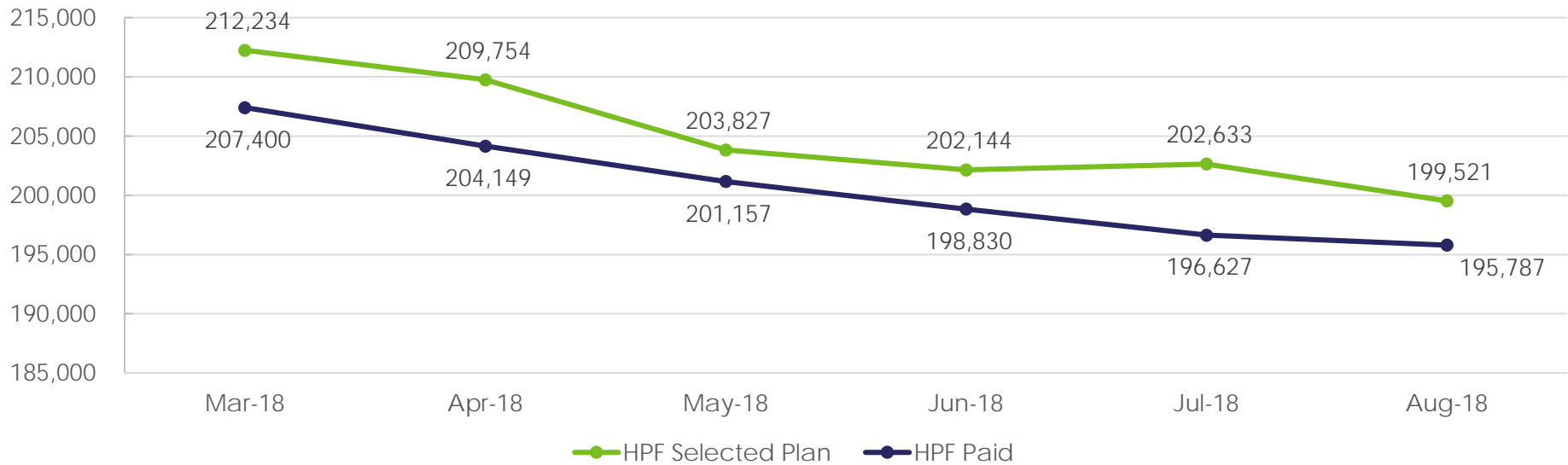


# Executive Dashboard

## September 2018

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

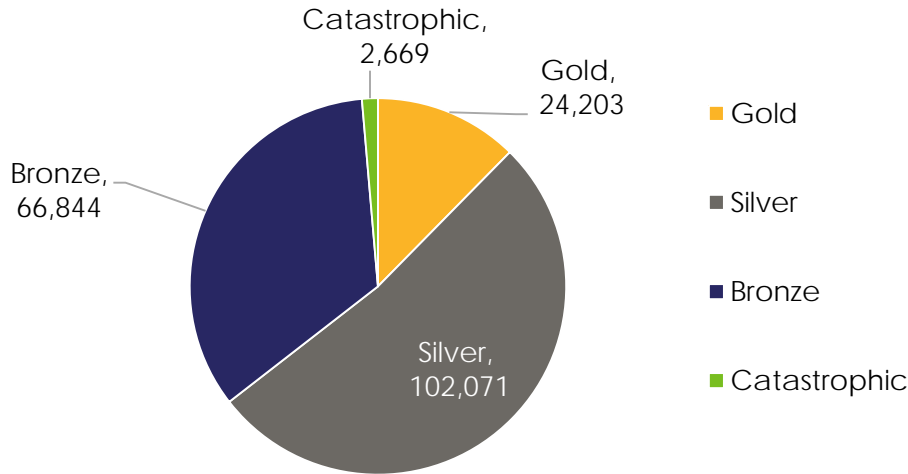


Individuals	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018
Healthplanfinder (HPF) Selected a Plan <sup>1</sup>	212,234	209,754	203,827	202,144	202,633	199,521
HPF Paid <sup>1</sup>	207,400	204,149	201,157	198,830	196,627	195,787
Actuarial Projection	179,760	177,716	176,528	175,686	174,673	173,747
Dis-enrollments <sup>2</sup>	26,039	33,128	42,830	48,948	48,919	52,570
Total MAGI <sup>3</sup> Medicaid/CHIP	1,509,487	1,495,280	1,496,738	1,490,375	1,489,009	1,483,397
Mixed Households <sup>4</sup>	23,220	22,563	20,935	19,940	19,439	18,771

