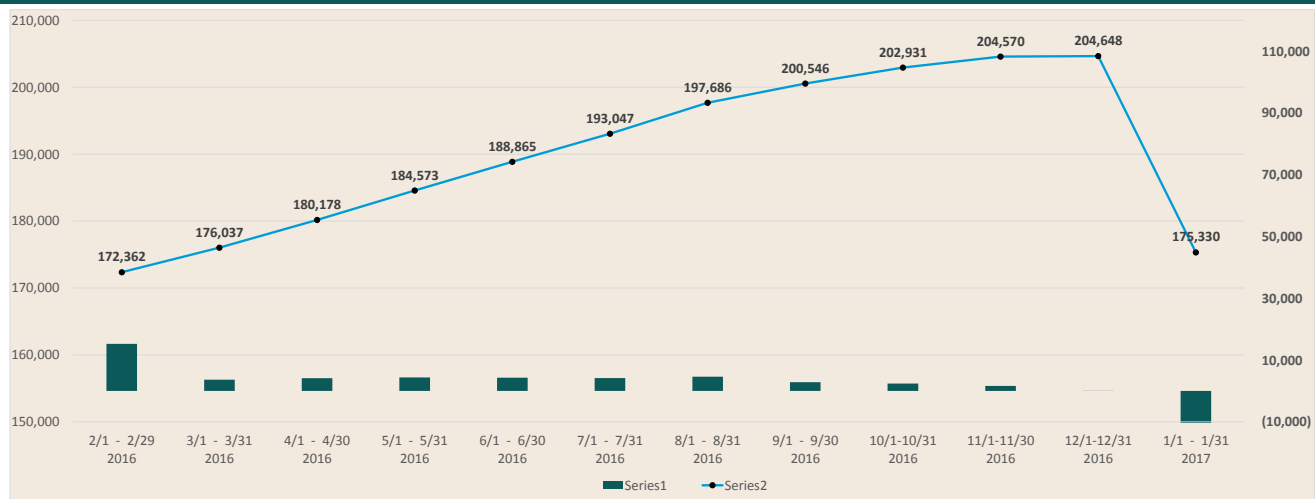


Access, Affordability, and Choice		2016 Plan Year	2017 Plan Year	Technical Performance ²		Account Activity	
Cumulative Total Covered Lives		208,143	178,162	Availability (Dec 1 - 31)		99.9%	
Effectuated Enrollments		177,802	110,699	Pages served within 5 seconds (Dec 1 - 31)		99.7%	
Cumulative Total Covered Lives (Line of Biz)				Average page response time (Dec 1 - 31)		0.58 sec	
Individual <i>(See Graph)</i>		204,648	175,330	Top Three			
Small Business (SHOP)		3,495	2,832	Top 3 marketplace pages		Main	
Medical		199,977	171,744			Individual	
Dental		37,775	34,809			Individual/Account/Overview	
Effectuated Enrollments With APTC/CSR (Medical)		104,160	64,556	Top 3 consumer questions		Enrolling - Enrollment Process Question	
Current Total APTC/CSR (\$) (Medical)		\$ 308,089,456	\$ 37,898,152			Eligibility Determination - Eligibility Determination	
Effectuated Enrollments Without APTC/CSR (Medical)		70,896	39,069			Enrolling - Complete Enrollment	
Average Selected Premium (Effectuated Enrollments)				Customer Relationship ³			
Non Financially Assisted (No APTC)		\$ 246.46	\$ 274.89	Contact Stats			
Catastrophic		\$ 163.07	\$ 189.21	Total Page Views (Jan 1 - 31)		4,967,717	
Bronze		\$ 307.47	\$ 378.68	Unique Homepage Visitors (Jan 1 - 31)		299,736	
Silver		\$ 346.28	\$ 393.33	Total Homepage Visitors (Jan 1 - 31)		352,123	
Gold		\$ 372.38	\$ 471.67	Inbound Calls Answered (OE To Date / Jan)		196,569 / 68,422	
Platinum		\$ 448.18	N/A ⁴	Inbound Chat Serviced (OE To Date / Jan)		25,736 / 8,647	
Financially Assisted - Gross/Net (APTC)		\$441/\$134	\$552/\$139	Calls answered Within 300 Seconds (OE To Date / Jan)		78% / 85%	
Bronze		\$388/\$112	\$499/\$117	Appeals ¹			
Silver		\$475/\$139	\$589/\$146	Open		175	
Gold		\$498/\$257	\$618/\$322	Informal Resolution Process		87	
Platinum		\$519/\$332	N/A ⁴	Office of Administrative Courts		3	
Assistance Channels (Count)		2016	2017	Pending Withdrawal		85	
Certified Brokers		952	961	Closed or Dismissed		923	
Trained Health Coverage Guides		108	106	Medicaid/CHP+ Only		583	
Certified Application Counselors		291	291	1 Data Cumulative from 10/01/2013 - End of reporting Month			
Assistance Channels (Submitted Enrollments)		2016	2017	2 Starting in March 2016 this metric will be for the previous month			
Broker Assisted		100,546	94,799	3 OE To Date Metrics Data Cumulative from 11/1/2016			
HCG Assisted		14,521	12,190	4 No Platinum Plans available in 2017			
Carrier Direct		688	459				

