

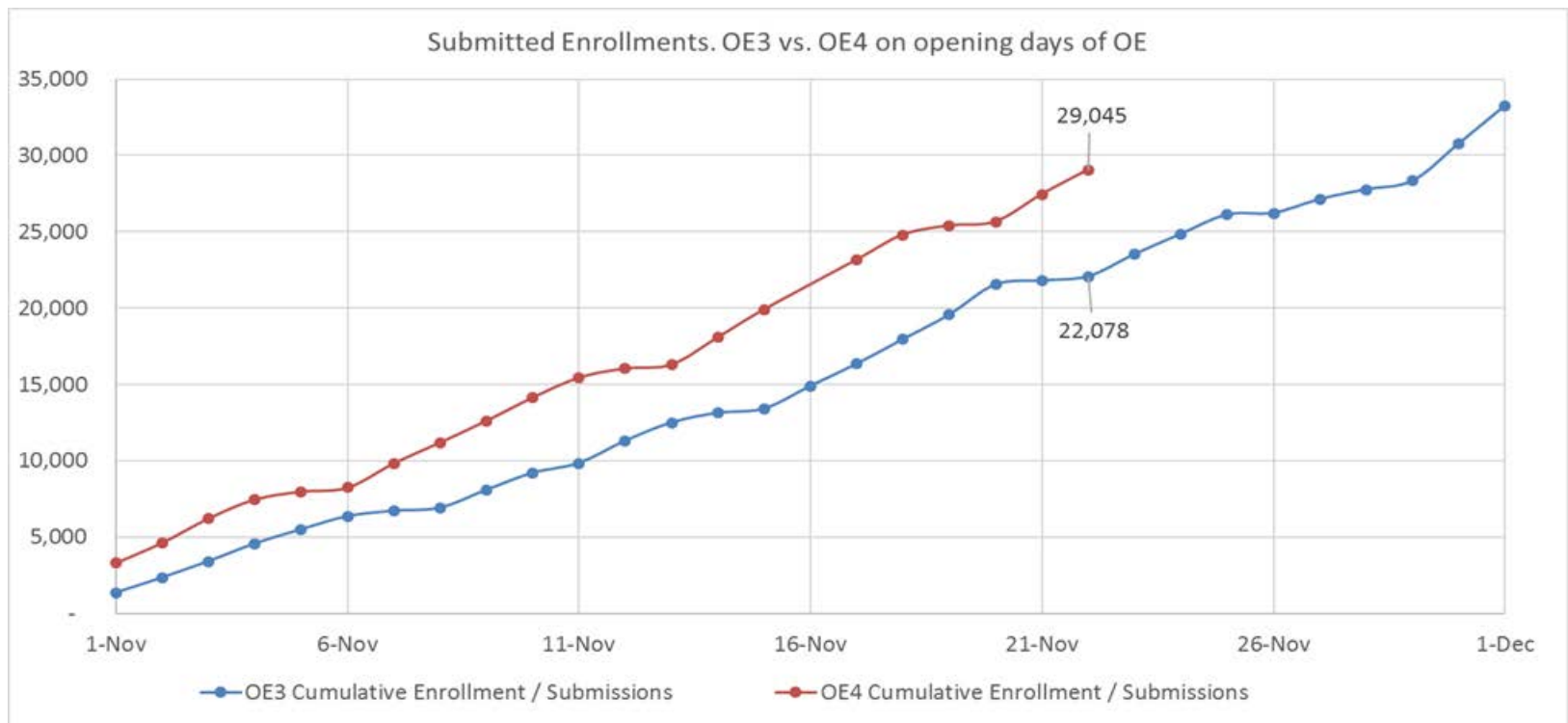


# OPEN ENROLLMENT METRICS – PLAN YEAR 2017

Finance & Operations Committee Meeting  
Monday, November 28, 2016

# Enrollments (1 of 3)

Selected Qualified Health Plans (QHPs) for Open Enrollment 4 (OE4) as compared to OE3 same day previous year:

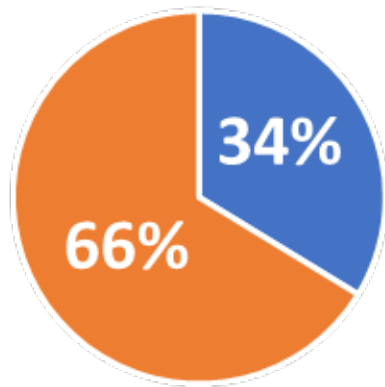


Notes: Enrollment volumes continue to be very positive. We are consistently seeing 1,600-1,800 enrollments per weekday, compared to 1,400-1,900 in week 3 of OE3. Thanksgiving is earlier this year so we are expecting the gap to decrease in coming days.

