



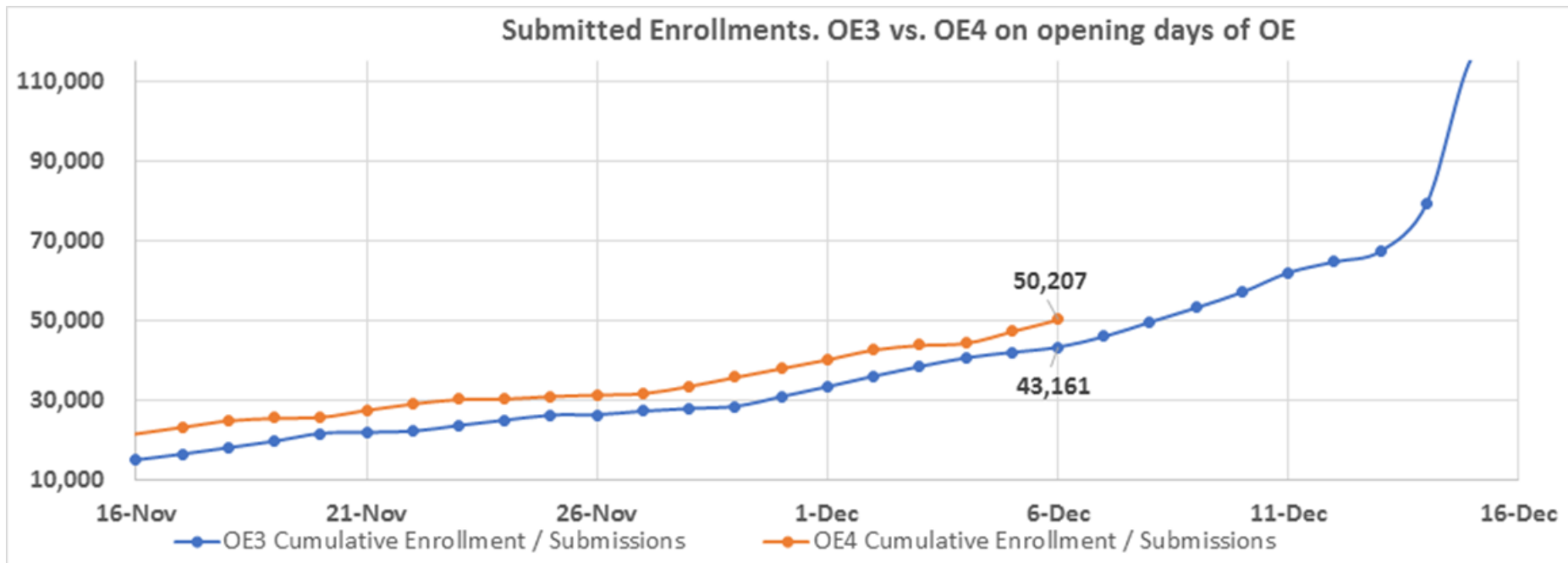
OPEN ENROLLMENT 4 - UPDATES

Board of Directors Meeting
Monday, December 12, 2016

ENROLLMENT METRICS

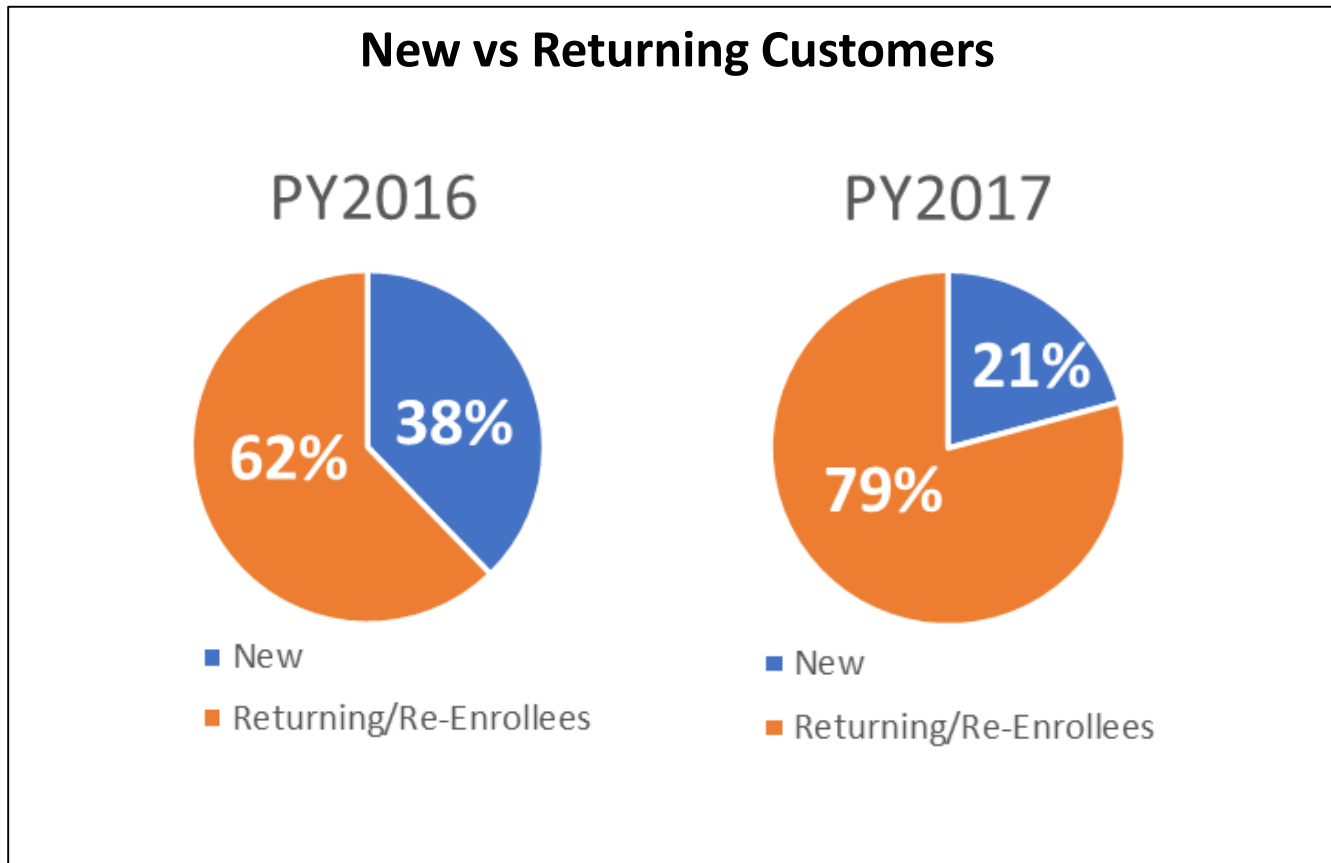
Enrollments (slide 1 of 5)

