

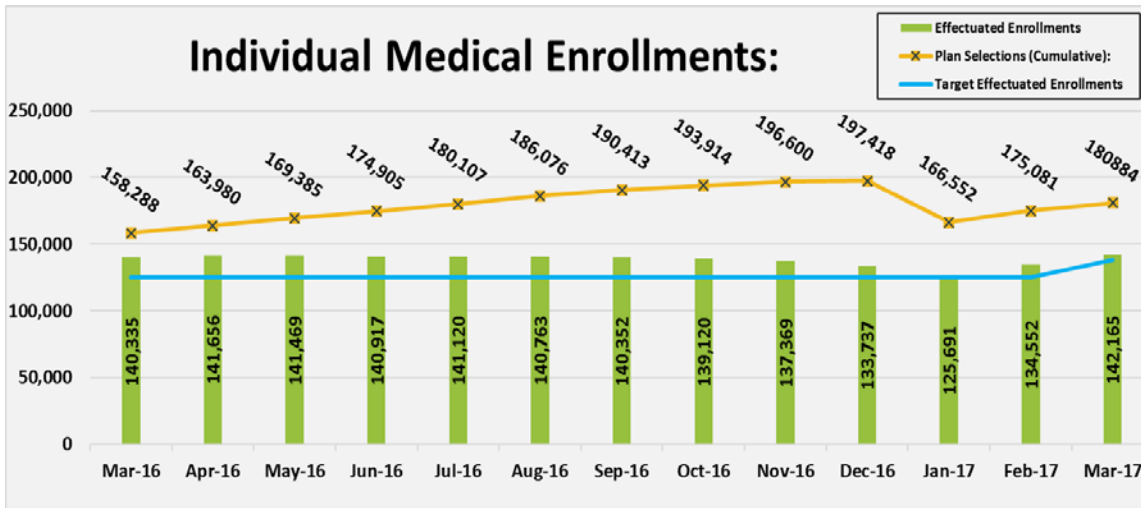


New Look for Marketplace Dashboard

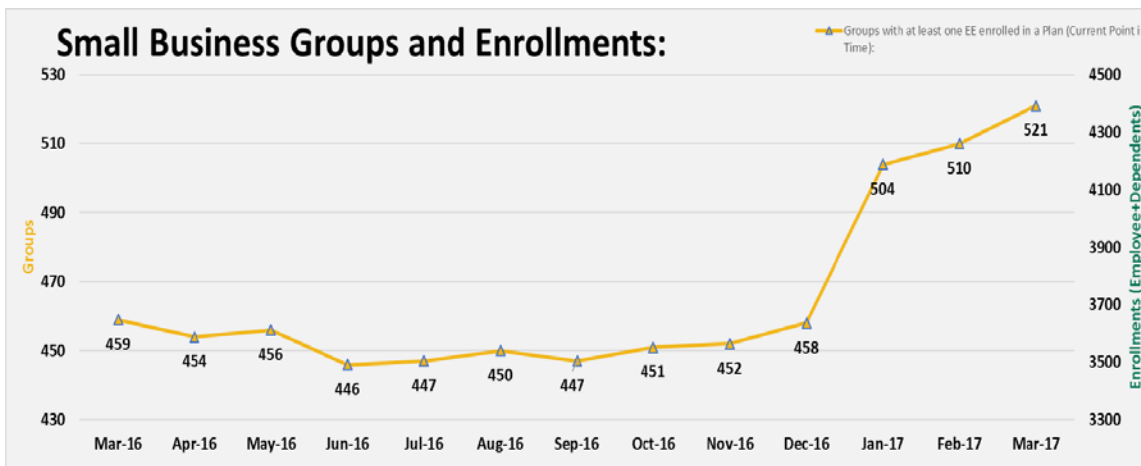
Connect for Health Colorado® has given the Marketplace Dashboard a new look and feel. We think that you will find it easier to track our key measures in:

- Individual health insurance enrollments
- Small business health insurance enrollments
- Customer service