# Enrollments (2 of 3)

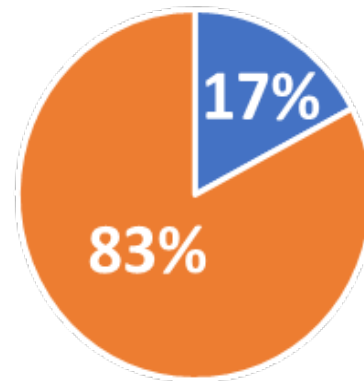
## New vs Returning Customers

PY2016



- New
- Returning/Re-Enrollees

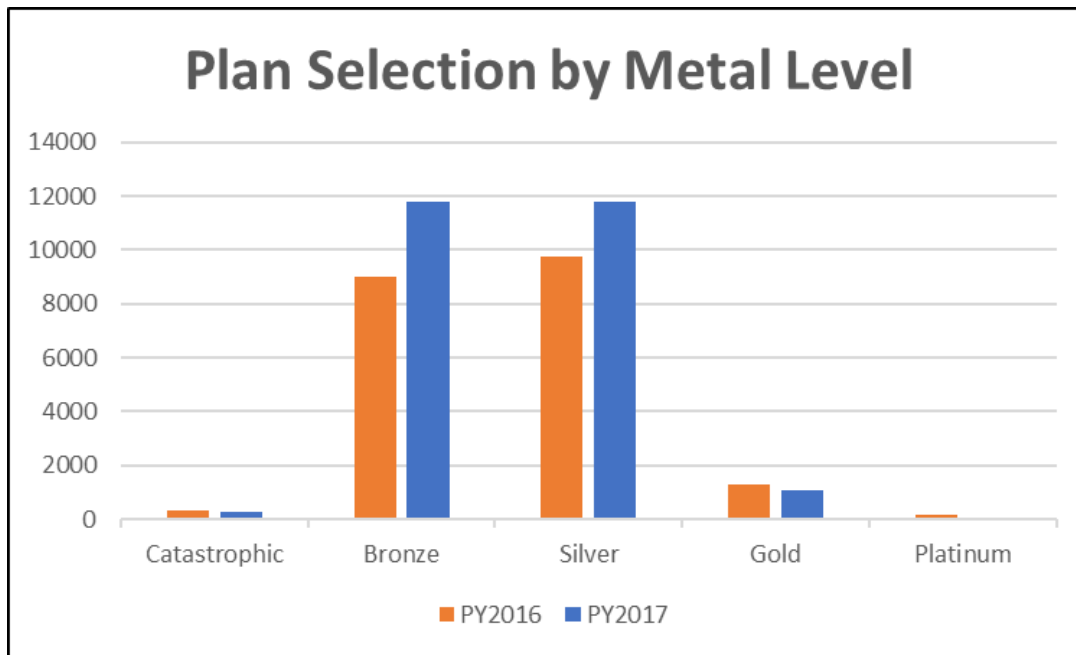
PY2017



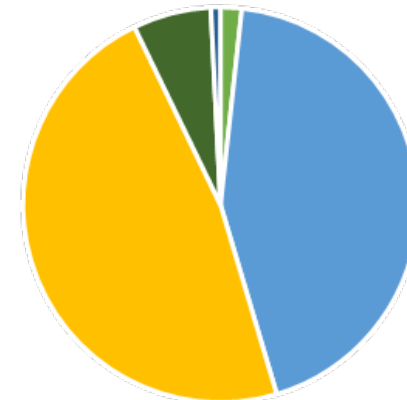
