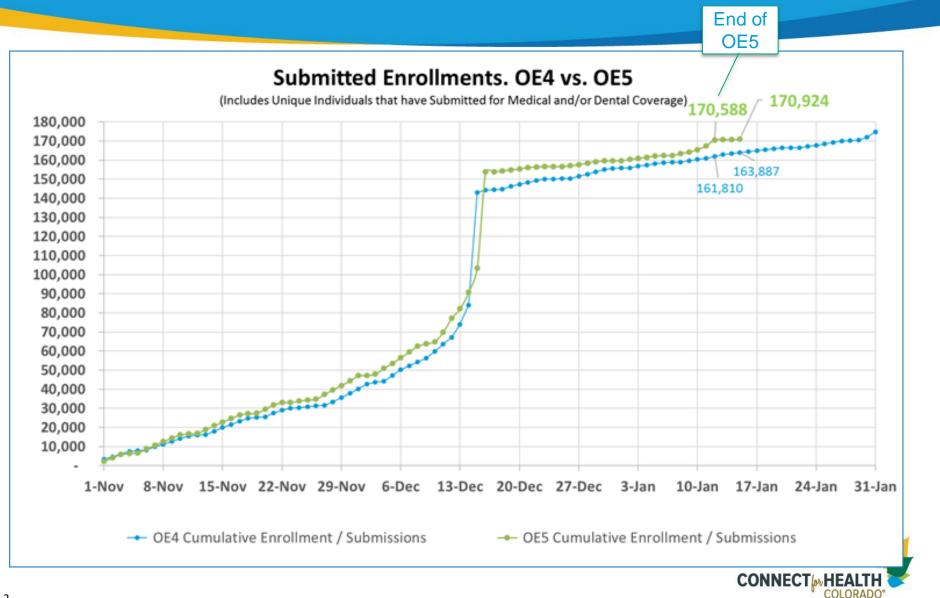




# OPEN ENROLLMENT 5 PRELIMINARY SUMMARY METRICS

Finance & Operations Committee Meeting – January 22, 2018

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

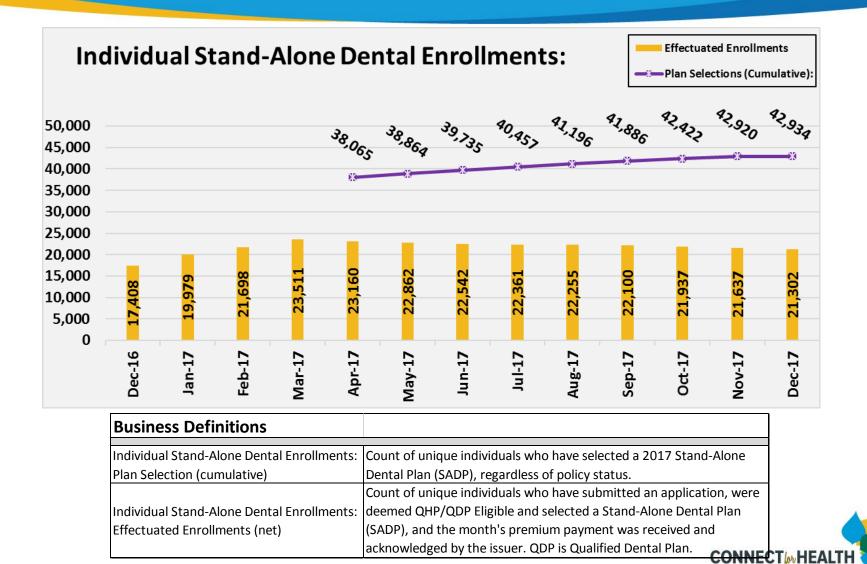


## **Preliminary Health Plan Coverage Submissions:** Open Enrollment 5 (OE5) vs. OE4

	Plan Year 2018	Plan Year 2017	
Metrics: Run Date 1/16/2018	(OE5)	(OE4)*	
Individual Plan Selections (Cumulative)	170,924	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**



COLORADO

#### **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**