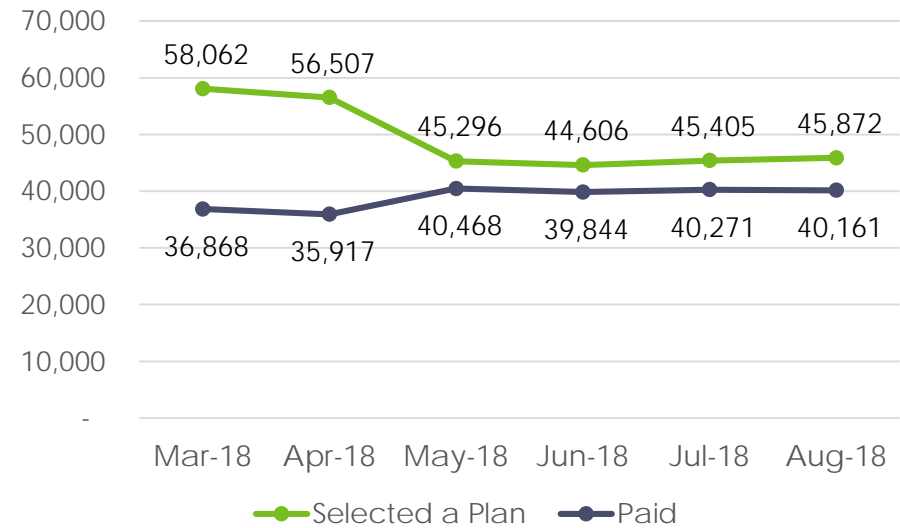
<sup>1</sup>Numbers updated to reflect information as of September 4<sup>th</sup> 2018, reported 'Paid' by carriers; <sup>2</sup>Numbers is cumulated; <sup>3</sup>Modified Adjusted Gross Income;

<sup>4</sup> 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	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018
Subsidized	134,332	132,060	131,594	129,862	128,287	127,615
Subsidized - Percent	64.76%	64.68%	65.31%	65.31%	65.24%	65.18%
Non-Subsidized	73,068	72,089	69,563	68,968	68,340	68,172
Non-Subsidized - Percent	35.23%	35.31%	34.58%	34.69%	34.76%	34.82%
Total Subsidized / Non-Subsidized	207,400	204,149	201,157	198,830	196,627	195,787

