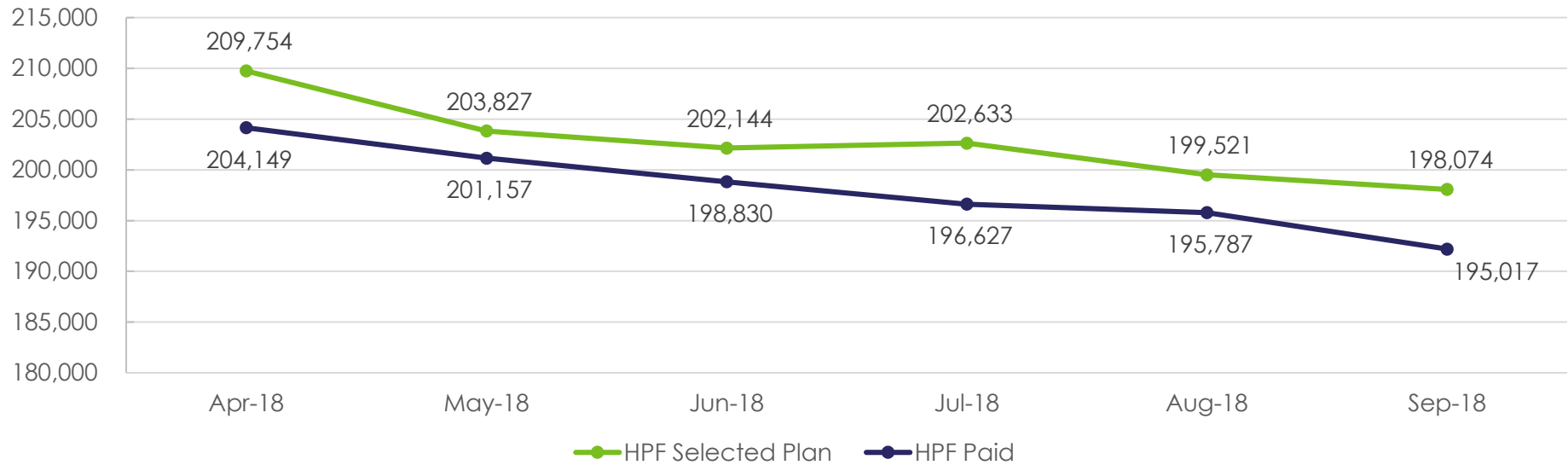


Executive Dashboard

October 2018

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

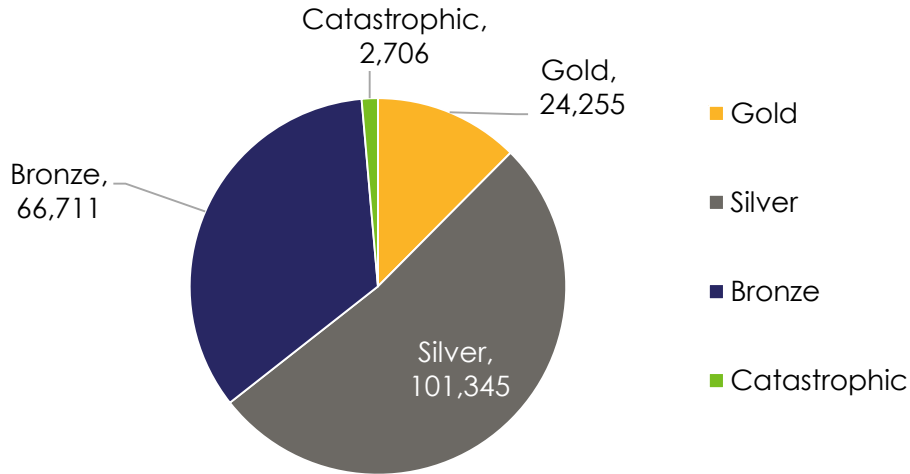


Individuals	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
Healthplanfinder (HPF) Selected a Plan ¹	209,754	203,827	202,144	202,633	199,521	198,074
HPF Paid ¹	204,149	201,157	198,830	196,627	195,787	195,017
Actuarial Projection	177,716	176,528	175,686	174,673	173,747	172,242
Dis-enrollments ²	33,128	42,830	48,948	48,919	52,570	60,040
Total MAGI ³ Medicaid/CHIP	1,495,280	1,496,738	1,490,375	1,489,009	1,483,397	1,477,594
Mixed Households ⁴	22,563	20,935	19,940	19,439	18,771	20,395

