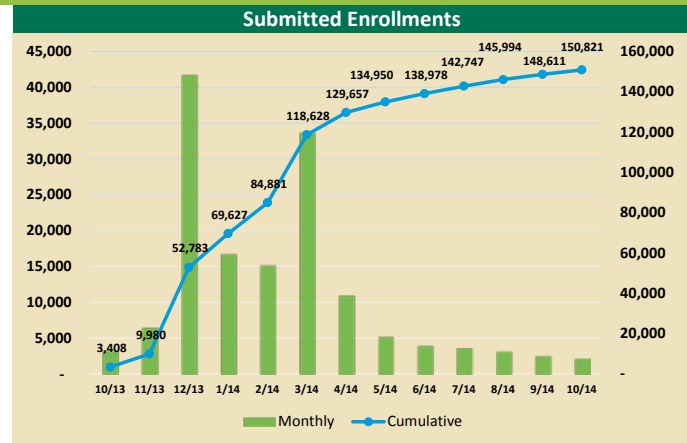




Marketplace Dashboard

Reporting period: 10/1/13 – 10/31/14

Access, Affordability, and Choice	
Submitted Enrollments	150,821
Individual	148,300
SHOP	2,521
Enrollments Utilizing APTC/CSR	86,603
Average Selected Premium	
Non Financially Assisted	\$ 283.06
Catastrophic	\$ 149.19
Bronze	\$ 258.83
Silver	\$ 319.09
Gold	\$ 354.61
Platinum	\$ 333.60
Financially Assisted - Gross/Net	\$399.60 / \$180.68
Bronze	\$328.06 / \$98.58
Silver	\$403.21 / \$124.90
Gold	\$434.32 / \$246.91
Platinum	\$432.79 / \$252.31



Account Activity	
Individual Accounts	291,383
Employee Accounts	3,085
Employer	4,821
Accounts Currently Aging	
October '13	48,111
November '13	31,607
December '13	45,354
January '14	21,942
February '14	21,183
March '14	57,910
April '14	5,819
May '14	3,453
June '14	3,166
July '14	2,164
August '14	2,154
September '14	2,091
October '14	2,967
November '14	583

Assistance Channels	
Broker Assisted Enrollments	47,638
Certified Brokers for 2015	1,026
HCG Assisted Enrollments	*9,817
Trained Health Coverage Guides	446
Certified Application Counselors	154
Service Center Assisted Enrollments	<i>In Progress</i>
Carrier Direct	<i>In Progress</i>

Customer Relationship	
Contact Stats	
Total page views	59,944,936
Unique homepage visitors	1,623,378
Unique web visits	3,232,217
Inbound calls serviced	434,899
Inbound chats serviced	45,385
Calls answered within 20 seconds	59%

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

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

Appeals	
Open	58
Informal Resolution Process	41
Office of Administrative Courts	1
Pending Withdrawal	16
Closed	234
Medicaid/CHP+ only Appeals	17

* Data self-reported; measures undergoing verification.