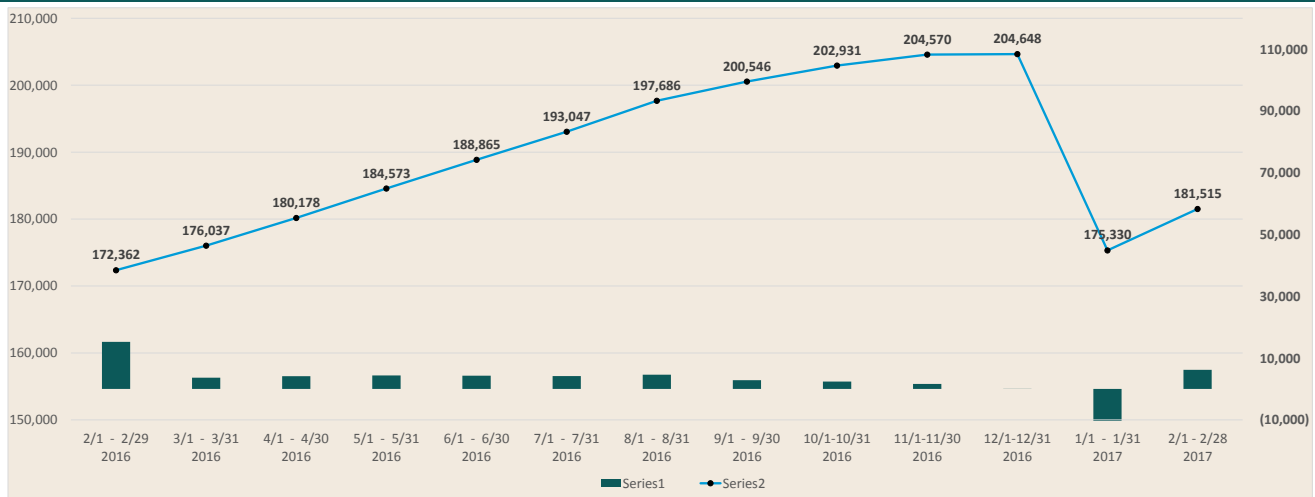


Access, Affordability, and Choice		2016 Plan Year	2017 Plan Year	Technical Performance ²		Account Activity	
Cumulative Total Covered Lives		208,143	184,316	Availability (Jan 1 - 31)		100.0%	
Effectuated Enrollments		177,802	140,820	Pages served within 5 seconds (Jan 1 - 31)		100.0%	
Cumulative Total Covered Lives (Line of Biz)				Average page response time (Jan 1 - 31)		0.48 sec	
Individual <i>(See Graph)</i>		204,648	181,515	Top Three			
Small Business (SHOP)		3,495	2,801	Top 3 marketplace pages		Main	
Medical		199,977	177,849			Individual	
Dental		37,775	36,424			Agent/CSR/Customer/Individual	
Effectuated Enrollments With APTC/CSR (Medical)		104,160	83,788	Top 3 consumer questions		Enrolling - Enrollment Process Question	
Current Total APTC/CSR (\$) (Medical)		\$ 311,094,184	\$ 88,594,045			Eligibility Determination - Eligibility Determination	
Effectuated Enrollments Without APTC/CSR (Medical)		70,896	49,585			Life Change Event - Terminate Plan	
Average Selected Premium (Effectuated Enrollments)				Customer Relationship ³			
Non Financially Assisted (No APTC)		\$ 246.46	\$ 264.18	Contact Stats			
Catastrophic		\$ 163.07	\$ 189.43	Total Page Views (Feb 1 - 28)		2,310,273	
Bronze		\$ 307.47	\$ 369.10	Unique Homepage Visitors (Feb 1 - 28)		136,884	
Silver		\$ 346.28	\$ 389.51	Total Homepage Visitors (Feb 1 - 28)		161,184	
Gold		\$ 372.38	\$ 452.67	Inbound Calls Answered (OE To Date / Feb)		236,084 / 39,515	
Platinum		\$ 448.18	N/A ⁴	Inbound Chat Serviced (OE To Date / Feb)		29,405 / 3,669	
Financially Assisted - Gross/Net (APTC)		\$441/\$134	\$529/\$135	Calls answered Within 300 Seconds (OE To Date / Feb)		80% / 88%	
Bronze		\$388/\$112	\$475/\$113	Appeals ¹			
Silver		\$475/\$139	\$568/\$143	Open		170	
Gold		\$498/\$257	\$594/\$305	Informal Resolution Process		79	
Platinum		\$519/\$332	N/A ⁴	Office of Administrative Courts		3	
Assistance Channels (Count)		2016	2017	Pending Withdrawal		88	
Certified Brokers		952	961	Closed or Dismissed		1066	
Trained Health Coverage Guides		108	106	Medicaid/CHP+ Only		Not Available As Of Publication Date	
Certified Application Counselors		291	289	<small>1 Data Cumulative from 10/01/2013 - End of reporting Month 2 Starting in March 2016 this metric will be for the previous month 3 OE To Date Metrics Data Cumulative from 11/1/2016 4 No Platinum Plans available in 2017</small>			
Assistance Channels (Submitted Enrollments)		2016	2017				
Broker Assisted		100,546	97,377				
HCG Assisted		14,521	12,622				
Carrier Direct		688	473				

Accounts Currently Aging	
February 2017	4,316
January 2017	13,063
December 2016	12,628
November 2016	9,480
October 2016	3,716
September 2016	2,885
August 2016	3,934
July 2016	3,675
June 2016	3,711
May 2016	3,621
April 2016	3,461
March 2016	3,088

Enrollment data generated on, 3/7/2017

2016/2017 - Cumulative Total Covered Lives - Unique Individuals (Medical + Dental)



"Marketplace Dashboard Explanation of Terms" on the second page.