

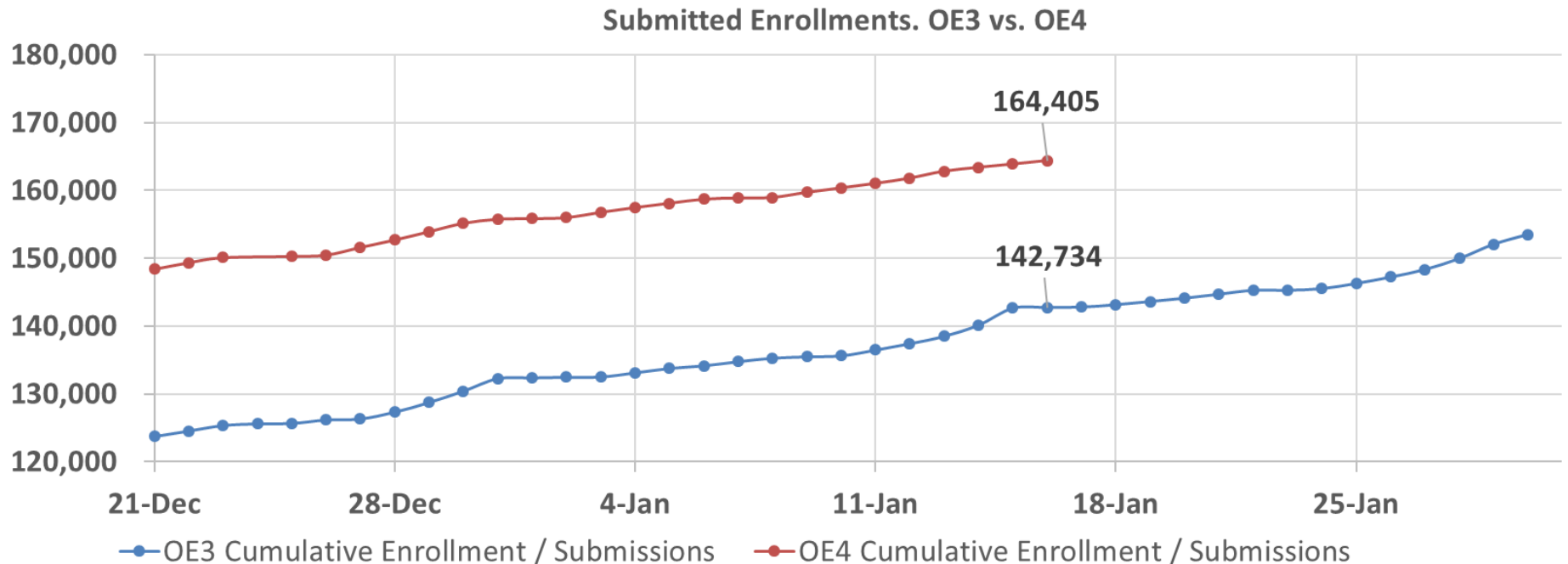


OPEN ENROLLMENT 4 METRICS – PLAN YEAR 2017

Finance & Operations Committee Meeting
Monday, January 23, 2017

Enrollments (slide 1 of 5)

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

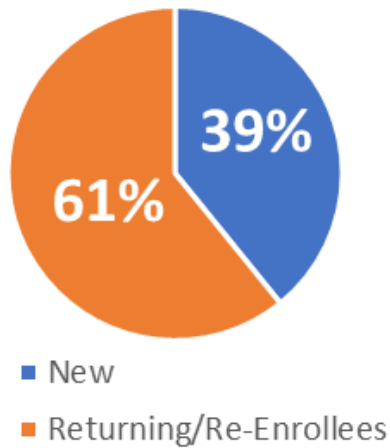


Notes: Enrollment data is as of End of Day Monday, January 16, 2017.