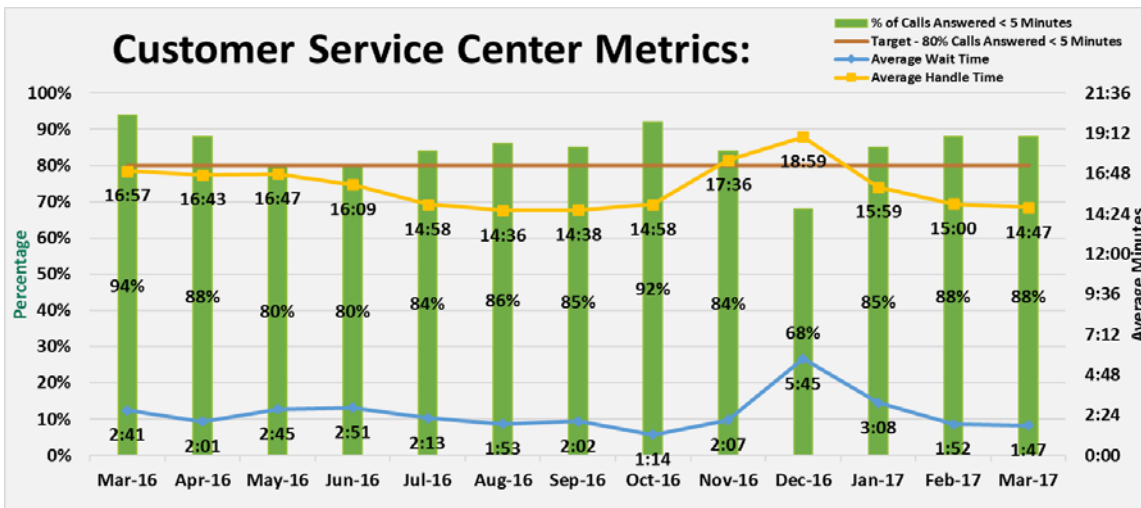
For more of our performance metrics, click [here](#).



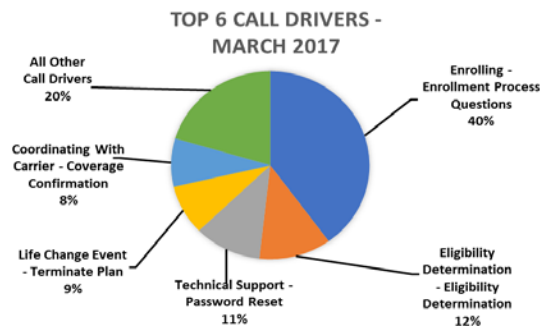
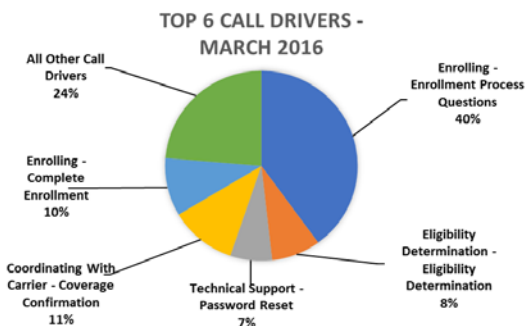
Target for Plan Year 2017 = 138,000 Effectuations. Targets based on approved fiscal year 2017 budget.



For March 2017, we show the # of Groups who are active by month. We are in development for the number of Enrollments (Employees + Dependents), which will be plotted against the right axis with the green label. Also in development is the Average Group Size, which will be mentioned in the commentary when available.



There is a drop in service level before the Open Enrollment 12/15/2016 deadline due to higher call volume.



Connect for Health Colorado - Marketplace Dashboard: March 2017

Business Definitions

Individual Medical Enrollments: Plan Selection (cumulative)	Cumulative count of unique individuals who have selected a Medical Qualified Health Plan (QHP), regardless of current 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. As this is a "net" number, terminations and cancelations are subtracted.
Small Business: Groups	Count of unique Groups (Employers) active in the Small Business marketplace for the month.
Small Business: Enrollments	Note: This metric is still in Development - not available for March 2017. 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.