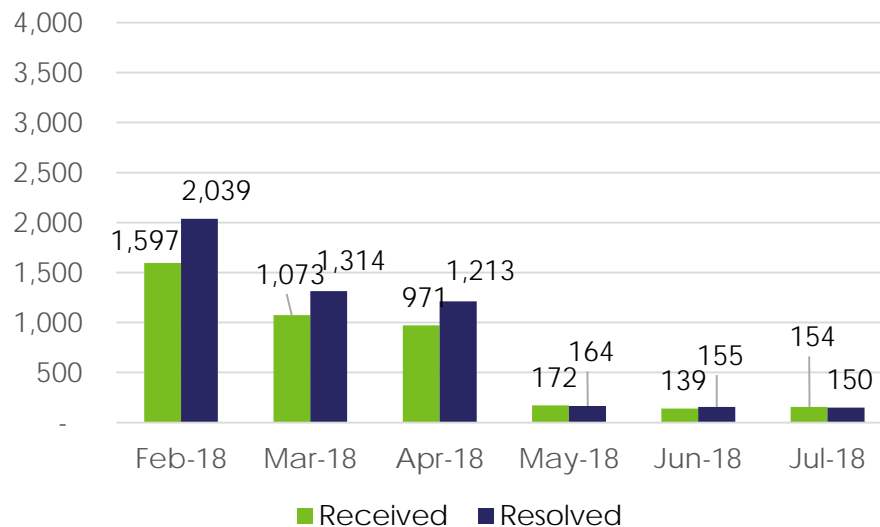
Special Enrollment Period

Metric	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
Special Enrollment Period Open by Month	3,231	3,576	3,307	3,324	3,269	3,303

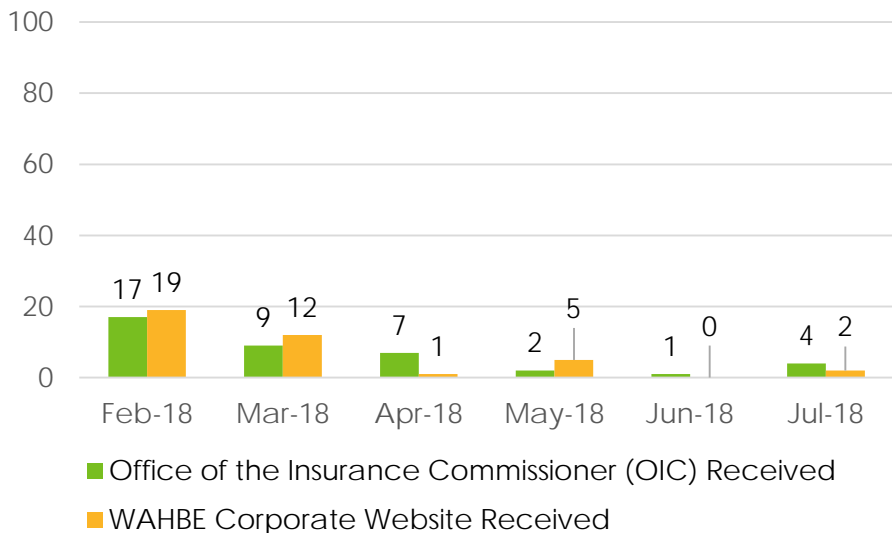
Customer Service Center

Metric	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Volume of Calls Received	71,250	73,571	66,402	60,351	55,162	55,355
Average Handle Time	11:30	12:06	11:44	11:36	11:16	11:39
Average Wait Time for Calls	1:46	1:49	2:23	2:07	2:14	2:03
Calls Meeting Service Level	85.86%	86.58%	81.99%	81.36%	80.98%	83.78%
Abandonment Rate	1.41%	1.44%	1.98%	1.40%	1.59%	1.33%
Interactions:						
• QHP	18.58%	14.24%	15.00%	17.83%	16.87%	16.03%
• WAH	43.02%	38.44%	38.39%	35.67%	48.16%	49.50%
• Both	38.40%	47.31%	46.61%	46.50%	34.97%	34.47%

