



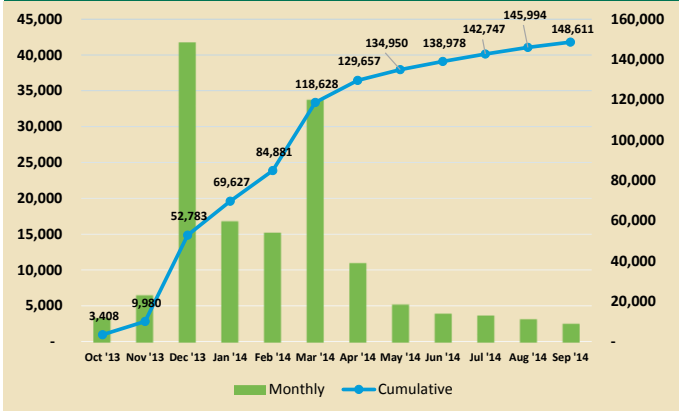
# Marketplace Dashboard

Reporting period: 10/1/13 – 9/30/14

## Access, Affordability, and Choice

<b>Submitted Enrollments</b>	<b>148,611</b>
Individual	146,094
SHOP	2,517
<b>Enrollments Utilizing APTC/CSR</b>	<b>85,715</b>
<b>Average Selected Premium</b>	
<b>Non Financially Assisted</b>	<b>\$ 283.20</b>
Catastrophic	\$ 148.05
Bronze	\$ 259.73
Silver	\$ 320.11
Gold	\$ 355.63
Platinum	\$ 332.50
<b>Financially Assisted - Gross/Net</b>	<b>\$398.03 / \$179.73</b>
Bronze	\$327.82 / \$98.48
Silver	\$401.82 / \$124.57
Gold	\$432.97 / \$246.45
Platinum	\$429.49 / \$249.43

## Submitted Enrollments



## Account Activity

Individual Accounts	288,149
Employee Accounts	2,963
Employer	4,611
<b>Accounts Currently Aging</b>	
October '13	47,985
November '13	31,497
December '13	45,301
January '14	21,929
February '14	21,161
March '14	57,900
April '14	5,822
May '14	3,455
June '14	3,176
July '14	2,172
August '14	2,192
September '14	2,260
October '14	793

## Assistance Channels

<b>Broker Assisted Enrollments</b>	46,416
Certified Brokers	*1,595
<b>HCG Assisted Enrollments</b>	*9,658
Trained Health Coverage Guides	446
Certified Application Counselors	232
<b>Service Center Assisted Enrollments</b>	<i>In Progress</i>
<b>Carrier Direct</b>	<i>In Progress</i>

## Customer Relationship

<b>Contact Stats</b>	
Total page views	57,983,472
Unique homepage visitors	1,553,763
Unique web visits	3,095,367
Inbound calls serviced	407,357
Inbound chats serviced	44,253
<b>Calls answered within 20 seconds</b>	<b>57%</b>

## Technical Performance

<b>Availability</b>	<b>99.9%</b>
<b>Pages served within 5 seconds</b>	<b>99.6%</b>
<b>Average page response time</b>	<b>1.5 sec</b>

## Appeals

<b>Open</b>	<b>49</b>
Informal Resolution Process	33
Office of Administrative Courts	1
Pending Withdrawal	15
<b>Closed</b>	<b>226</b>
<b>Medicaid/CHP+ only Appeals</b>	<b>15</b>

## Top Three

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

\* Data self-reported; measures undergoing verification.

\* Increase since last month partially due to newly reported data from Assistance Sites.