- New
- Returning/Re-Enrollees

# Enrollments (3 of 3)

## Plan Selection by Metal Level

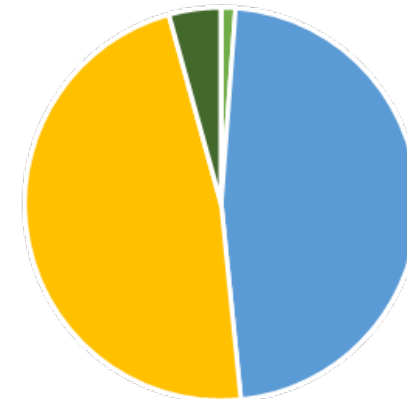


### PY2016

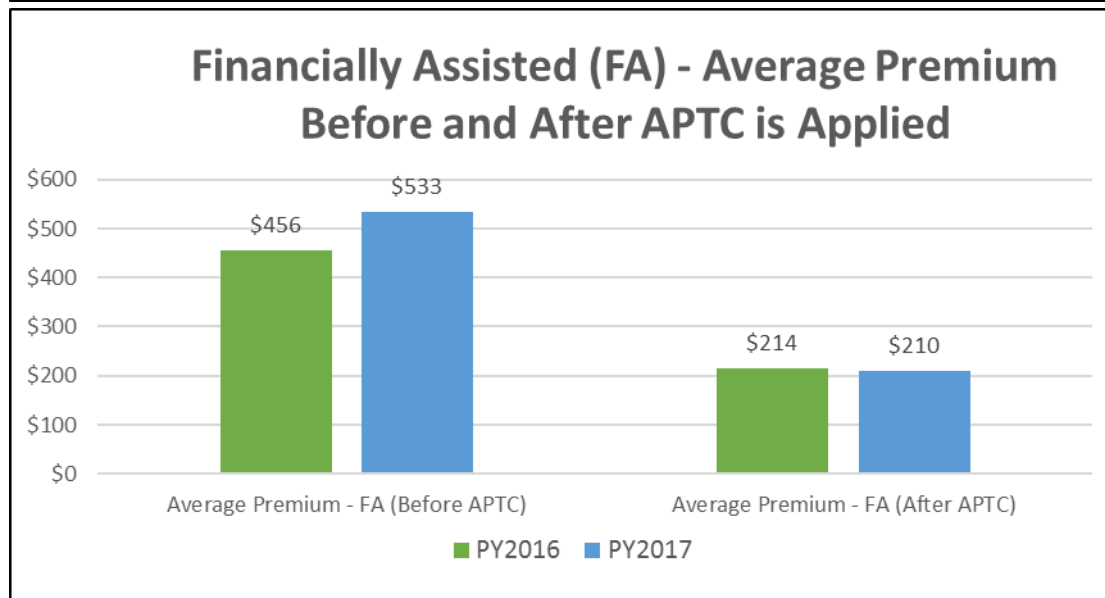
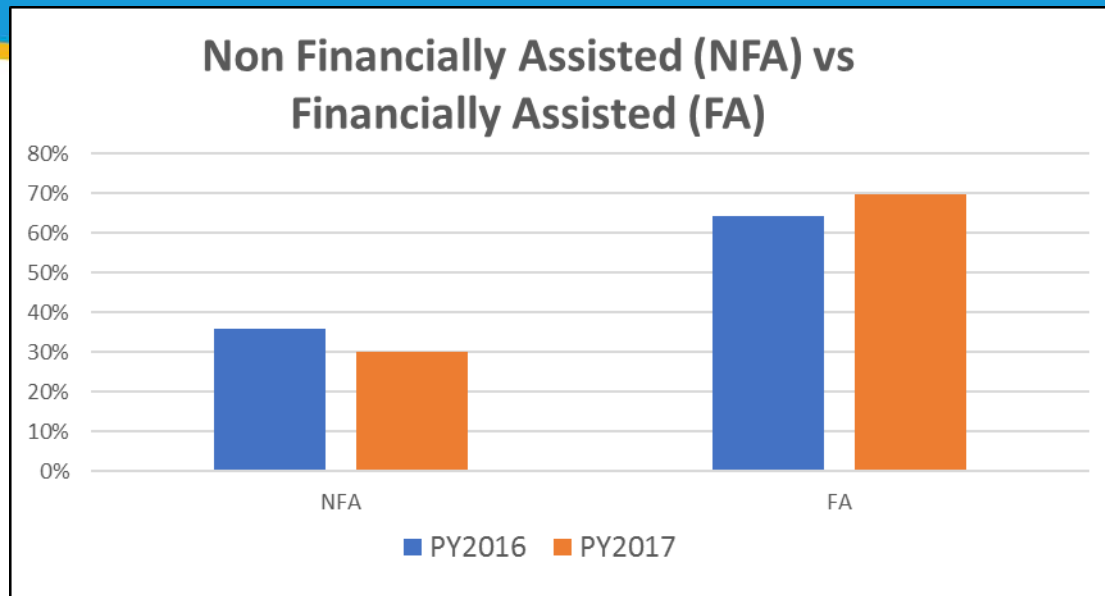


