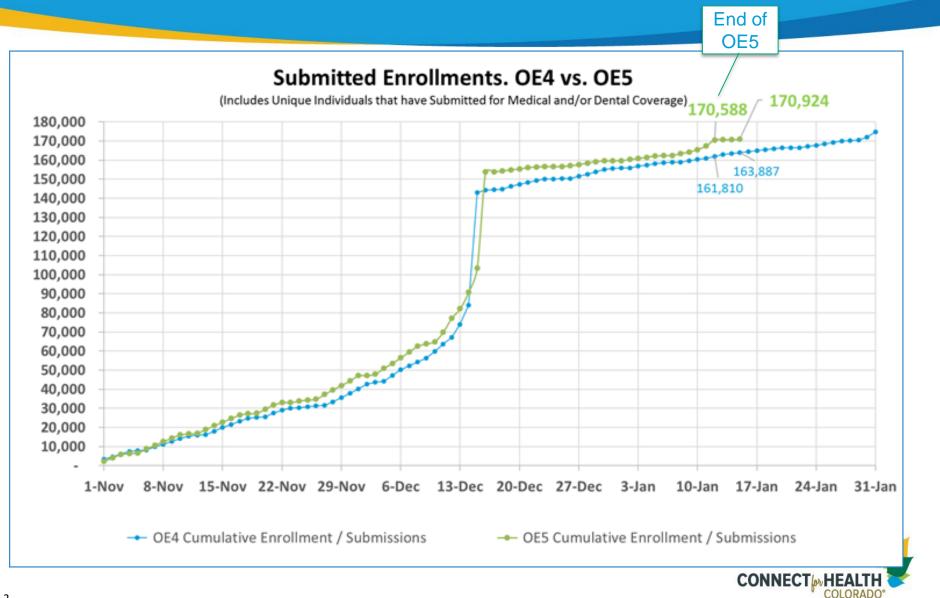




# OPEN ENROLLMENT 5 PRELIMINARY SUMMARY METRICS

Finance & Operations Committee Meeting – January 22, 2018

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

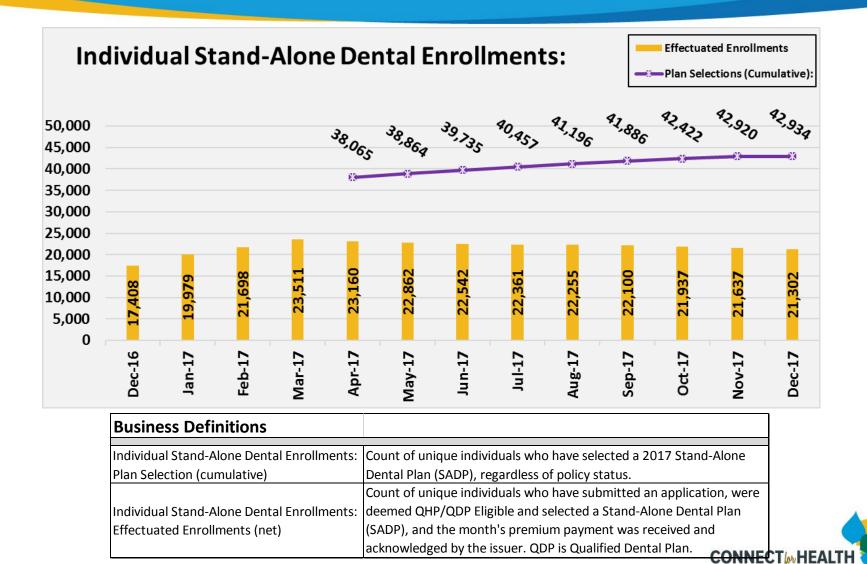


## **Preliminary Health Plan Coverage Submissions:** Open Enrollment 5 (OE5) vs. OE4

|   | 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**

