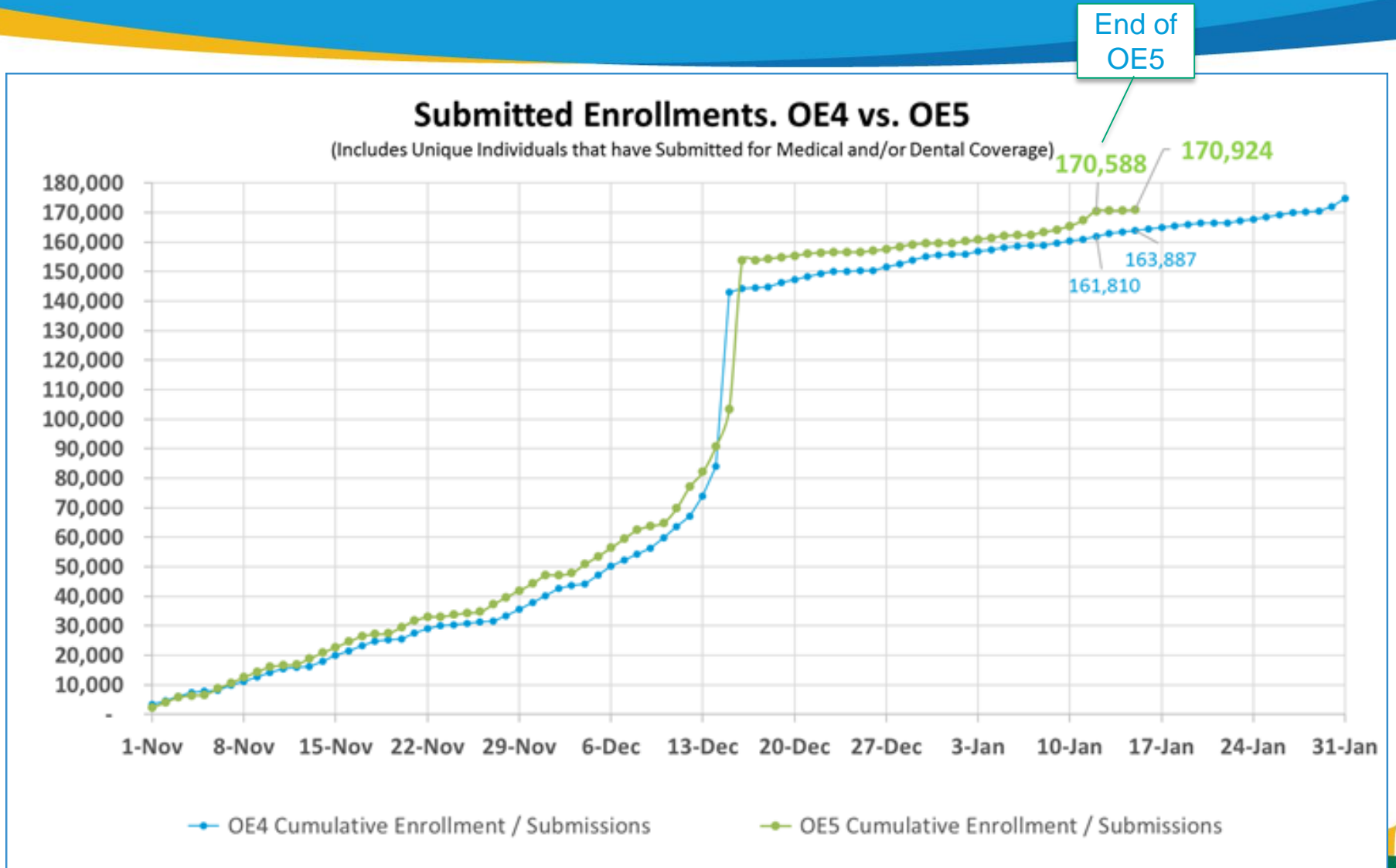




OPEN ENROLLMENT 5 PRELIMINARY SUMMARY METRICS

Finance & Operations Committee Meeting –
January 22, 2018

Submitted Enrollments: Open Enrollment 5 (OE5) vs. OE4

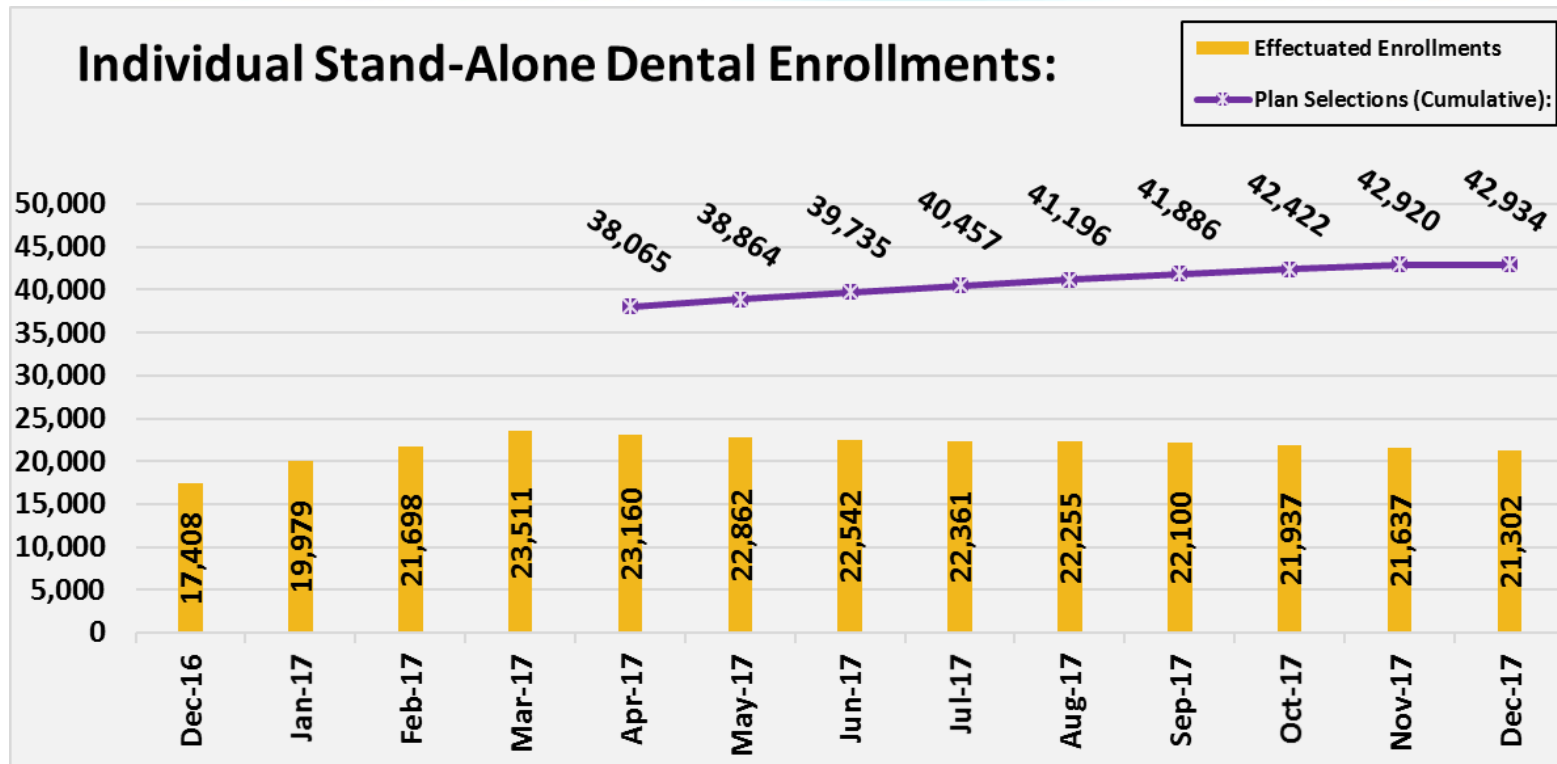


Preliminary Health Plan Coverage Submissions: Open Enrollment 5 (OE5) vs. OE4

Metrics: Run Date 1/16/2018	Plan Year 2018 (OE5)	Plan Year 2017 (OE4)*
Individual Plan Selections (Cumulative)	170,924	163,887
Individual Stand Alone Dental Plan Selections (Cumulative)	34,585	28,932
Individual Effectuated Medical Enrollments - Financial Assistance %	72%	63%
Individual Effectuated Medical Enrollments - Non-Financial Assistance %	28%	37%
% Catastrophic Enrollments	2%	2%
% Bronze Enrollments	49%	49%
% Silver Enrollments	45%	43%
% Gold Enrollments	4%	6%
% Broker Only Medical Submissions	53%	N/A
% Assister Only Medical Submissions	4%	N/A
% Broker & Assister Medical Submissions	2%	N/A
% No Assistance Medical Submissions	40%	N/A
Average Medical Effectuated Premiums for FA & NFA	\$ 621.02	\$ 468.69
Average Medical Effectuated Premiums Before APTC for FA Only	\$ 665.92	\$ 526.01
Average Medical Effectuated Premium - After APTC for FA Only	\$ 138.74	\$ 132.89