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 2,200-2,900 enrollments per weekday, compared to 1,200-2,600 in week 5 of OE3.

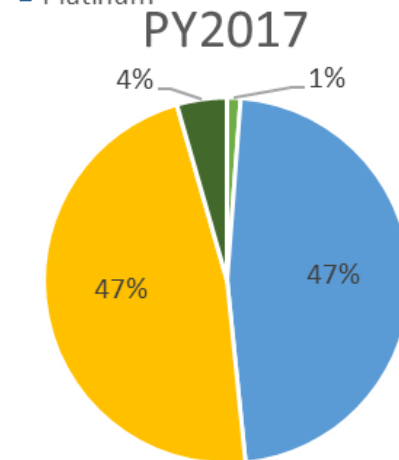
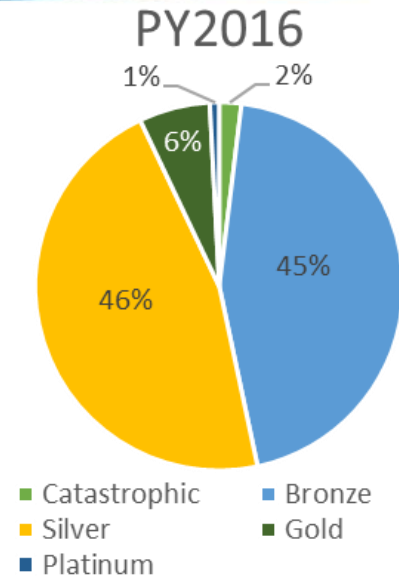
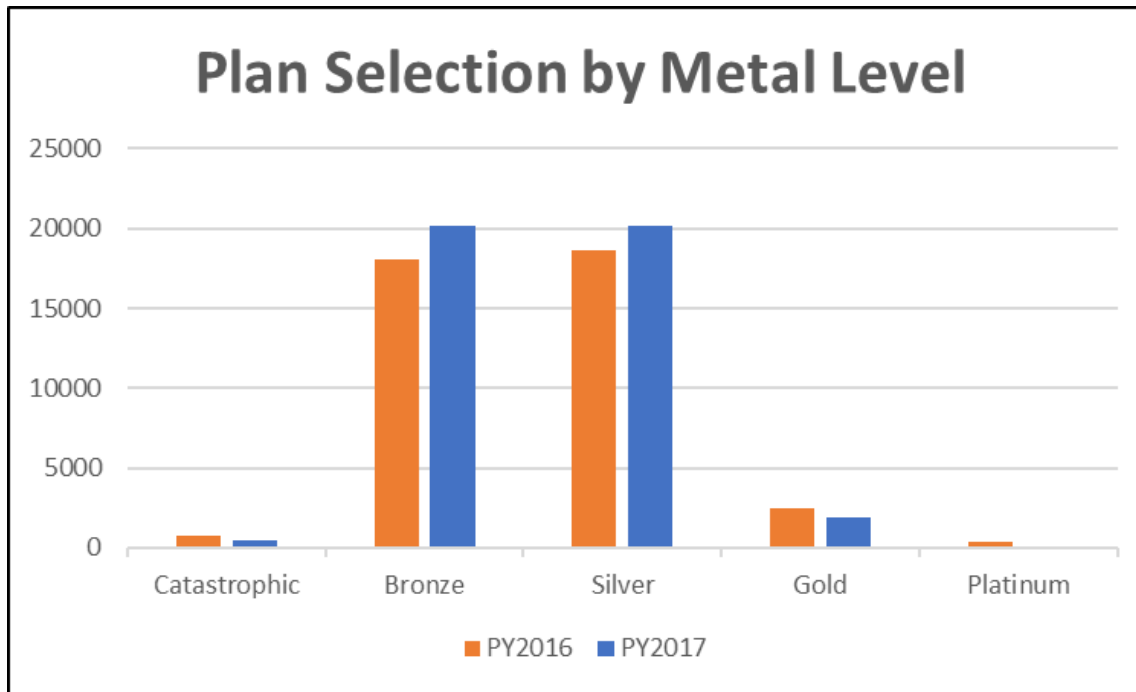
Enrollments (slide 2 of 5)



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/5/2015
- Plan Year 2017 through 12/3/2016