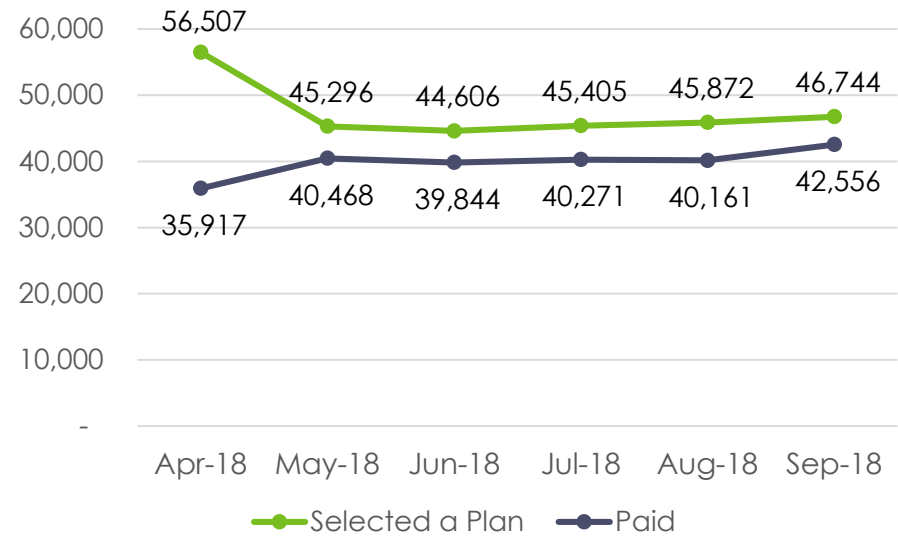
¹Numbers updated to reflect information as of October 8th 2018, reported 'Paid' by carriers; ²Numbers is cumulated; ³Modified Adjusted Gross Income;

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	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
Subsidized	132,060	131,594	129,862	128,287	127,615	127,194
Subsidized - Percent	64.68%	65.31%	65.31%	65.24%	65.18%	65.22%
Non-Subsidized	72,089	69,563	68,968	68,340	68,172	67,823
Non-Subsidized - Percent	35.31%	34.58%	34.69%	34.76%	34.82%	34.78%
Total Subsidized / Non-Subsidized	204,149	201,157	198,830	196,627	195,787	195,017

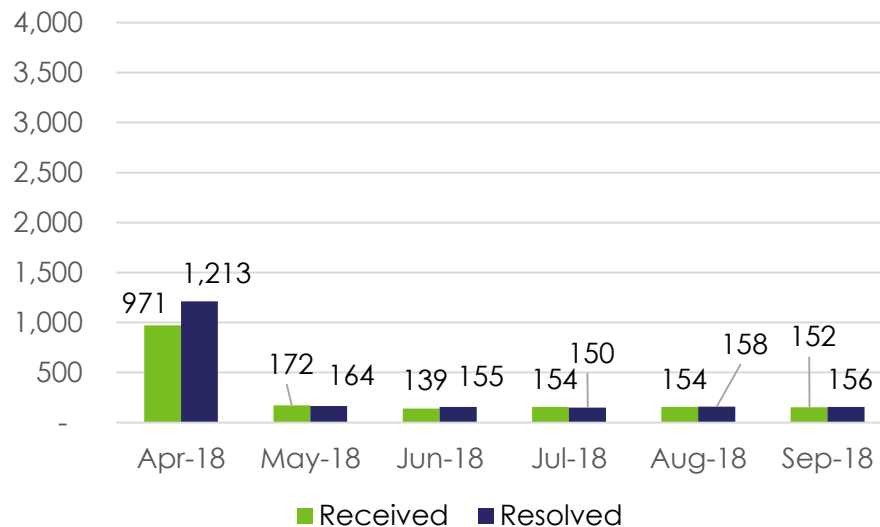
Special Enrollment Period

Metric	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
Special Enrollment Period Open by Month	3,307	3,324	3,269	3,303	3,596	4,087