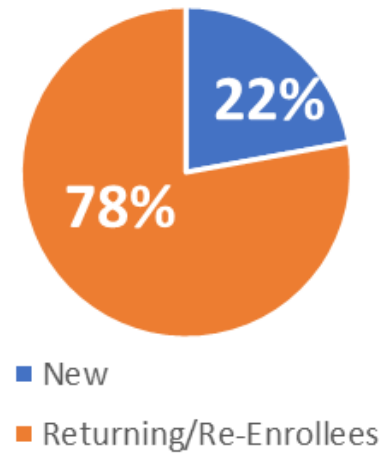
Enrollments (slide 2 of 5)

New vs Returning Customers

PY2016



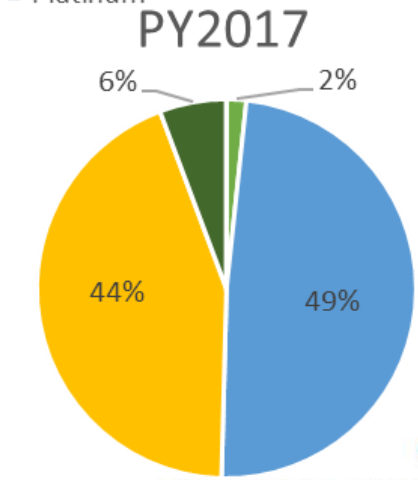
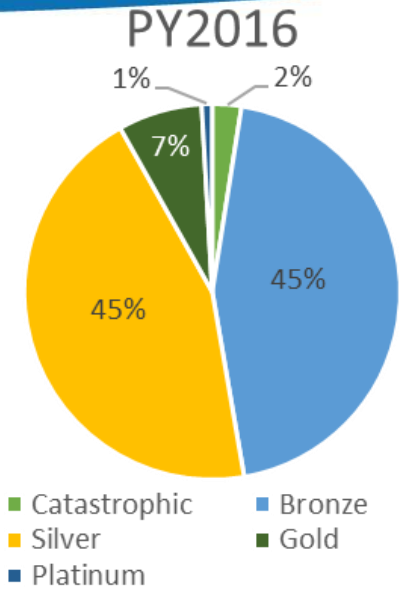
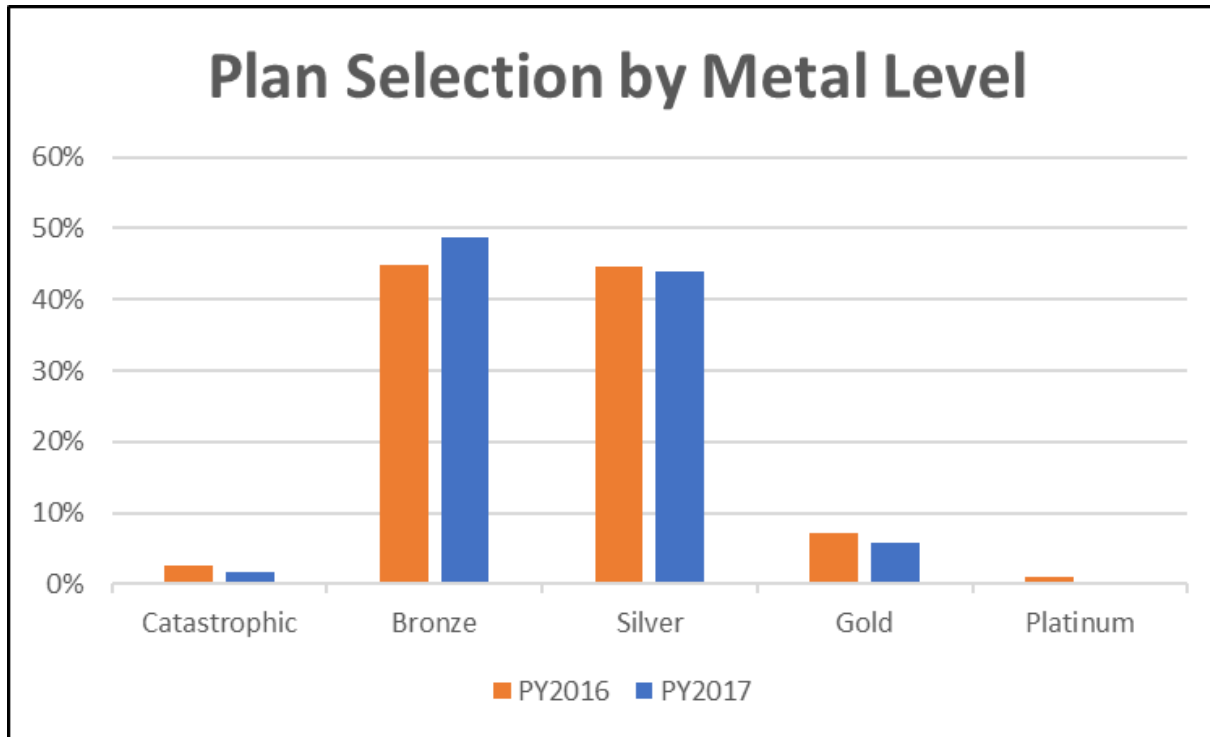
PY2017



