Marketplace Dashboard: June 2018

Individual Medical Enrollments:

Legend: Effectuated Enrollments | Plan Selections (Cumulative): | Target Effectuated Enrollments

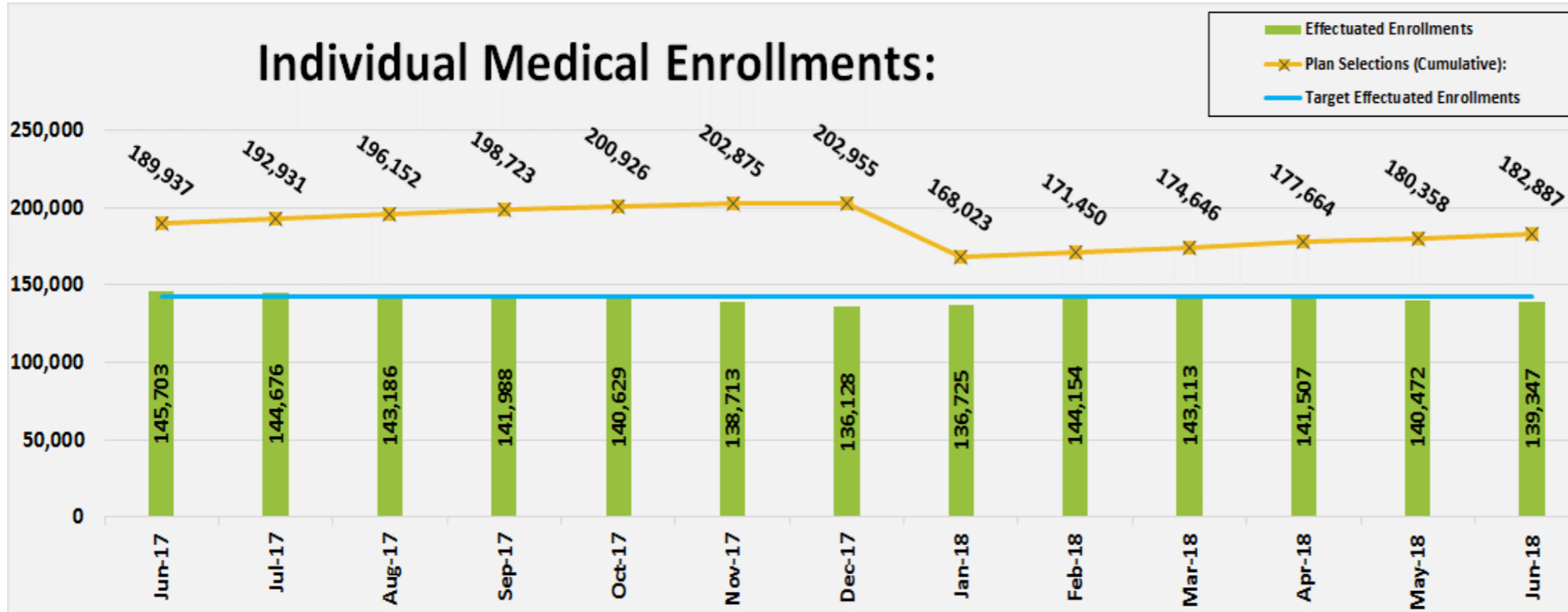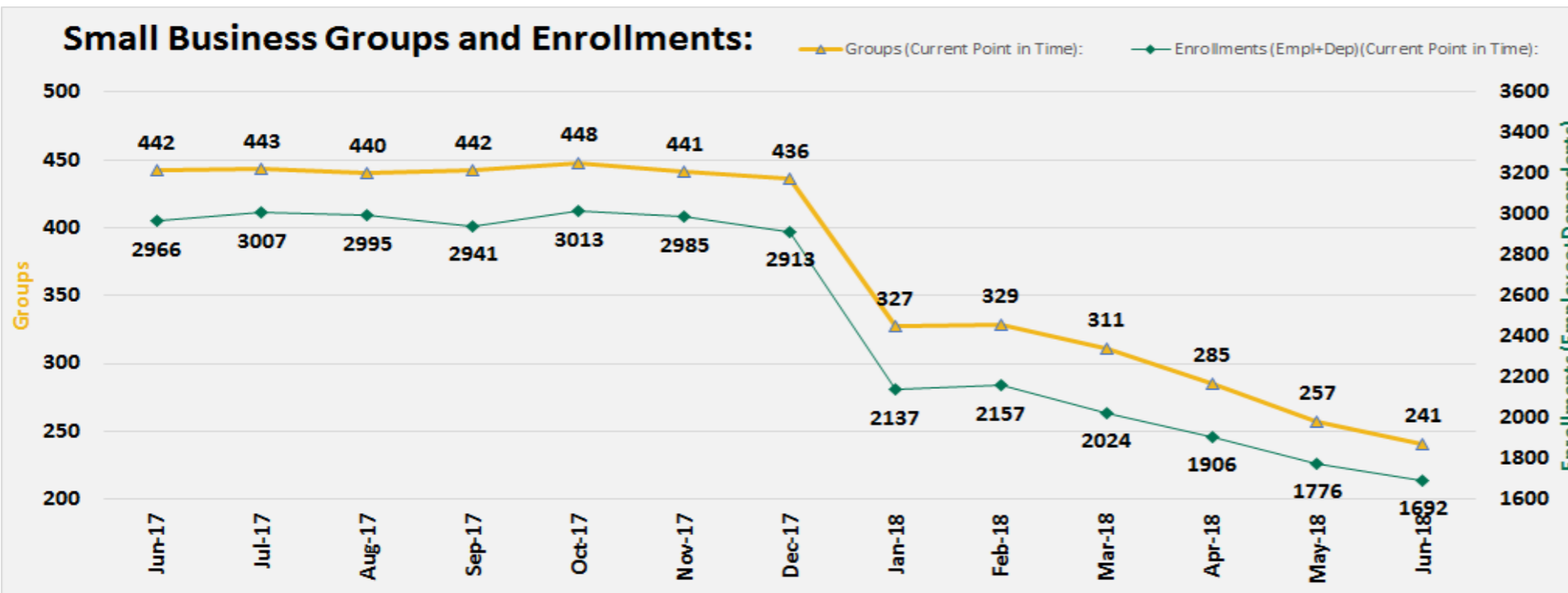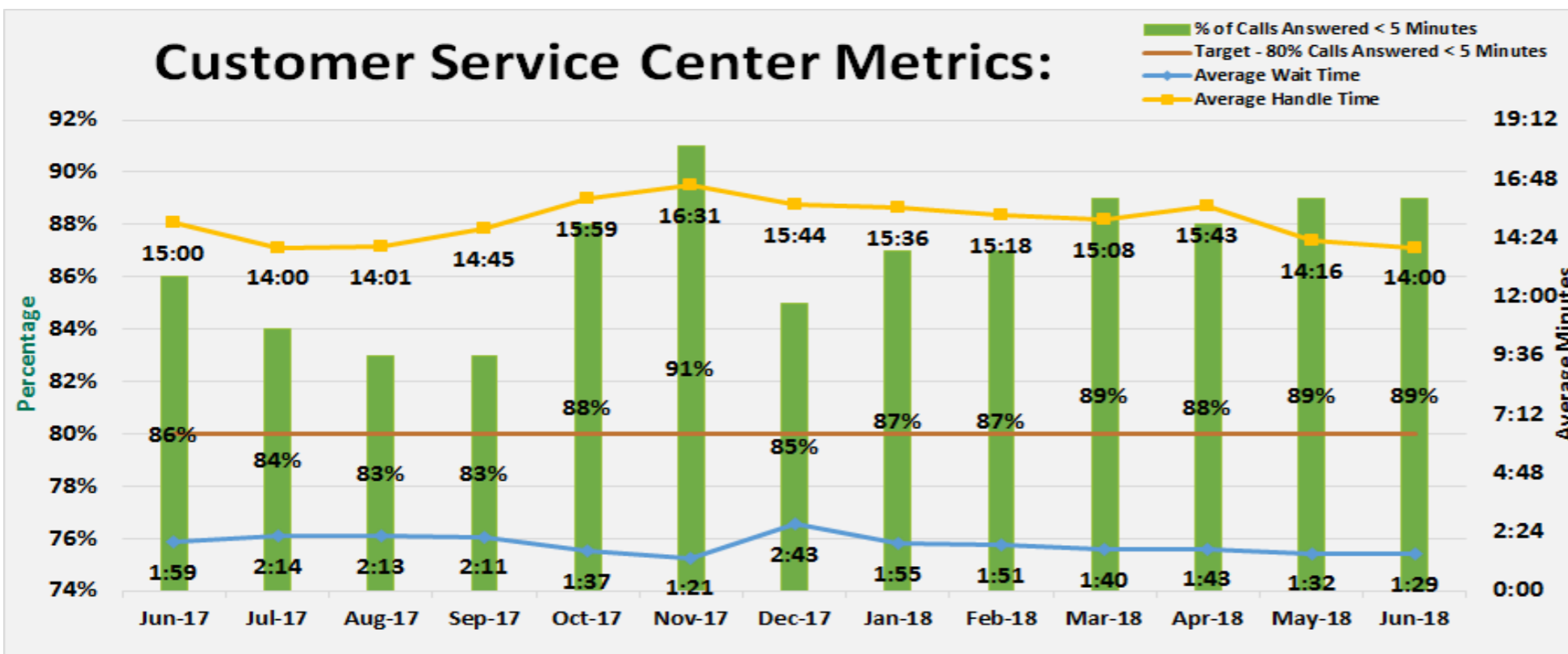| Month	Plan Selections (Cumulative)	Effectuated Enrollments
Jun-17	189,937	145,703
Jul-17	192,931	144,676
Aug-17	196,152	143,186
Sep-17	198,723	141,988
Oct-17	200,926	140,629
Nov-17	202,875	138,713
Dec-17	202,955	136,128
Jan-18	168,023	136,725
Feb-18	171,450	144,154
Mar-18	174,646	143,113
Apr-18	177,664	141,507
May-18	180,358	140,472
Jun-18	182,887	139,347

