

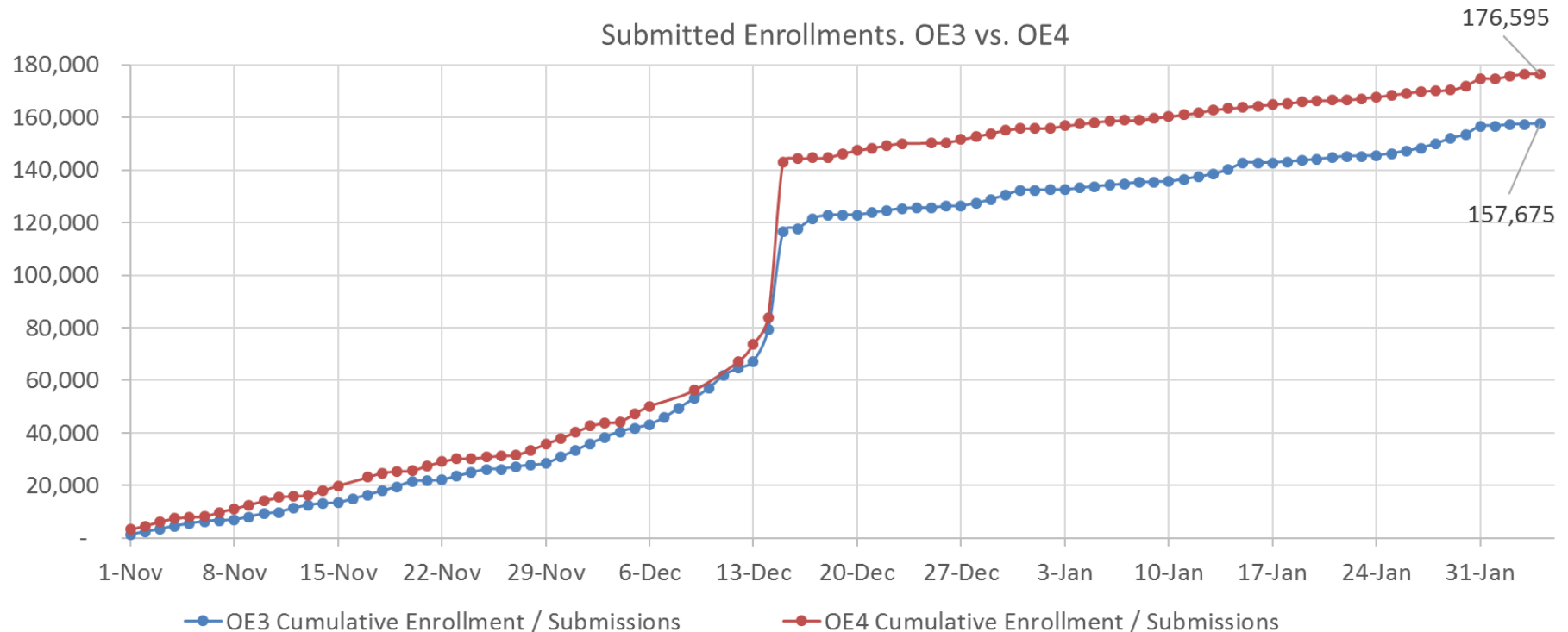


OPEN ENROLLMENT 4 - UPDATES

Board of Directors Meeting
Monday, February 13, 2017

Enrollment numbers at the end of OE were 12% ahead of OE3

- healthcare.gov reduced much of their marketing in January
- C4HCO extended open enrollment to 2/4 for in-process enrollments
- Some customers will continue to be eligible until 3/1 for a Special Enrollment Period due to loss of carrier



Status of Impacted 2017 Enrollments

Issue	Description	Impact	Cause	Status
\$0 APTC	Some customers see a message stating they were eligible for \$0 APTC.	Up to ~7,300 applications could have been affected.	Integration failure between PEAK and C4HCO	Customer outreach complete to customers likely to have been affected.
Maintenance effective date	Changes to plans in 2017 applied incorrectly	~170 enrollments for 2017 impacted	Design of hCentive	Workaround in place. Design for permanent fix in progress. Data clean-up in process (10 remaining)
10 day noticing	CBMS is incorrectly determining that people are eligible for Medicaid	Once 10-day notice is sent, accounts are locked into Medicaid. ~20 people affected.	2016/7 eligibility issue	Workaround in place, benefits provided through Medicaid.

Status of Impacted 2017 Enrollments (continued)

Issue	Description	Impact	Cause	Status
Changes to SSI income	If MA site makes changes to the income in CBMS, the 2017 eligibility gets “confused”	~100 people affected so far for 2017 enrollments. People are prevented from getting an eligibility determination.	Errors in CBMS	Data fixes being actioned by MA site. Discussion on root cause fix.
Case closed	Customers see a message saying “case closed”	Account has to be worked through counties or OIT. Delay to eligibility data capture.	UI design	Ticketing and resolution process in place.
Confidential combo cases	C4HCO does not have access to these accounts. Other users access some C4HCO data for the account.	Small number of accounts affected.	Permissions design issue	Design work in progress

1095s have been issued to all customers

Issue	Root cause	Accounts affected	Status/timeline
SLCSP calculation error	Error resulting from workaround put in place for removing COOP plans in 2015	~65,000	Resolved. All customers notified on 2/2. All forms re-generated electronically by 2/3. Paper copies mailed out by 2/6
Incorrect APTC changes applied to full term of the plan	Two causes: <ul style="list-style-type: none"> - Incorrect payloads from SES (workaround in place, permanent fix planned) - Defect in maintenance effective date processing (mitigation design in progress) 	1,588	Customers were notified on 2/7. We have communicated to customers that these issues will be fixed by mid-March.
2016/7 issue	Enrollment in 2017 caused changes to 2016 plans	2,626	Resolved without impact to 1095: customers were outreached to and data was fixed prior to 1095s being sent

Customer Service Center Current Performance

Measures as of end of day Monday, 2/6/2017 for the month of February, unless otherwise stated

Service level: % of calls answered < 5 minutes (Note: OE Target is 80%)	February-to-date: 99%
Average wait time	February-to-date: 30 seconds
Average handle time	February-to-date: 15 minutes, 43 seconds
Top Call drivers	Account Corrections Eligibility Determination Verifications Enrolling Coverage Confirmation.

Note: Data is for February month-to-date through end of day, 2/6/2017.