



Marketplace Dashboard

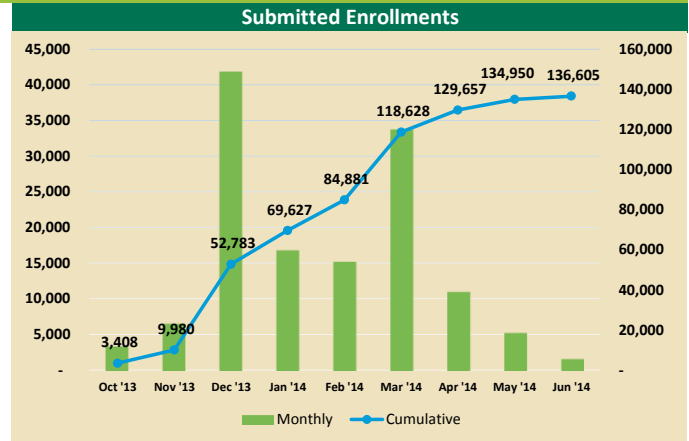
Reporting period: 10/1/13 – 6/30/14

| 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 under verification

**Self-Reported