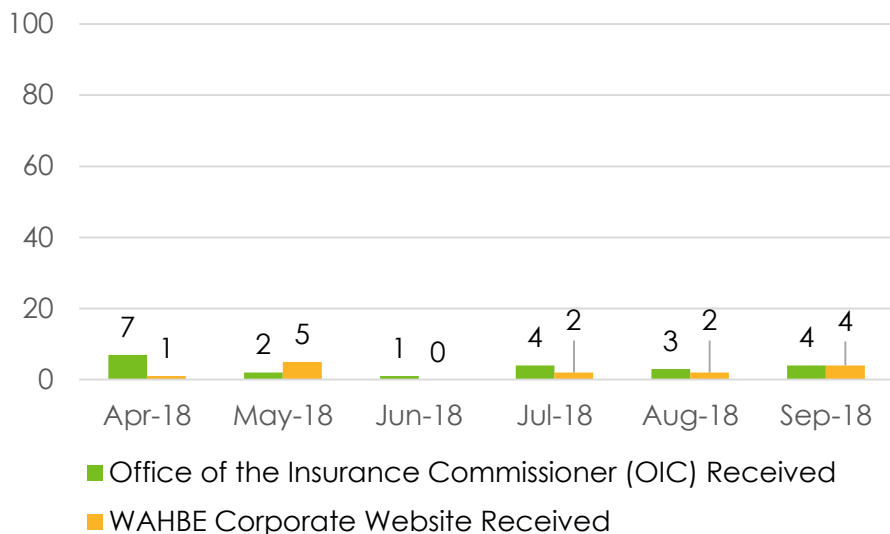
Customer Service Center

Metric	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Volume of Calls Received	66,402	60,351	55,162	55,355	60,994	53,298
Average Handle Time	11:44	11:36	11:16	11:39	11:45	11:59
Average Wait Time for Calls	2:23	2:07	2:14	2:03	1:59	2:08
Calls Meeting Service Level	81.99%	81.36%	80.98%	83.78%	84.05%	83.44%
Abandonment Rate	1.98%	1.40%	1.59%	1.33%	1.19%	1.40%
Interactions:						
• QHP	15.00%	17.83%	16.87%	16.03%	14.40%	14.09%
• WAH	38.39%	35.67%	48.16%	49.50%	53.20%	54.97%
• Both	46.61%	46.50%	34.97%	34.47%	32.40%	30.94%

