

Board Reporting Matrix

Where feasible, measures will have corresponding targets/industry benchmarks

	Monthly Dashboard	Quarterly KPI's	OE Dashboard
Enrollments:			
Individual Medical:			
Plan Selections (Cumulative)	XXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXX
Effectuated Enrollments	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	
Individual Stand Alone Dental:			
Plan Selections (Cumulative)	XXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXX
Effectuated Enrollments	XXXXXXXXXXXXXXXXXX		
Shop:			
Groups (current point in time)	XXXXXXXXXXXXXXXXXX		
Enrollment (current point in time)	XXXXXXXXXXXXXXXXXX		
Enrollment persistency	XXXXXXXXXXXXXXXXXX		
Effectuated Enrollment Breakdown %:			
Financial Assistance			XXXXXXXXXXXXXXXXXX
Non-Financial Assistance			XXXXXXXXXXXXXXXXXX
Metal Type:			
Catastrophic			XXXXXXXXXXXXXXXXXX
Bronze			XXXXXXXXXXXXXXXXXX
Silver			XXXXXXXXXXXXXXXXXX
Gold			XXXXXXXXXXXXXXXXXX
Enrollments by Channel			XXXXXXXXXXXXXXXXXX
Effectuated Premiums Per Enrollee:			
Total Enrollees			XXXXXXXXXXXXXXXXXX
Financially Assisted - Before APTC			XXXXXXXXXXXXXXXXXX
Financially Assisted - After APTC			XXXXXXXXXXXXXXXXXX
Non-Financially Assisted			XXXXXXXXXXXXXXXXXX
Customer Service:			
% of Calls Answered under 5 minutes	XXXXXXXXXXXXXXXXXX		
Average Wait Time	XXXXXXXXXXXXXXXXXX		
Average Handle Time	XXXXXXXXXXXXXXXXXX		
Top Call Drivers	XXXXXXXXXXXXXXXXXX		
Number of Complaints		XXXXXXXXXXXXXXXXXX	
Percent First Call Resolution		XXXXXXXXXXXXXXXXXX	
Customer Satisfaction		XXXXXXXXXXXXXXXXXX	
Technology Measures			XXXXXXXXXXXXXXXXXX
Financial:			
Net Operating Ratio (Revenue-Expense)/Revenue (FY YTD)		XXXXXXXXXXXXXXXXXX	
Per Member Per Month (PMPM) - Carrier Fee (FY YTD)		XXXXXXXXXXXXXXXXXX	
Per Member Per Month (PMPM) - Operating Expenses (FY YTD)		XXXXXXXXXXXXXXXXXX	
Days Cash on Hand		XXXXXXXXXXXXXXXXXX	
Change in Projected 12 Month Cash Flows (% change from prior quarter projections)		XXXXXXXXXXXXXXXXXX	