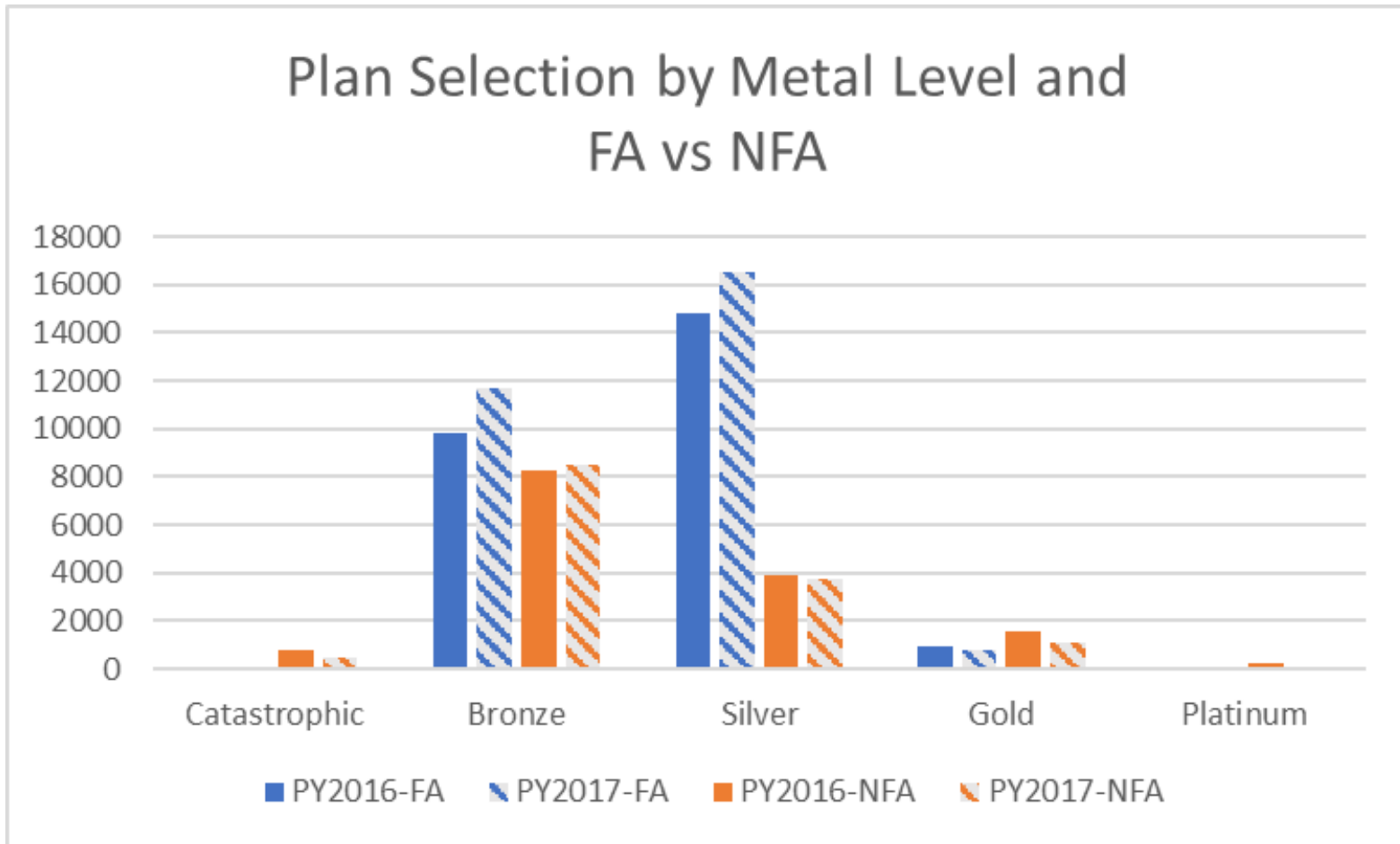
Enrollments (slide 3 of 5)



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/5/2015
- Plan Year 2017 through 12/3/2016

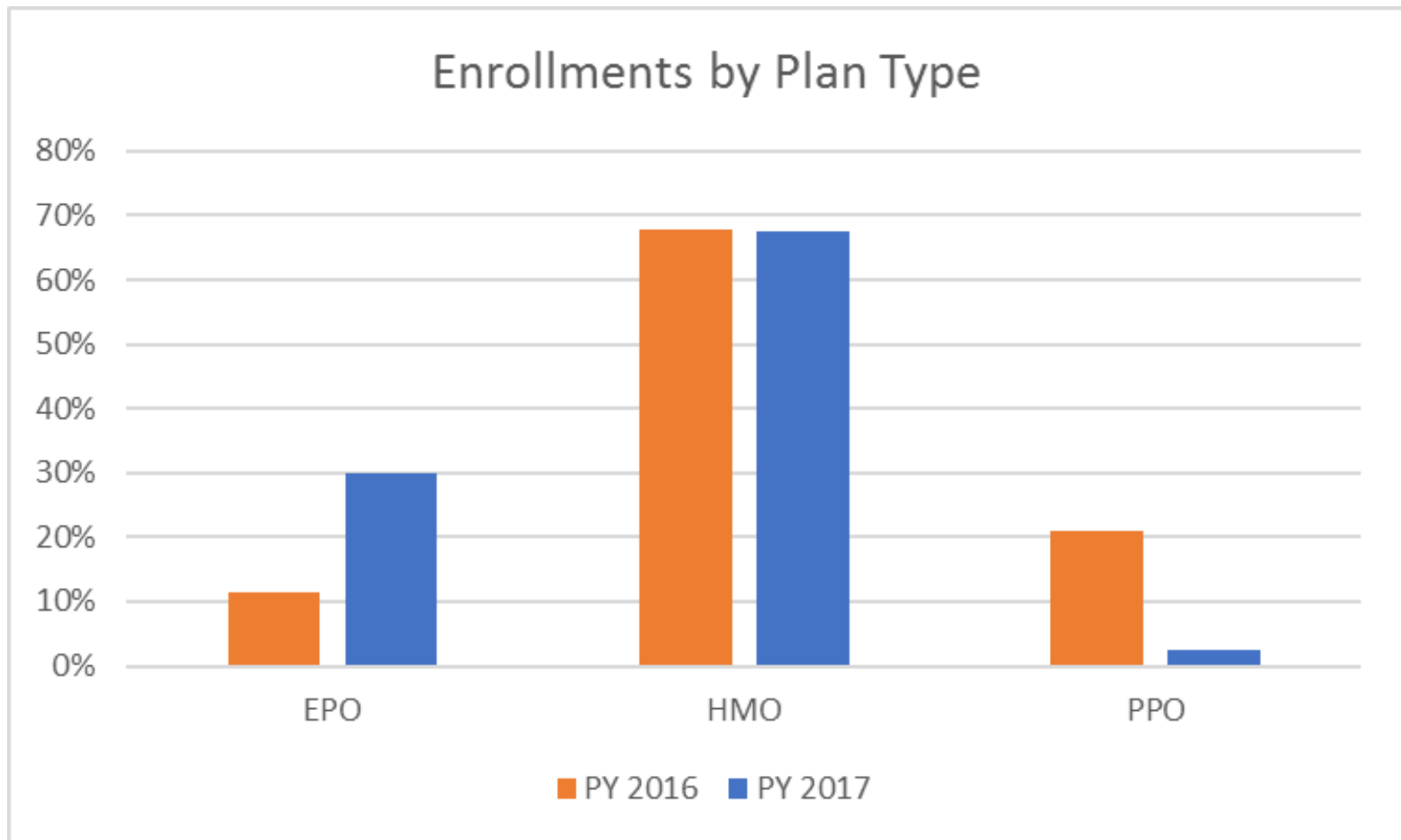
Enrollments (slide 4 of 5)