- Catastrophic
- Silver
- Bronze
- Gold
- Platinum

### PY2017



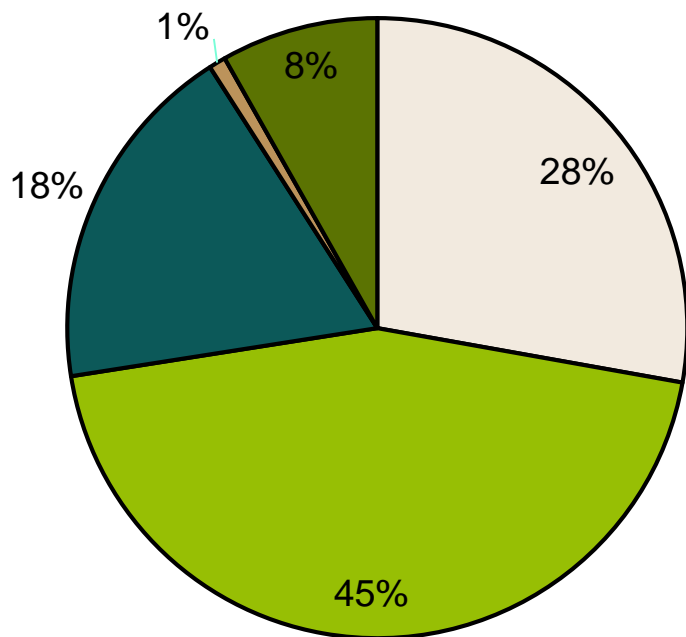
# Financially Assisted (FA) – Enrollments and Premiums



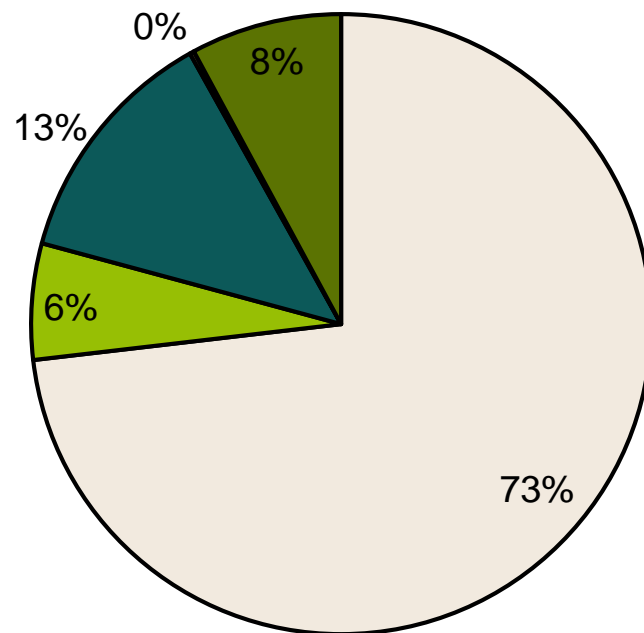
# Reasonable Opportunity Period Root Causes

Percentage of SES eligibility applications that result in an ROP

Before question modification (10/30)



After question modification (11/1 – 11/20)



□ No ROP

■ Opt-out of federal data source check

■ Discrepancy identified (e.g. income)

■ IFSV failure (e.g. timeout, FDSH down)

■ Other verification failure (VLP, SSN, etc)

Mitigate by change to question, additional communications and guidance

Some limited mitigations may be feasible, data analysis required

Mitigations unlikely

# Customer Service Center

Measures as of end of day Monday, 11/21/2016	
Service level: % of calls answered < 5 minutes	83% (Note: OE Target is 80%)
Average wait time	2 minutes, 12 seconds (02:12)
Average handle time	17 minutes, 38 seconds (17:38)
Top Call drivers	Enrollment assistance Eligibility questions Profile corrections Verifications Terminations.