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

- Plan Year 2016 through 1/16/2016
- Plan Year 2017 through 1/14/2017

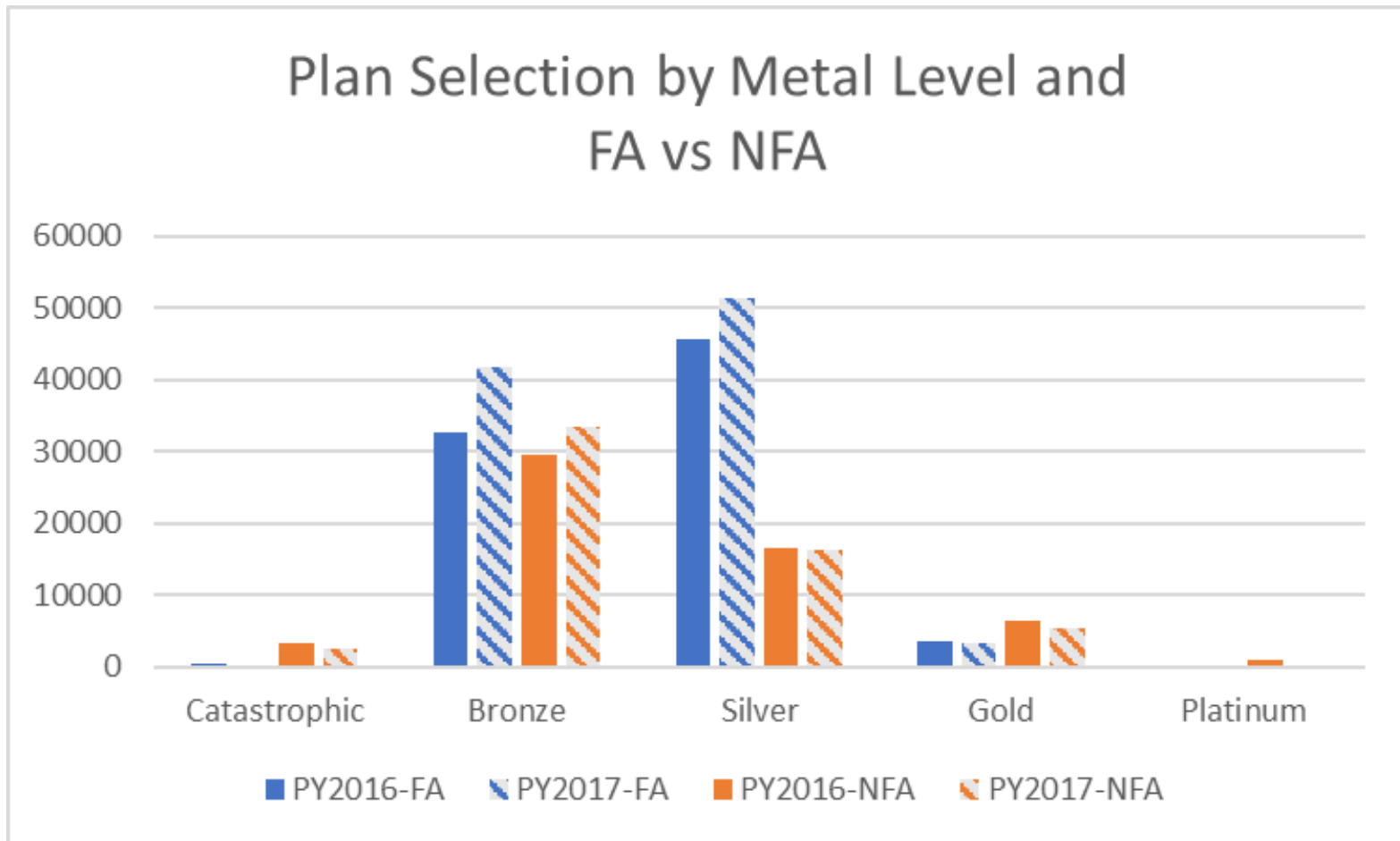
Enrollments (slide 3 of 5)