Average Target for Plan Year 2017 = 142,500 Effectuations. Target based on approved fiscal year budget.

Small Business Groups and Enrollments:

Legend: Groups (Current Point in Time): | Enrollments (Empl+Dep)(Current Point in Time):

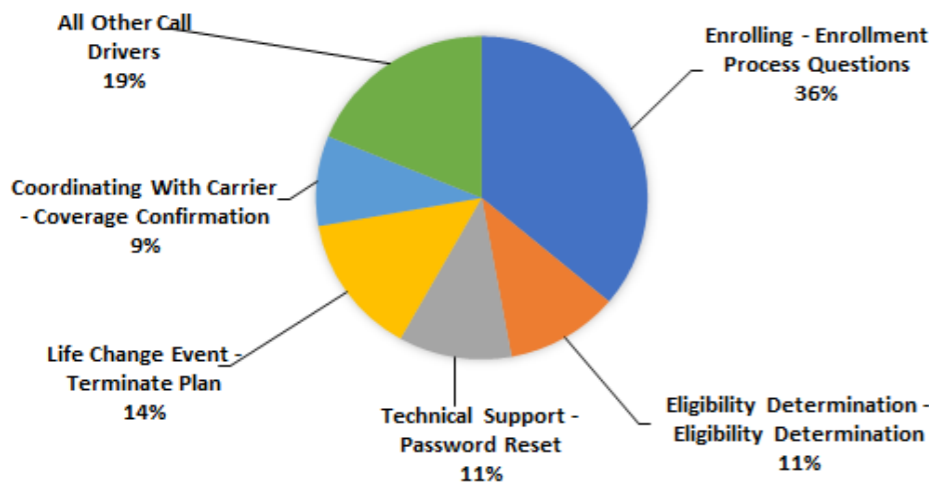| Month	Groups	Enrollments (Employee+Dependents)
Jun-17	442	2966
Jul-17	443	3007
Aug-17	440	2995
Sep-17	442	2941
Oct-17	448	3013
Nov-17	441	2985
Dec-17	436	2913
Jan-18	327	2137
Feb-18	329	2157
Mar-18	311	2024
Apr-18	285	1906
May-18	257	1776
Jun-18	241	1692

The Average Group Size = 7. We excluded Groups who have formally terminated their contract. The decrease in Groups in 2018 reflects the change to one Small Business Carrier. 2018 Groups are being transitioned to the single Carrier and numbers will be revised over the next two months.

