



Washington Health Benefit Exchange

Enrollment Report

Exchange Operations Committee Meeting
January 21, 2019

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OE6 Metrics

Metric	Previous OE	OE6 Actual
Number of QHPs selected by the end of OE <ul style="list-style-type: none"> # of plans paid for as of 2/12 	OE3: 200,693 OE4: 225,000 OE5: 230,158 (209,000 paid)	213,128 (198,324 paid)
Number of new QHP enrollees with no prior enrollment	OE3: 63,402 OE4: 74,921 OE5: 67,925	42,967
Number of family dental plans selected by end of OE <ul style="list-style-type: none"> # of plans paid for as of 2/12 	OE3: N/A OE4: 60,000 OE5: 55,428 (1,096 paid)	57,901 (9,983 paid)
TE1 success rate <ul style="list-style-type: none"> % still enrolled after 12/15 	OE3: 81.5% OE4: 95.2% OE5: 95.7%	97%
Renewal rate <ul style="list-style-type: none"> # of customers retained 	OE3: 125,134 OE4: 134,575 OE5: 154,322	170,447
Number of mobile app downloads <ul style="list-style-type: none"> # of customers who used mobile to upload documents 	OE3: N/A OE4: N/A OE5: 44,484 downloads 1,561 uploads	116,418 downloads 31,420 uploads



OE6 Metrics

Metric	Previous OE	OE6 Actual
Percent of enrollees who received a Smart Planfinder recommendation	OE3: N/A OE4: N/A OE5: 16%	25%
Planned System Uptime – Plus Partners	OE4: 99.25% OE5: 99.56%	99.5%
Number of carrier discrepancies	OE4: 4,347 OE5: 3,593	2,328
Contracted KPI for percent of all calls answered in 180 seconds (3 minutes)	OE3: 58.3% OE4: 61% OE5: 65.8%	78.21%





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