Average Medical Effectuated Premiums for NFA Only	\$ 505.86	\$ 372.38

*OE4 totals as of the Run Date of 1/16/2018 may differ from what was reported in January 2017 due to enrollment data being "trued up" or reconciled throughout the 2017 Plan Year.

Individual Stand-Alone Dental Enrollments



Business Definitions	
Individual Stand-Alone Dental Enrollments: Plan Selection (cumulative)	Count of unique individuals who have selected a 2017 Stand-Alone Dental Plan (SADP), regardless of policy status.
Individual Stand-Alone Dental Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP/QDP Eligible and selected a Stand-Alone Dental Plan (SADP), and the month's premium payment was received and acknowledged by the issuer. QDP is Qualified Dental Plan.

OE5 Service Center Stats

Performance Metric	Dec-16	Dec-17
Average Speed of Answer (ASA)	5:45	2:43
Service Level (SL)	68.00%	85.00%
Average Handle Time (AHT)	18:59	15:44
First Call Resolution (FCR)	63.00%	90.00%
Abandonment Rate	6.00%	3.00%
Quality Assurance Audits (QA)	92.00%	96.00%
*Customer Satisfaction (Csat)	59.00%	72.00%

The OE5 ticket resolution overall was 1.25 days on average while OE4 was 2.74 days

Customer Satisfaction YOY Results