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

- Plan Year 2016 through 1/16/2016
- Plan Year 2017 through 1/14/2017

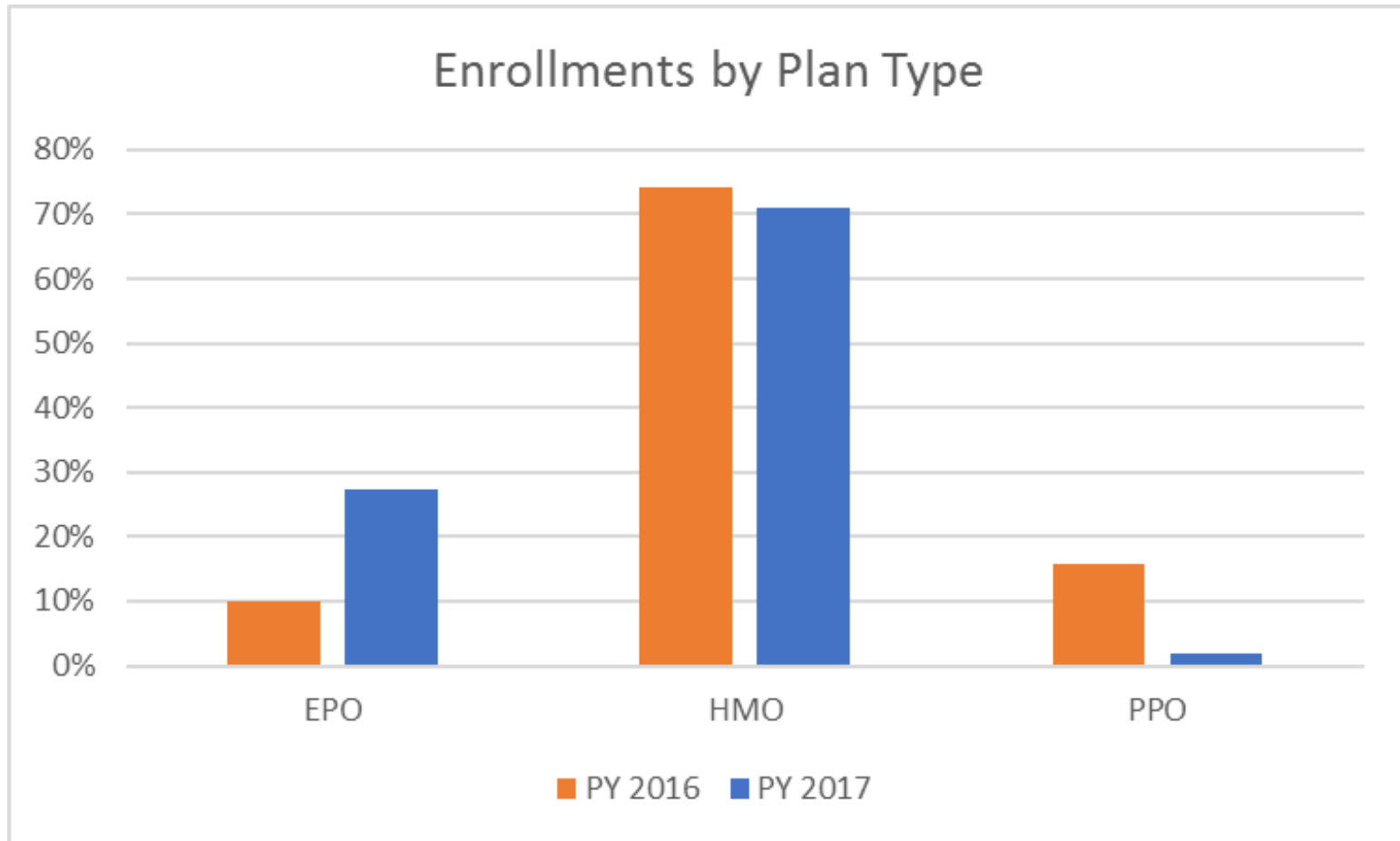
Enrollments (slide 4 of 5)