Enrollment data generated on, 2/2/2017

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



Marketplace Dashboard for January 2017	
Cumulative Total Covered Lives (Cumulative Total Plan Selections)	The number of Individuals / Employees / Dependents who have "Submitted" an enrollment in the Individual and Small Business (SHOP) Marketplaces. This can be thought of a "Cumulative Submitted Enrollments" or "Cumulative Total Plan Selections."
Effectuated Enrollments	Individuals / Employees / Dependents whose Individual or Small Business (SHOP) Marketplace enrollment has been submitted to the Carrier and the Carrier has acknowledged an active enrollment (the customer paid their first month premium). Includes those who Effectuated in the current plan year and later terminated a policy.
Cumulative Total Covered Lives (Line of Biz) (Cumulative Total Plan Selections)	The below four sub-categories should be interpreted singularly. Individual and the Small Business (SHOP) Marketplace counts sum to Cumulative Total Covered Lives. However, Medical and Dental counts do <u>NOT</u> sum to Cumulative Total Covered Lives because, for example, someone could have both a Medical and Dental policy and will be counted in both categories.
Individual	A unique number of all cumulative Submitted and Effectuated enrollments for the Individual Marketplace. Includes both Medical and Dental policies.
Small Business (SHOP)	A unique number of all Employee enrollments for the Small Business (SHOP) Marketplace. The Plan Year (PY) is based on the first month's effected year (ex: Nov 1, 2016 - Oct 31, 2017 is counted in the 2016 Plan Year). Includes both Medical and Dental policies.
Medical	All cumulative Submitted and Effectuated enrollments for Medical policies. Note, someone could have both a Medical and Dental policy and will be counted in both categories.
Dental	All cumulative Submitted and Effectuated enrollments for Dental policies. Note, someone could have both a Medical and Dental policy and will be counted in both categories.
Effectuated Enrollments With APTC/CSR (Medical)	All cumulative Effectuated enrollments for the Individual Marketplace that either have APTC and/or CSR. Includes Medical only.
Current Total APTC/CSR (\$) (Medical)	Total Subsidy for Medical Only for current year cumulative as of the month of the report. Total for 2016 is total year (12 months). Total for 2017 is Projected YTD. The dollar value will change month to month (for 2016 and 2017) as APTC Reconciliation continues with Carriers.
Effectuated Enrollments Without APTC/CSR (Medical)	All cumulative Effectuated enrollments for the Individual Marketplace that have neither APTC nor CSR. Includes Medical only. Note, adding Effectuated enrollments with and without APTC/CSR will NOT sum to the "Effectuated Enrollments" line above because an enrollment could begin in one category (e.g., with APTC) and then later change to another (e.g., without APTC) and would be counted in both categories.
Average Selected Premium - for Non Financially Assisted and Financially Assisted (Effectuated Enrollments)	Average (\$) premium amount across plan categories for cumulative Effectuated enrollments for the Individual Marketplace. Does not include Submitted enrollments. The plan categories in this section are broken out between Non Financially Assisted (no APTC) and Financially Assisted (APTC).
	Note, all "Effectuated Enrollments" counted on this report are "Cumulative" and include those who Effectuated in the current plan year and later terminated a policy.
Account Activity	
Accounts	Individuals / Employers / Employees who initially created an Account ID at one point with the Marketplace. They may later submit and then effectuate their enrollment.
Accounts Currently Aging	Accounts who initially created an Account ID but did not Submit their enrollment(s).
Customer Relationship	
Calls Answered Within 300 Seconds	This represents the ASA or Average Speed of Answer, and the current goal is that 80% of calls are answered within 300 Seconds. Therefore, the 80% is the goal, and the 300 seconds is the baseline. The percentage reported represents the percentage of calls that are answered within the 300 seconds baseline.