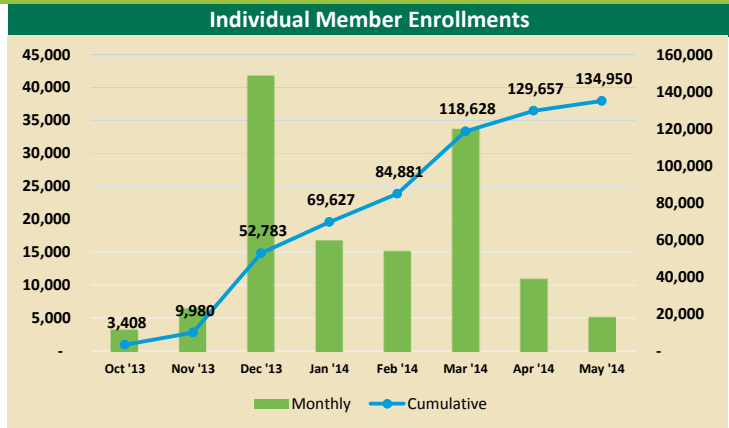




Marketplace Dashboard

Reporting period: 10/1/13 – 5/31/14

Access, Affordability, and Choice	
Members Enrolled	134,950
Individual	132,815
SHOP	2,135
Enrollments Utilizing APTC/CSR	79,749
Average Premium	
Non Financially Assisted	\$ 287.57
Catastrophic	\$ 148.73
Bronze	\$ 261.25
Silver	\$ 325.06
Gold	\$ 360.65
Platinum	\$ 342.16
Financially Assisted - Gross/Net	\$400.35 / \$180.15
Bronze	\$328.13 / \$97.44
Silver	\$402.96 / \$124.55
Gold	\$436.97 / \$247.20
Platinum	\$433.34 / \$251.42



Account Activity	
Individual Accounts	273,853
Employee Accounts	2,408
Employer	4,124
Accounts Currently Aging	
October	48,274
November	31,577
December	45,603
January	22,079
February	21,419
March	58,630
April	6,066
May	3,988
June	677

Channels	
Broker Assisted Enrollments	*42,383
Certified Brokers	1,554
HCG Assisted Enrollments	<i>In Progress</i>
Trained Health Coverage Guides	440
Service Center Assisted Enrollments	<i>In Progress</i>
Carrier Direct	<i>In Progress</i>

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

Customer Relationship	
Contact Stats	
Total page views	50,548,384
Unique homepage visitors	1,374,733
Unique web visits	2,712,189
Inbound calls serviced	346,915
Inbound chats serviced	42,956
Calls answered within 20 seconds	45%

Appeals	
Open:	103
Informal Resolution Process	66
Office of Administrative Courts	4
Pending Withdrawal	33
Closed:	125
Medicaid/CHP+ only Appeals	13

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

*Data under verification