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

- Plan Year 2016 through 1/16/2016
- Plan Year 2017 through 1/14/2017

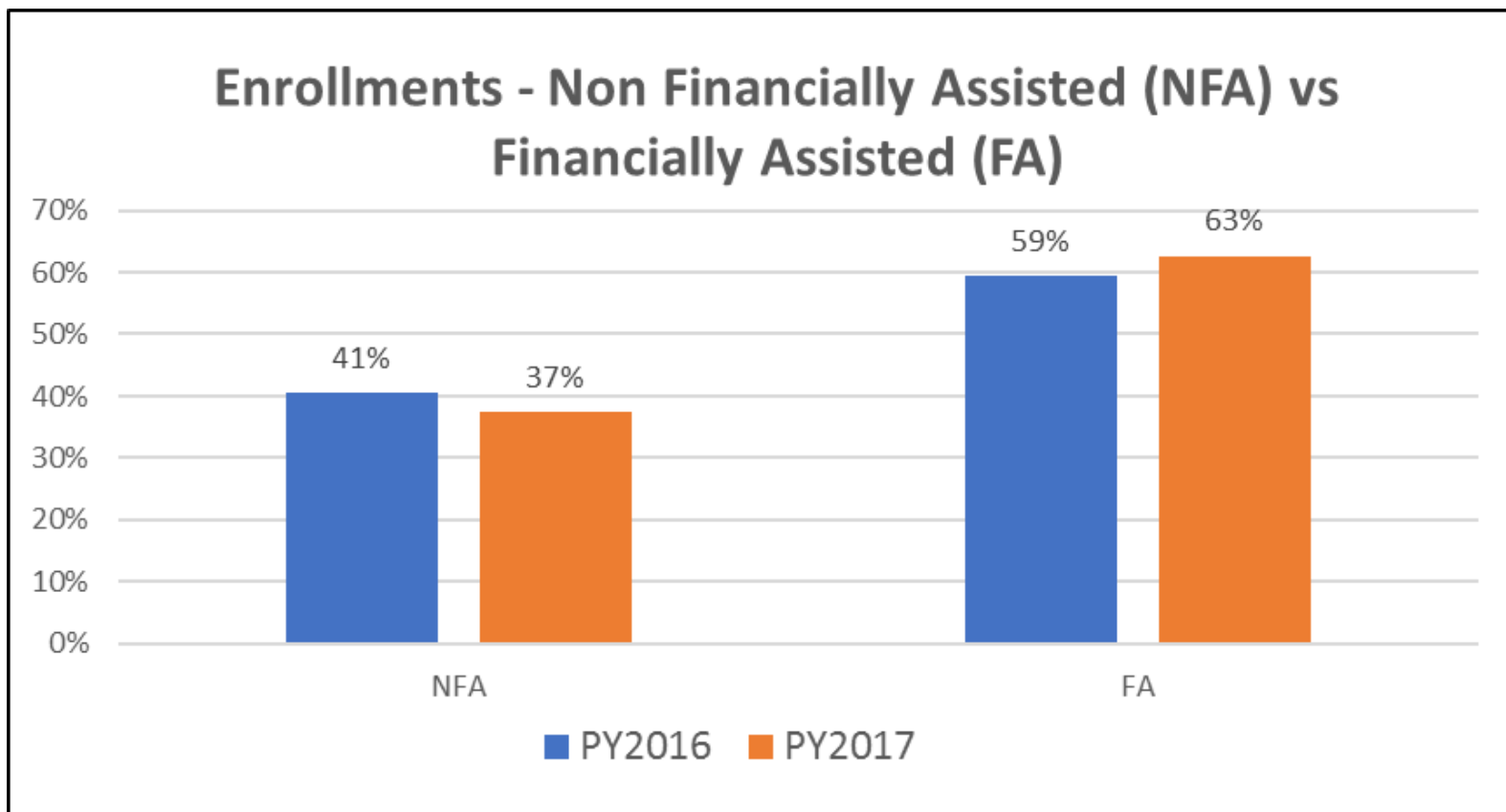
Enrollments (slide 5 of 5)



Notes: Medical Plans only; Data is from the opening of the Marketplace for:

- Plan Year 2016 through 1/11/2016
- Plan Year 2017 through 1/11/2017

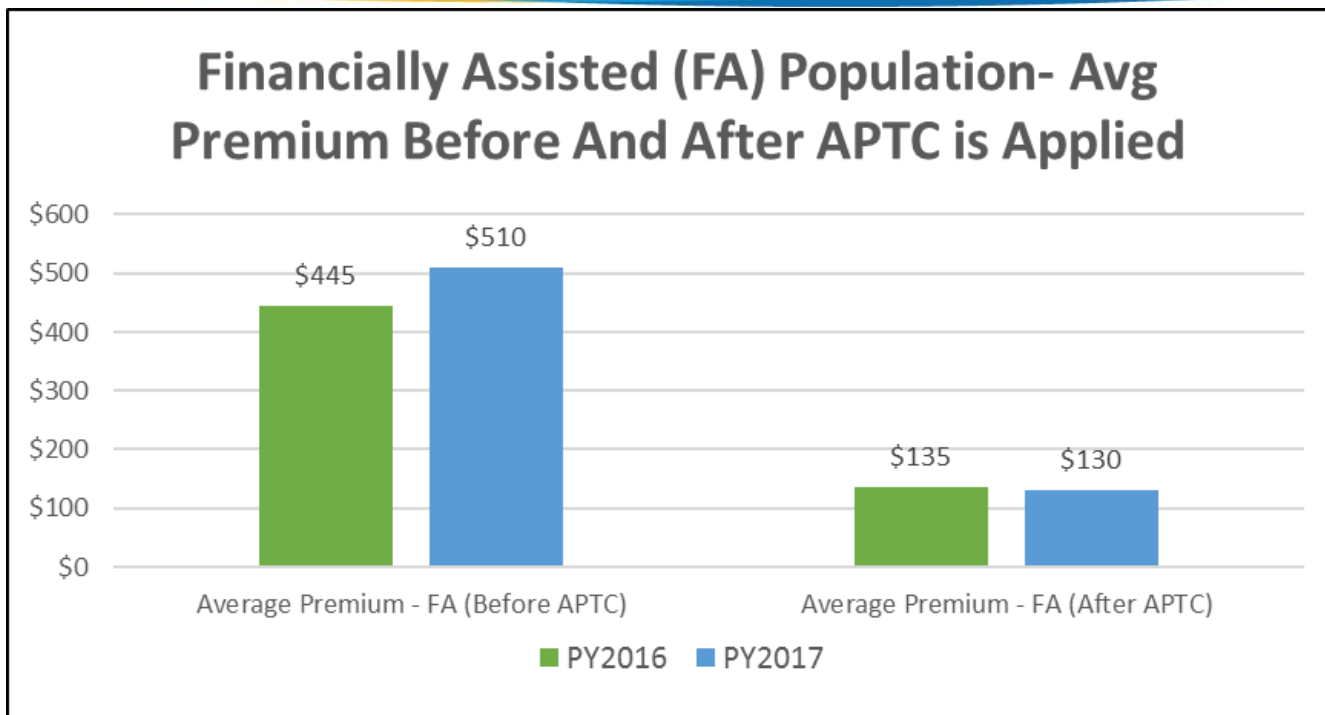
Non-Financially Assisted (NFA) And Financially Assisted (FA) – Enrollments



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

- Plan Year 2016 through 1/16/2016
- Plan Year 2017 through 1/14/2017

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



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

- Plan Year 2016 through 1/16/2016
- Plan Year 2017 through 1/14/2017

	PY2016	PY2017
Average Premium - NFA	\$328	\$368

Notes: Medical Plans only; Data is from the opening of the Marketplace for:

- Plan Year 2016 through 1/11/2016
- Plan Year 2017 through 1/11/2017

Customer Service Center

Measures as of end of day Monday, 1/16/2017 for the month of January, unless otherwise stated

Service level: % of calls answered < 5 minutes (Note: OE Target is 80%)	January-to-date: 95%
Average wait time	January-to-date: 57 seconds
Average handle time	January-to-date: 15 minutes, 49 seconds
Top Call drivers	Account Corrections Eligibility Determination Verifications Enrolling Coverage Confirmation.

Note: Data is for January month-to-date through end of day, 1/16/2017.