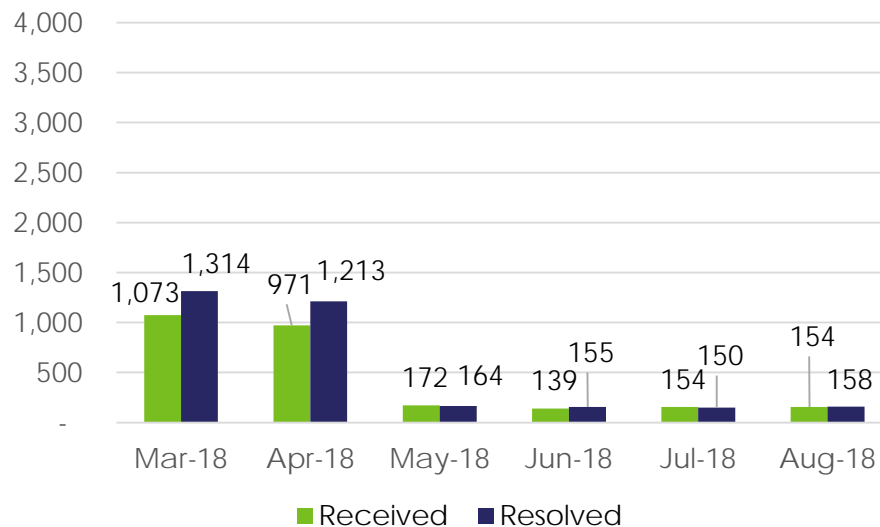
## Special Enrollment Period

Metric	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018
Special Enrollment Period Open by Month	3,576	3,307	3,324	3,269	3,303	3,596

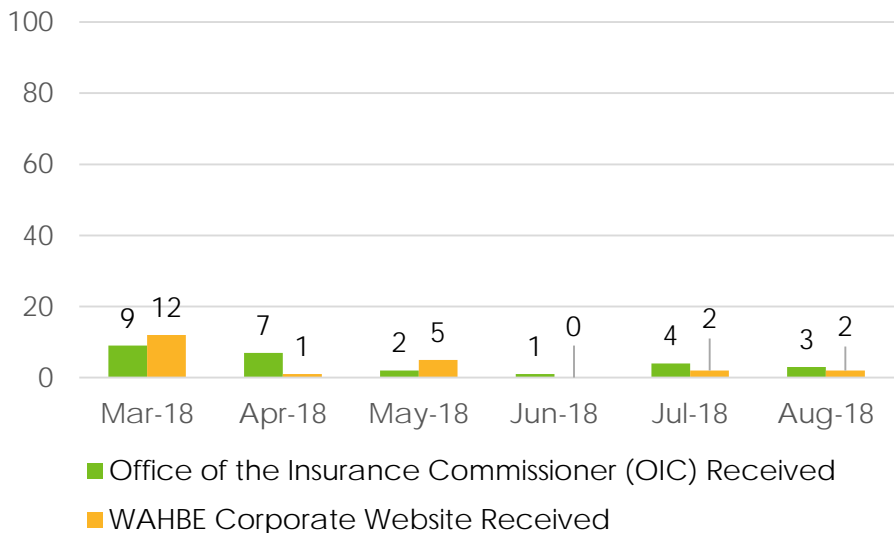
## Customer Service Center

Metric	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Volume of Calls Received	73,571	66,402	60,351	55,162	55,355	60,994
Average Handle Time	12:06	11:44	11:36	11:16	11:39	11:45
Average Wait Time for Calls	1:49	2:23	2:07	2:14	2:03	1:59
Calls Meeting Service Level	86.58%	81.99%	81.36%	80.98%	83.78%	84.05%
Abandonment Rate	1.44%	1.98%	1.40%	1.59%	1.33%	1.19%
Interactions:						
• QHP	14.24%	15.00%	17.83%	16.87%	16.03%	14.40%
• WAH	38.44%	38.39%	35.67%	48.16%	49.50%	53.20%
• Both	47.31%	46.61%	46.50%	34.97%	34.47%	32.40%