Customer Service Center Metrics:

Legend: % of Calls Answered < 5 Minutes | Target - 80% Calls Answered < 5 Minutes | Average Wait Time | Average Handle Time

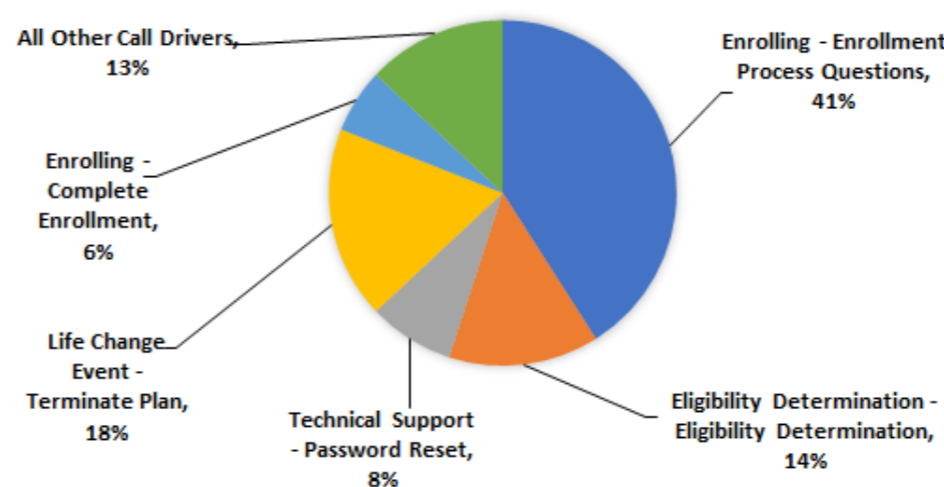| Month	% Calls Answered <5 Min	Average Handle Time	Average Wait Time
Jun-17	86%	15:00	1:59
Jul-17	84%	14:00	2:14
Aug-17	83%	14:01	2:13
Sep-17	83%	14:45	2:11
Oct-17	88%	15:59	1:37
Nov-17	91%	16:31	1:21
Dec-17	85%	15:44	2:43
Jan-18	87%	15:36	1:55
Feb-18	87%	15:18	1:51
Mar-18	89%	15:08	1:40
Apr-18	88%	15:43	1:43
May-18	89%	14:16	1:32
Jun-18	89%	14:00	1:29

To support Open Enrollment, the Service Center hired and trained more Reps. This contributed to meeting the overall monthly Service Level during Open Enrollment.

TOP 6 CALL DRIVERS - JUNE 2017

- Enrolling - Enrollment Process Questions 36%
- Eligibility Determination - Eligibility Determination 11%
- Technical Support - Password Reset 11%
- Life Change Event - Terminate Plan 14%
- Coordinating With Carrier - Coverage Confirmation 9%
- All Other Call Drivers 19%

TOP 6 CALL DRIVERS - JUNE 2018

- Enrolling - Enrollment Process Questions, 41%
- Eligibility Determination - Eligibility Determination, 14%
- Technical Support - Password Reset, 8%
- Life Change Event - Terminate Plan, 18%
- Enrolling - Complete Enrollment, 6%
- All Other Call Drivers, 13%

Marketplace Dashboard: June 2018

Business Definitions

Individual Medical Enrollments: Plan Selection (cumulative)	Cumulative count of unique individuals who have selected a Medical Qualified Health Plan (QHP), regardless of current policy status.
Individual Medical Enrollments: Effectuated Enrollments (net)	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and the month's premium payment was received and acknowledged by the issuer. As this is a "net" number, terminations and cancelations are subtracted.
Small Business: Groups	Count of unique Groups (Employers) active in the Small Business marketplace for the month. Groups that have at least one enrolled Employee are included.
Small Business: Enrollments	Count of unique Employees and Dependents active in the Small Business marketplace for the month.
Customer Service Metrics: % of Calls Answered in less than 5 minutes	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes.
Customer Service Metrics: Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the call center.
Customer Service Metrics: Average Handle Time	The average amount of time, rounded to the nearest second, spent by call center representatives on each individual call.