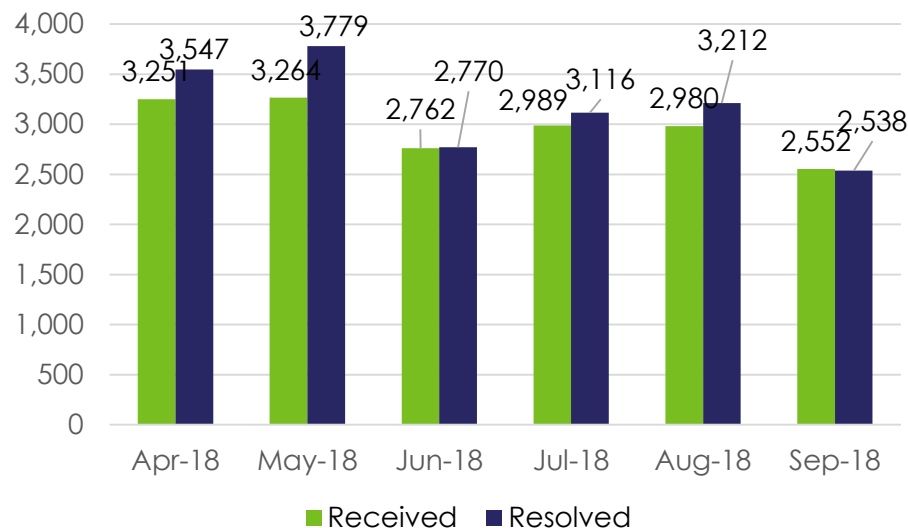
Carrier Reconciliation



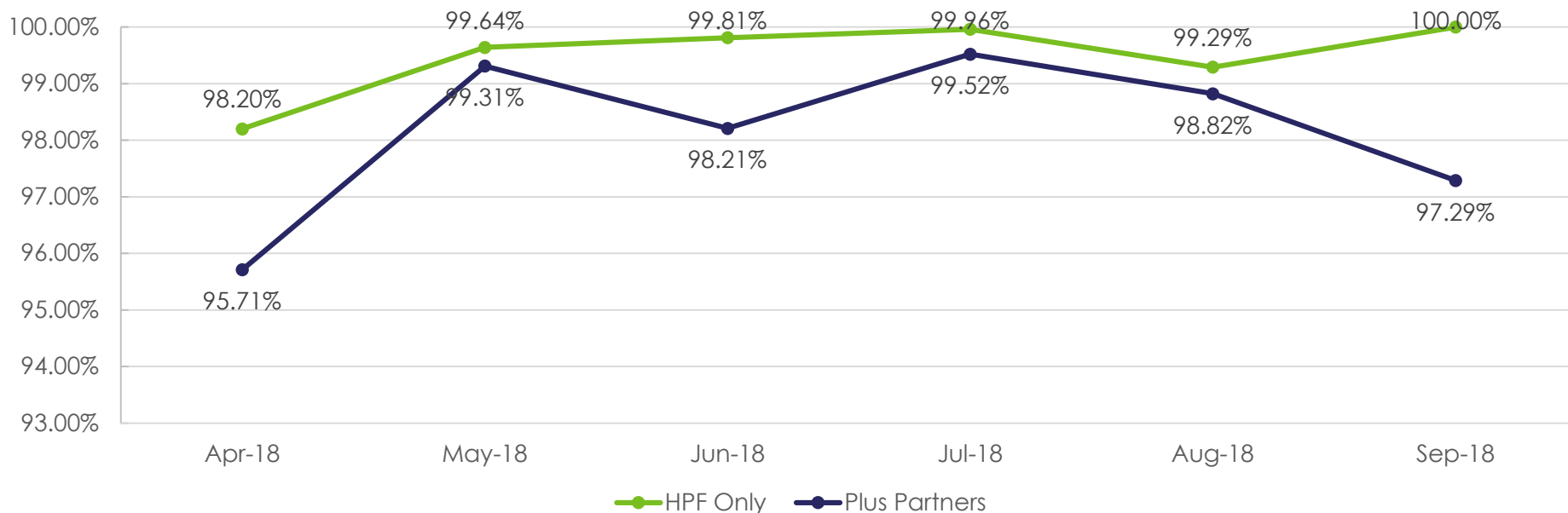
Customer Complaints – OIC / WAHBE Corporate Website



Help Desk Tickets



Washington Healthplanfinder Availability/Plus Partners



Metric	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018
System Availability – HPF only	98.20%	99.64%	99.81%	99.96%	99.29%	100%
System Availability – Plus Partners	95.71%	99.31%	98.21%	99.52%	98.82%	97.29%
Number of Unique Visitors	196,093	168,750	155,104	152,486	164,168	158,162
Total Mobile Application Downloads (total downloads since the April 2017 launch)	70,096	75,014	77,359	82,357	86,146	90,031
Number of QHP Eligibility Determinations	38,973	40,614	37,696	40,497	39,781	36,801