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/5/2015
- Plan Year 2017 through 12/3/2016

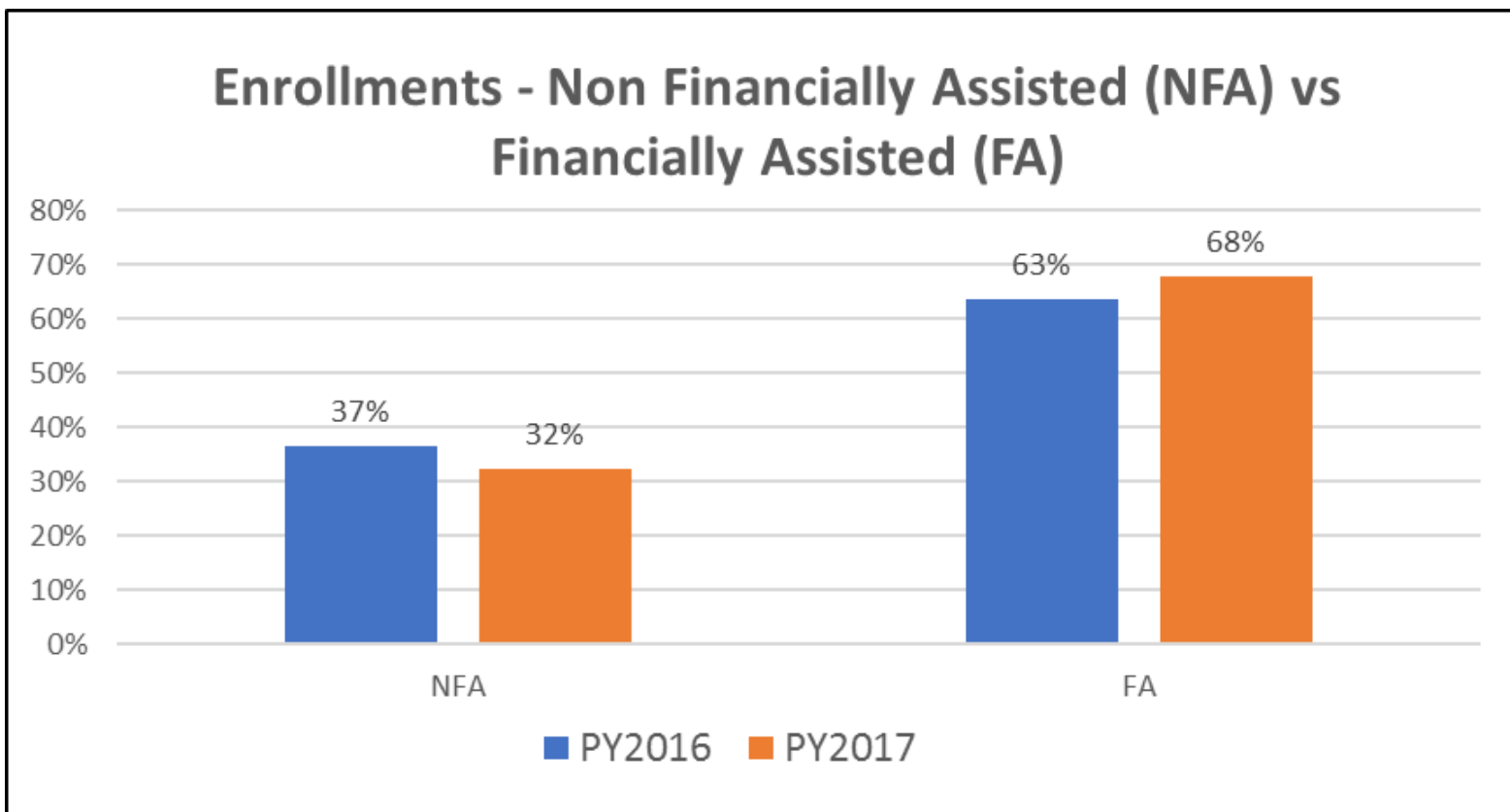
Enrollments (slide 5 of 5)



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/7/2015
- Plan Year 2017 through 12/7/2016