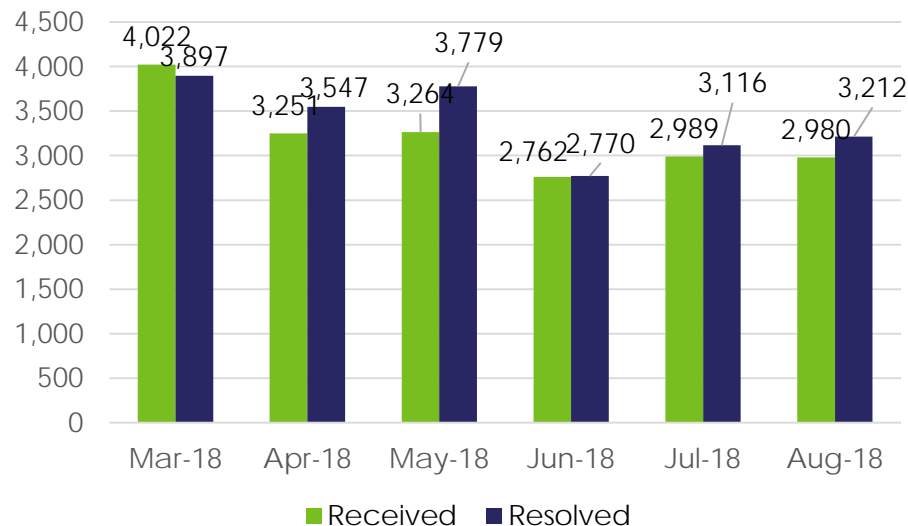
## Carrier Reconciliation



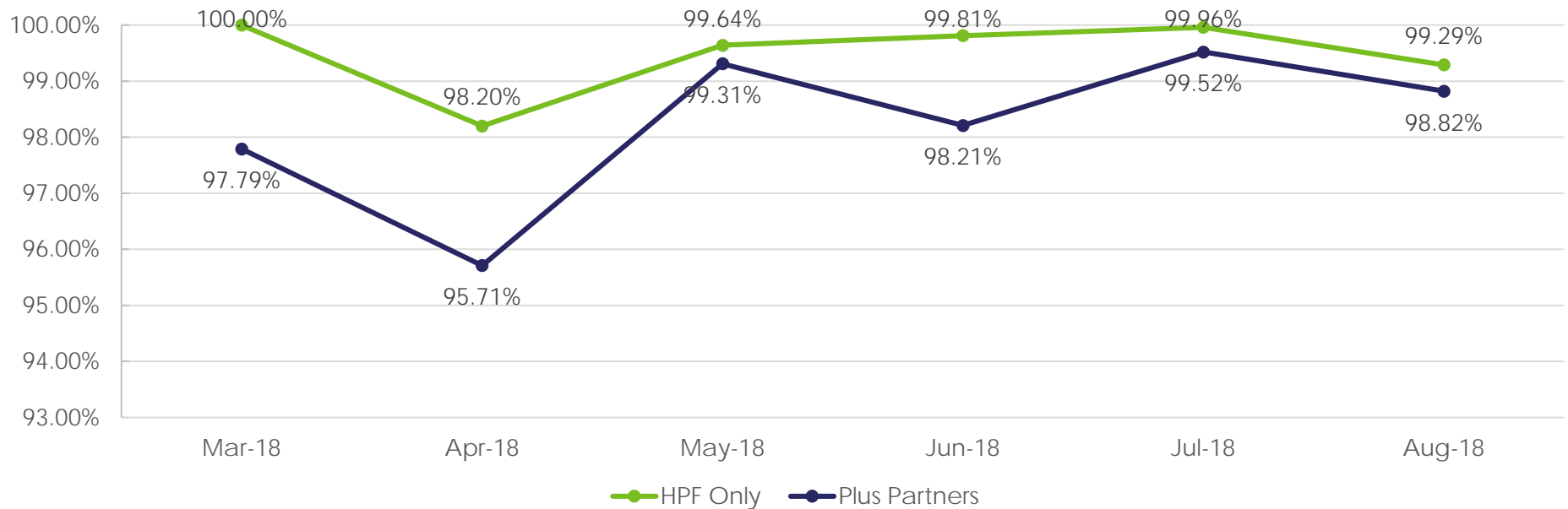
## Customer Complaints – OIC / WAHBE Corporate Website



## Help Desk Tickets



Washington Healthplanfinder Availability/Plus Partners



Metric	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-18
System Availability – HPF only	100%	98.20%	99.64%	99.81%	99.96%	99.29%
System Availability – Plus Partners	97.79%	95.71%	99.31%	98.21%	99.52%	98.82%
Number of Unique Visitors	207,063	196,093	168,750	155,104	152,486	164,168
Total Mobile Application Downloads	66,064	70,096	75,014	77,359	82,357	86,146
Number of QHP Eligibility Determinations	41,770	38,973	40,614	37,696	40,497	39,781