



Marketplace Dashboard

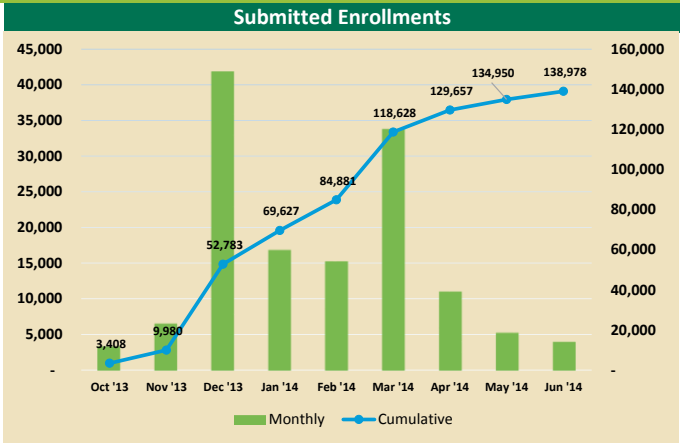
Reporting period: 10/1/13 – 6/30/14

Access, Affordability, and Choice	
Submitted Enrollments	138,978
Individual	136,605
SHOP	2,373
Enrollments Utilizing APTC/CSR	81,736
Average Selected Premium	
Non Financially Assisted	\$ 285.82
Catastrophic	\$ 148.50
Bronze	\$ 260.37
Silver	\$ 323.52
Gold	\$ 359.20
Platinum	\$ 337.49
Financially Assisted - Gross/Net	\$398.95 / \$179.59
Bronze	\$327.34 / \$97.36
Silver	\$402.41 / \$124.22
Gold	\$435.4 / \$246.52
Platinum	\$430.65 / \$250.24

Account Activity	
Individual Accounts	278,129
Employee Accounts	2,591
Employer	4,241
Accounts Currently Aging	
October	48,141
November	31,522
December	45,418
January	22,000
February	21,314
March	58,156
April	5,907
May	3,634
June	3,638

Technical Performance	
Availability	99.9%
Pages served within 5 seconds	99.6%
Average page response time	1.5 sec

Appeals	
Open	76
Informal Resolution Process	40
Office of Administrative Courts	4
Pending Withdrawal	32
Closed	158
Medicaid/CHP+ only Appeals	13



Channels	
Broker Assisted Enrollments	*42,383
Certified Brokers	1,561
HCG Assisted Enrollments	*8,542
Trained Health Coverage Guides	434
Service Center Assisted Enrollments	<i>In Progress</i>
Carrier Direct	<i>In Progress</i>

Customer Relationship	
Contact Stats	
Total page views	52,355,399
Unique homepage visitors	1,415,998
Unique web visits	2,801,475
Inbound calls serviced	348,831
Inbound chats serviced	44,061
Calls answered within 20 seconds	64%

Top Three	
Top 3 marketplace pages	1.) Search for Quotes 2.) Manage Documents 3.) Eligibility
Top 3 consumer questions	1.) General Information 2.) Pre-Enrollment Questions 3.) Enrolling

*Data self-reported; measures undergoing verification