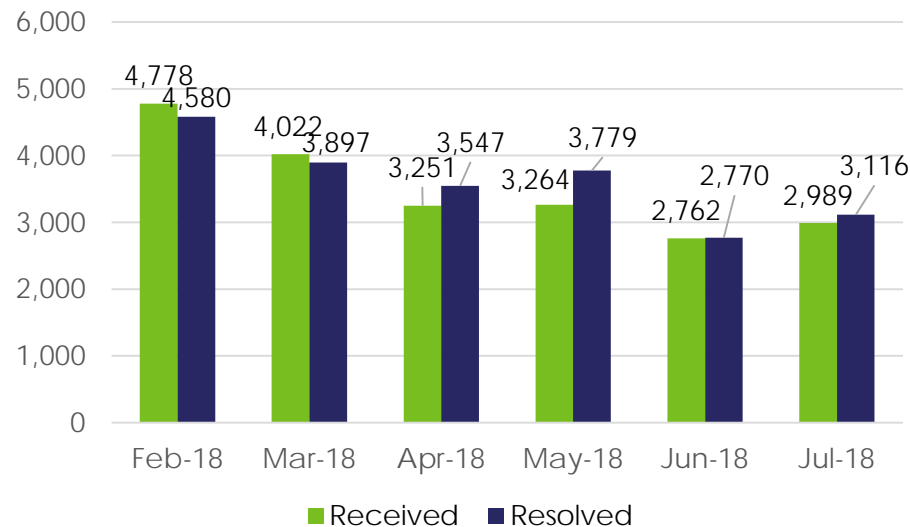
Carrier Reconciliation



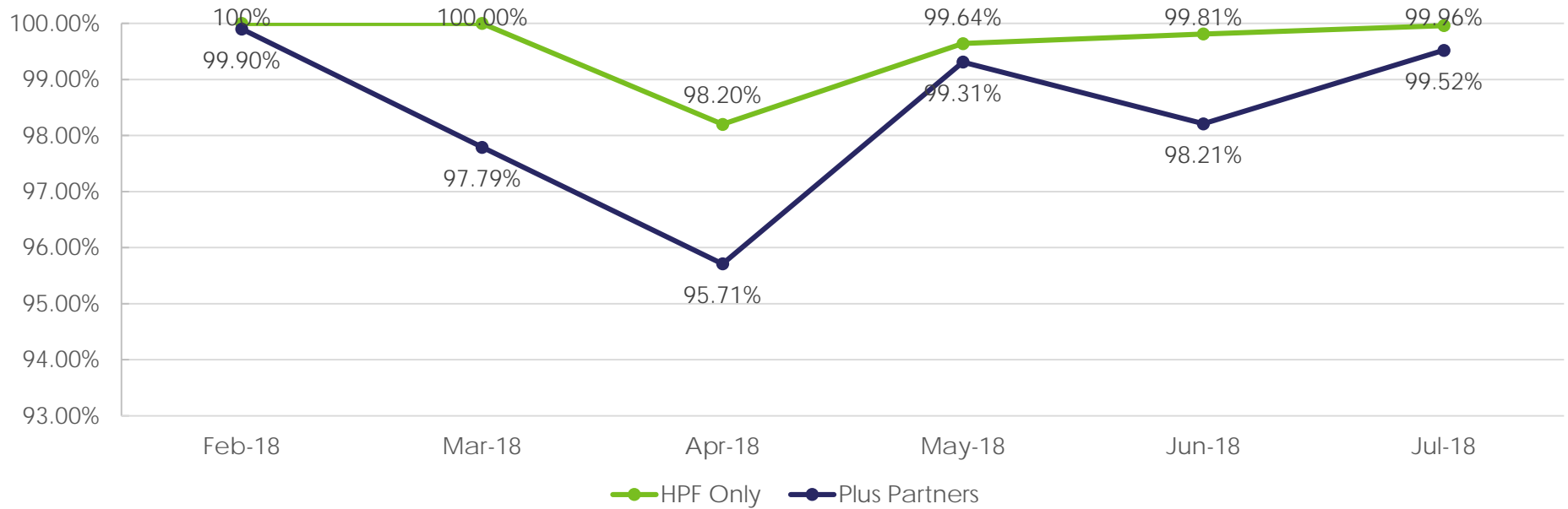
Customer Complaints – OIC / WAHBE Corporate Website



Help Desk Tickets



Washington Healthplanfinder Availability/Plus Partners



Metric	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
System Availability – HPF only	100%	100%	98.20%	99.64%	99.81%	99.96%
System Availability – Plus Partners	99.90%	97.79%	95.71%	99.31%	98.21%	99.52%
Number of Unique Visitors	220,826	207,063	196,093	168,750	155,104	152,486
Total Mobile Application Downloads	61,412	66,064	70,096	75,014	77,359	82,357
Number of QHP Eligibility Determinations	42,231	41,770	38,973	40,614	37,696	40,497



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