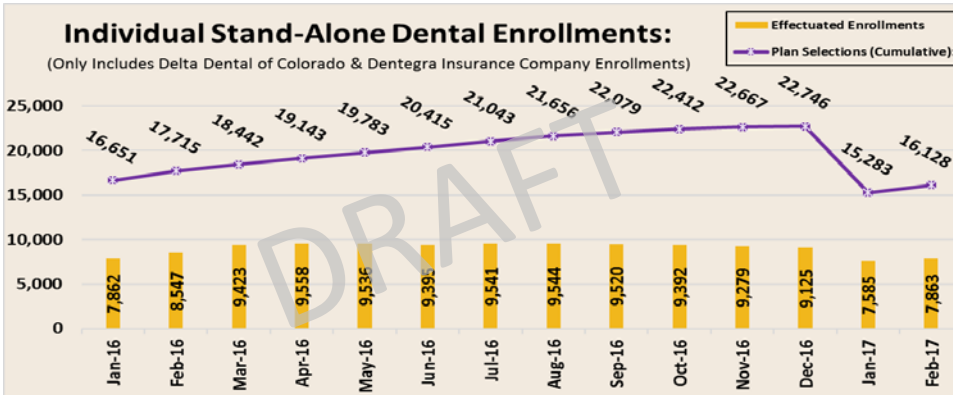
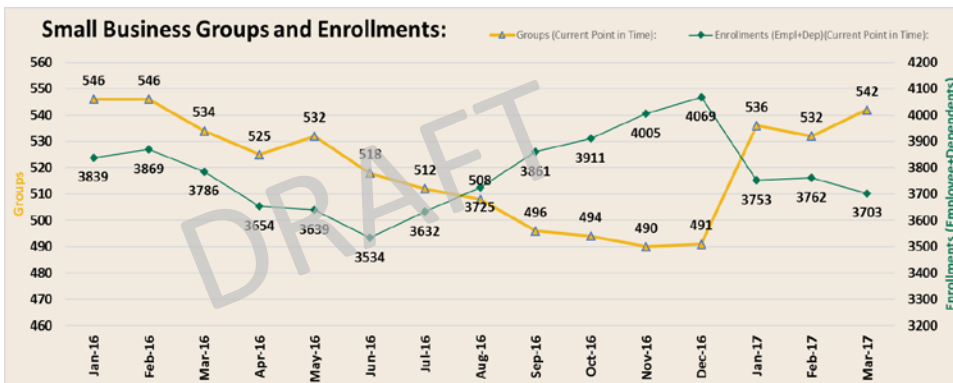


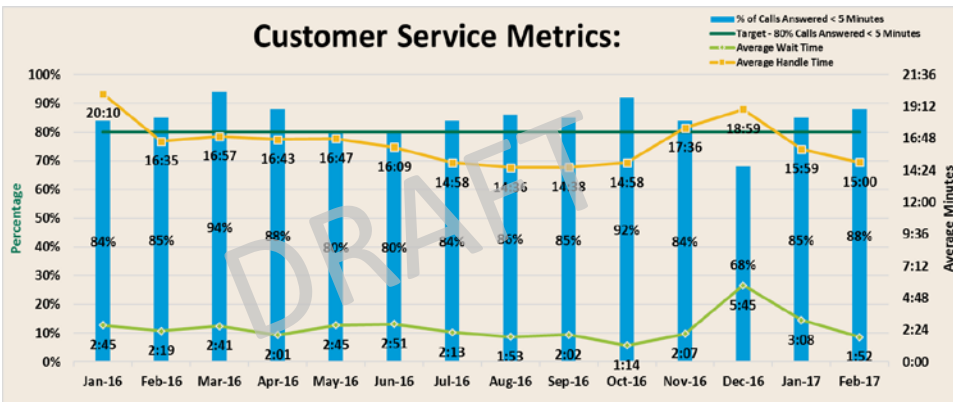
This text box is for notes/commentary about Individual Medical Enrollments (plan selections and effectuations).



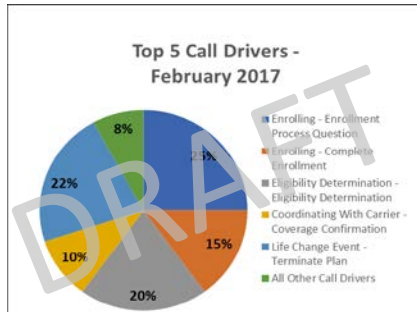
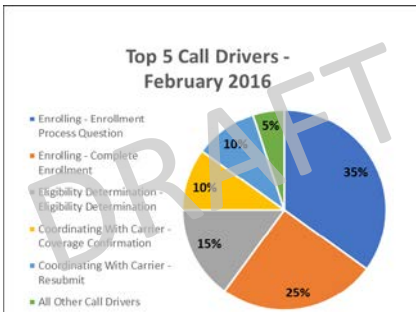
This text box is for notes/commentary about Individual Stand-Alone Dental Enrollments (plan selections and effectuations).



This text box is for notes/commentary about Small Business Groups and Enrollments.



This text box is for notes/commentary about Customer Service Metrics.



## Connect for Health Colorado - Marketplace Dashboard: February 2017

### Business Definitions

Individual Medical Enrollments: Plan Selection (cumulative)	Count of unique individuals who have selected a 2017 Medical Qualified Health Plan (QHP), regardless of policy status.
Individual Medical Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and the month's premium payment was received and acknowledged by the issuer.
Individual Stand-Alone Dental Enrollments: Plan Selection (cumulative)	Count of unique individuals who have selected a 2017 Stand-Alone Dental Plan (SADP), regardless of policy status.
Individual Stand-Alone Dental Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a Stand-Alone Dental Plan (SADP), and the month's premium payment was received and acknowledged by the issuer.
Small Business: Groups	Count of unique Groups (Employers) active in the Small Business marketplace for the month.
Small Business: Enrollments	Count of unique Employees and Dependents active in the Small Business marketplace for the month.
Customer Service Metrics: % of Calls Answered in less than 5 minutes	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes.
Customer Service Metrics: Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the call center.
Customer Service Metrics: Average Handle Time	The average amount of time, rounded to the nearest second, spent by call center representatives on each individual call.