

Complaints 2018 Metrics

Main drivers:

- Appeals
 - Status inquiry
 - SEP denied
- Carrier
 - Billing problems
 - Premiums too high
 - Needs refund
- Community Based Assisters
 - Inquiry for DOI number
- Customer Service
 - Plans terminated
 - Plans not terminated
 - Effective date questions
 - APTC conflicts
 - Medicaid inquiries
 - Application problems
- DOI
 - Broker
- Feedback
 - Website error
 - Application process
 - 1095 inquiry
- HCPF
 - Billing questions