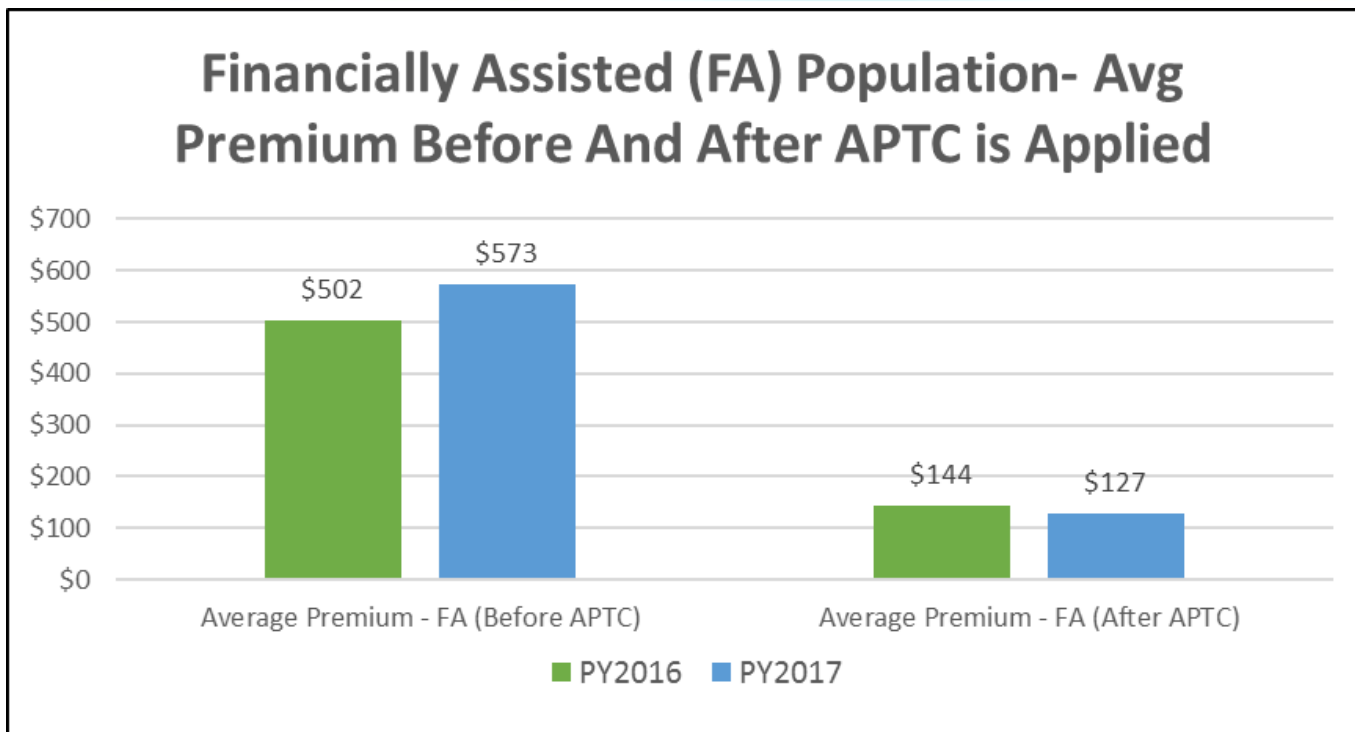
Non-Financially Assisted (NFA) And Financially Assisted (FA) – Enrollments



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/5/2015
- Plan Year 2017 through 12/3/2016

Non-Financially Assisted (NFA) And Financially Assisted (FA) – Premiums



Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/5/2015
- Plan Year 2017 through 12/3/2016

	PY2016	PY2017
Average Premium - NFA	\$352	\$397

Note: Data is from the opening of the Marketplace for:

- Plan Year 2016 through 12/7/2015
- Plan Year 2017 through 12/7/2016

CUSTOMER SERVICE CENTER METRICS

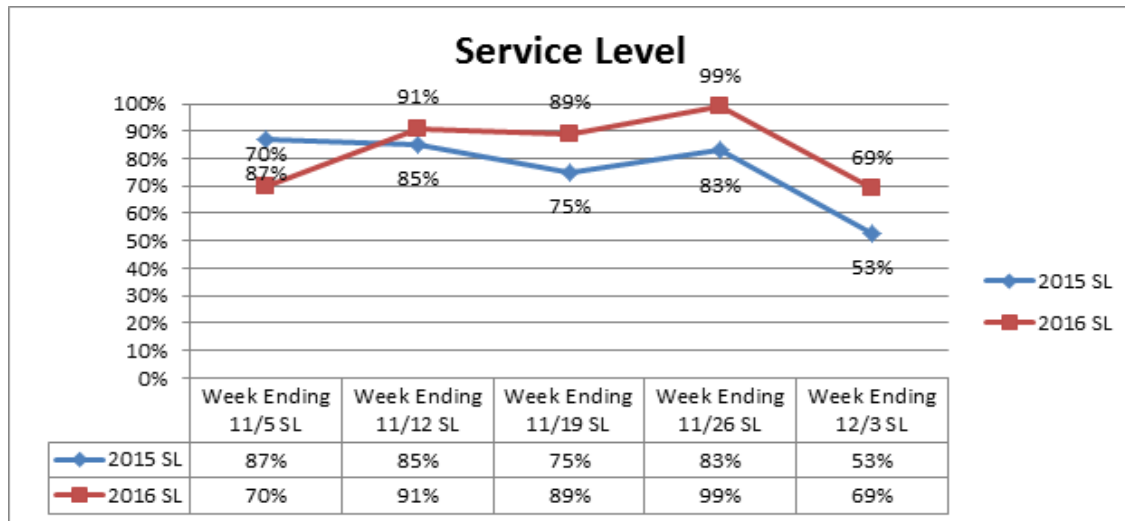
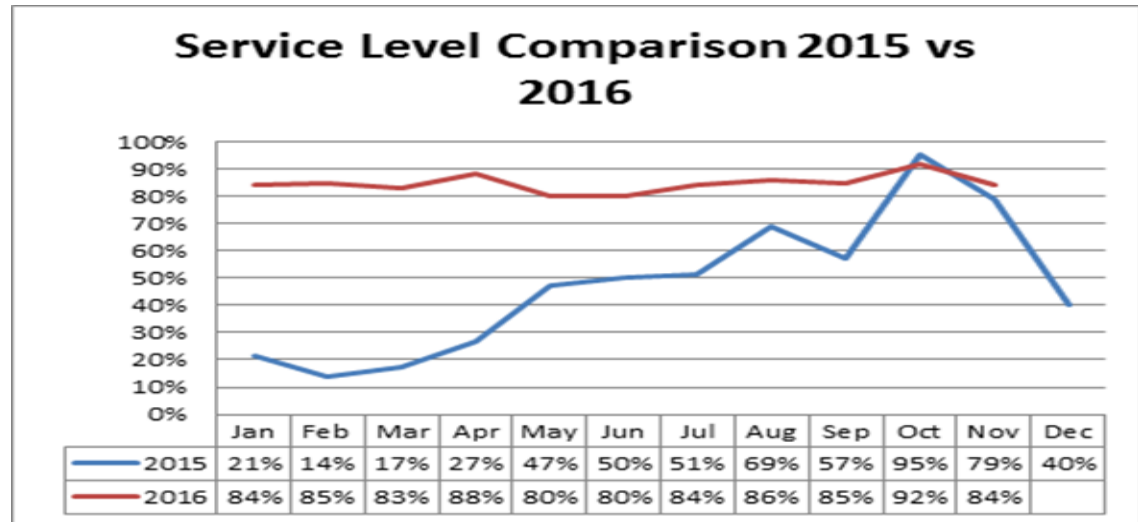
Customer Service Center

Measures as of end of day Monday, 12/5/2016 for the month of December, unless otherwise stated

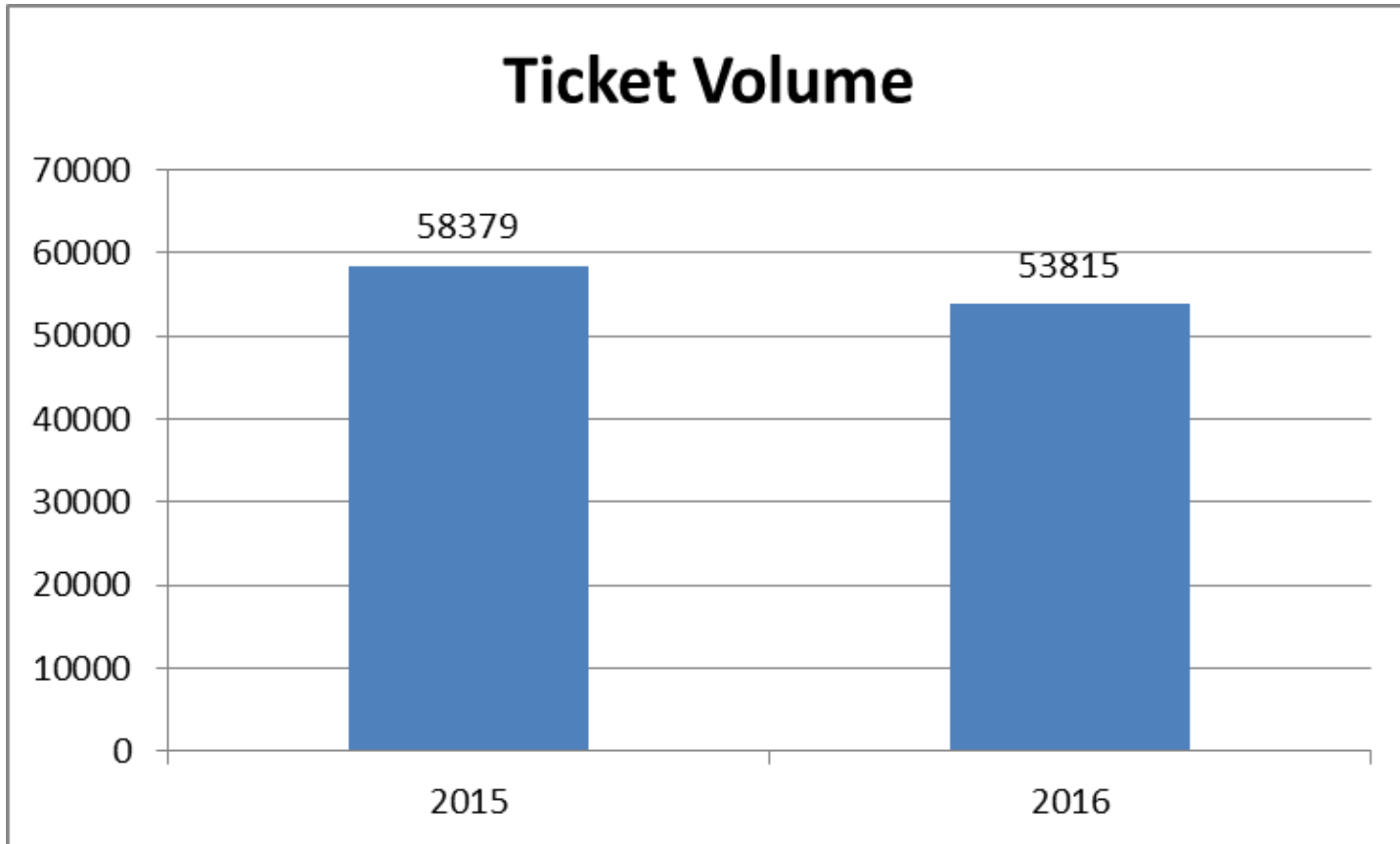
Service level: % of calls answered < 5 minutes (Note: OE Target is 80%)	November*: 84% December-to-date: 61%
Average wait time	November*: 2 minutes, 7 seconds December-to-date: 5 minutes, 27 seconds
Average handle time	November*: 17 minutes, 36 seconds December-to-date: 19 minutes, 11 seconds
Top Call drivers	Verifications Enrollment assistance Eligibility assistance Terminations Profile Corrections.

Note: Data is for *entire Month of November, and December month-to-date through end of day, 12/5/2016.

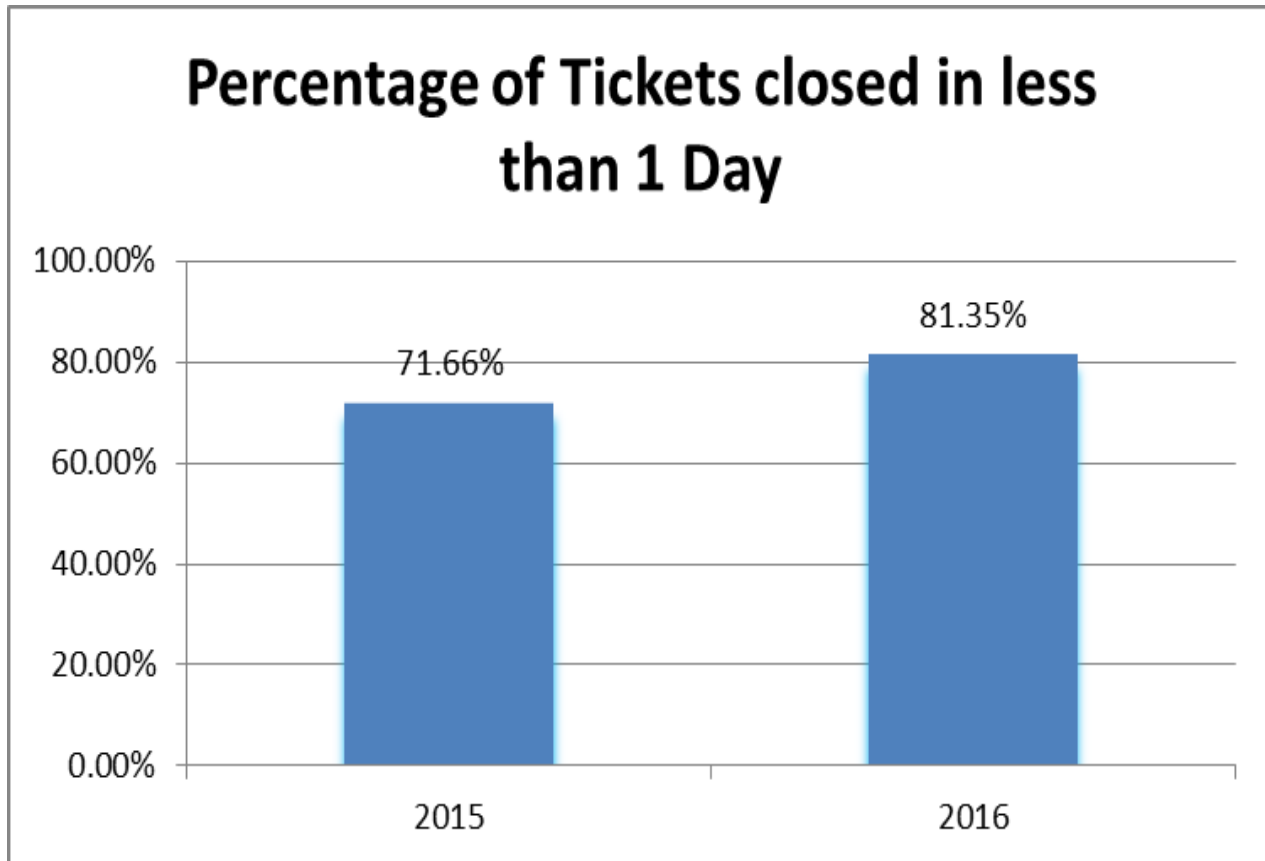
Customer Service Center



Nov 2015 vs. Nov 2016 Ticket Volume



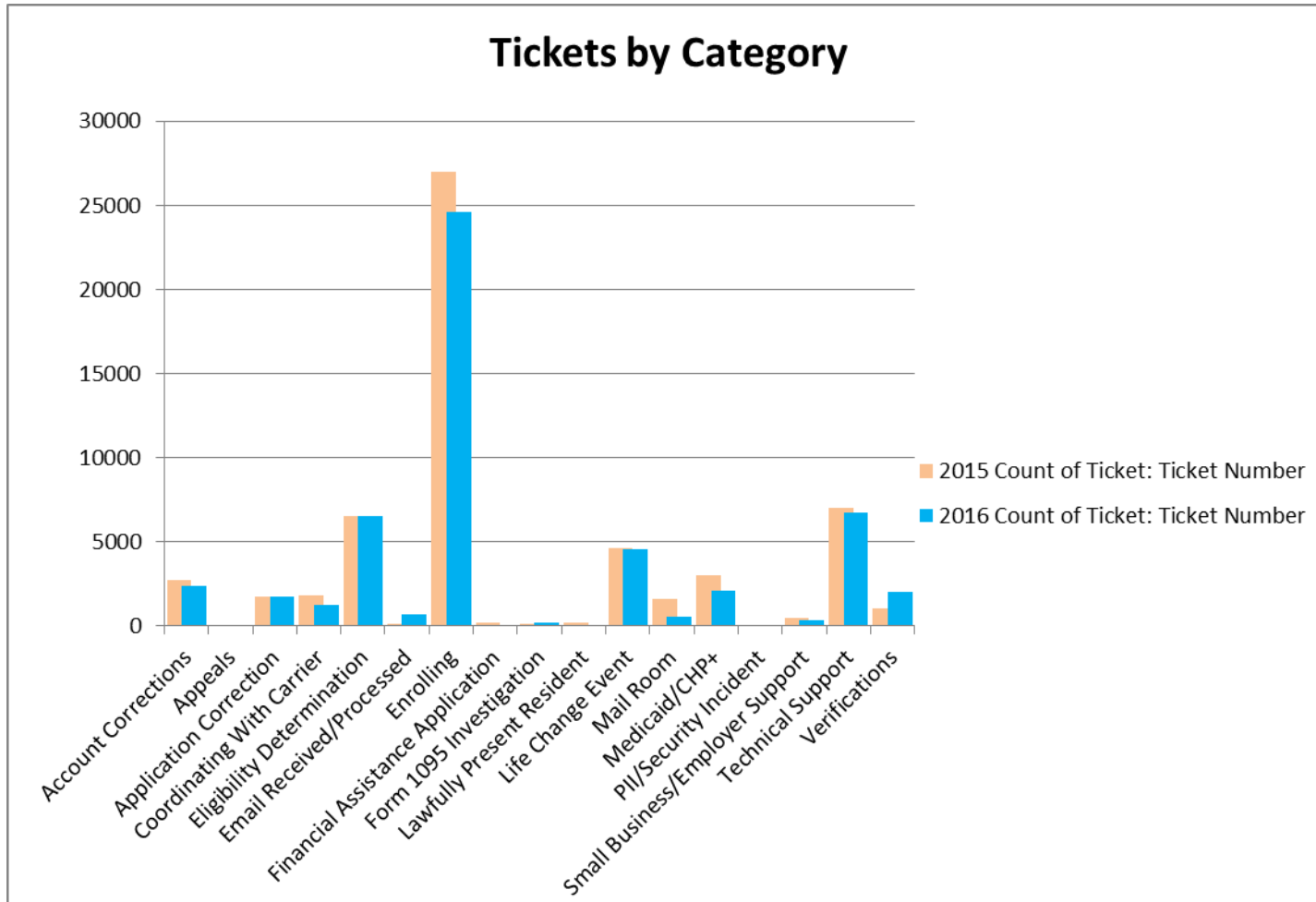
Improvement in Same Day Ticket Closure



Over 80% of tickets opened in 2016 are closed on the same day

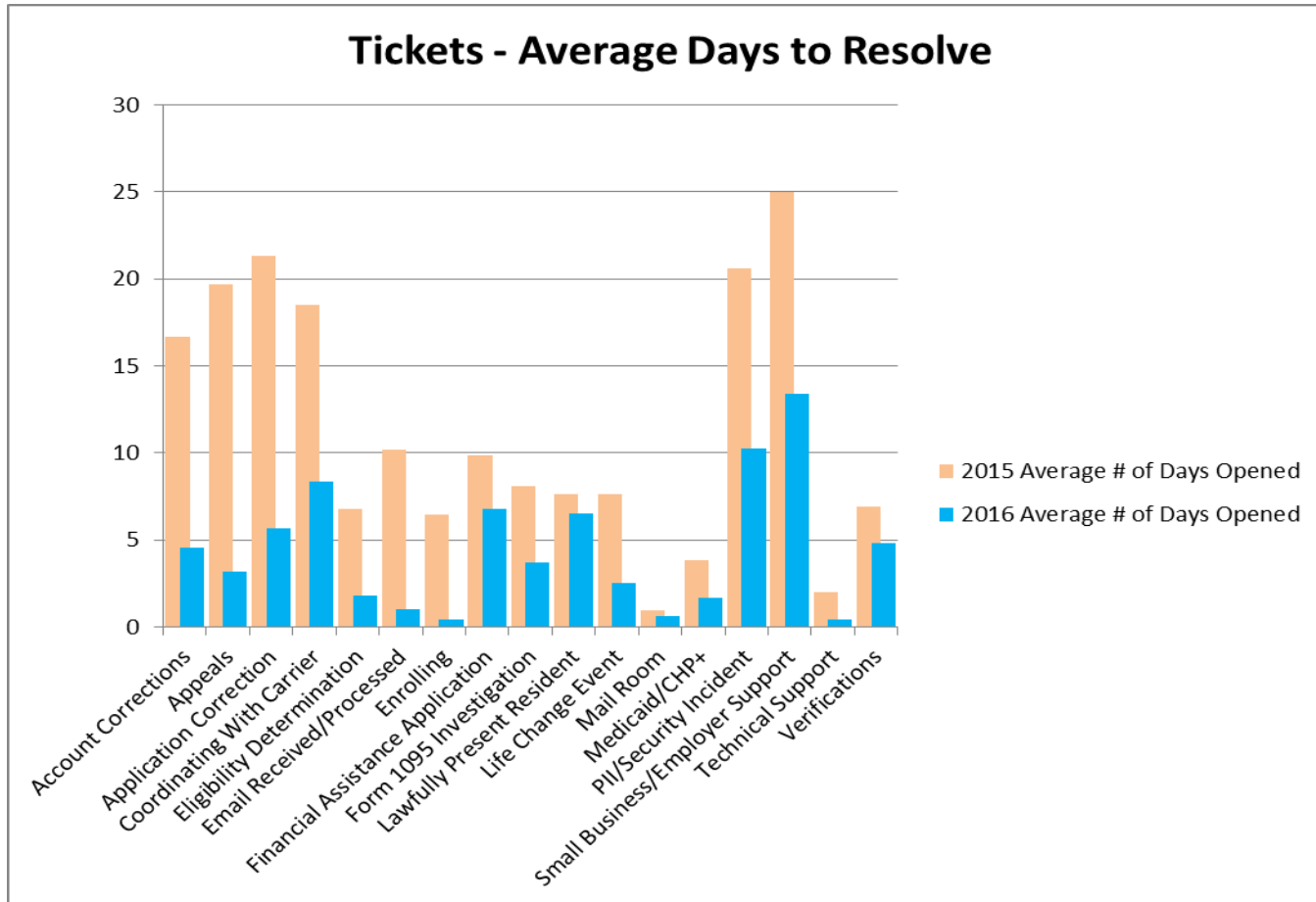
Note: Data is for *entire Month of November, and December month-to-date through end of day, 12/5/2016.

Nov 2015 vs. Nov 2016 Ticket Data



Fairly consistent distribution by category year over year

Nov 2015 vs. Nov 2016 Ticket Data



Faster Closure in 2016 for Every Category

Overall our average closure rate has improved by 5.64 Days

Customer Service Center – Nov 2015/Nov 2016 Comparison

When comparing November 2016 (OE4) to November 2015 (OE3), the Customer Service Center is tracking:

- 75% fewer Priority Defects
- 37% faster average speed to answer
- 20% less average handle time
- 67% fewer open tickets

TECHNOLOGY

Technology Update

Technology is supporting enrollments well

- Real time eligibility determinations are ~80%
- System performance not affected by increased load
- Strong cooperation across vendors and state partners
- Some level of hard-to-trace defects

We do have issues that will need some in-depth clean up

- Customers have inadvertently changed their 2016 plan
- Verifications processing and outreach planning in progress