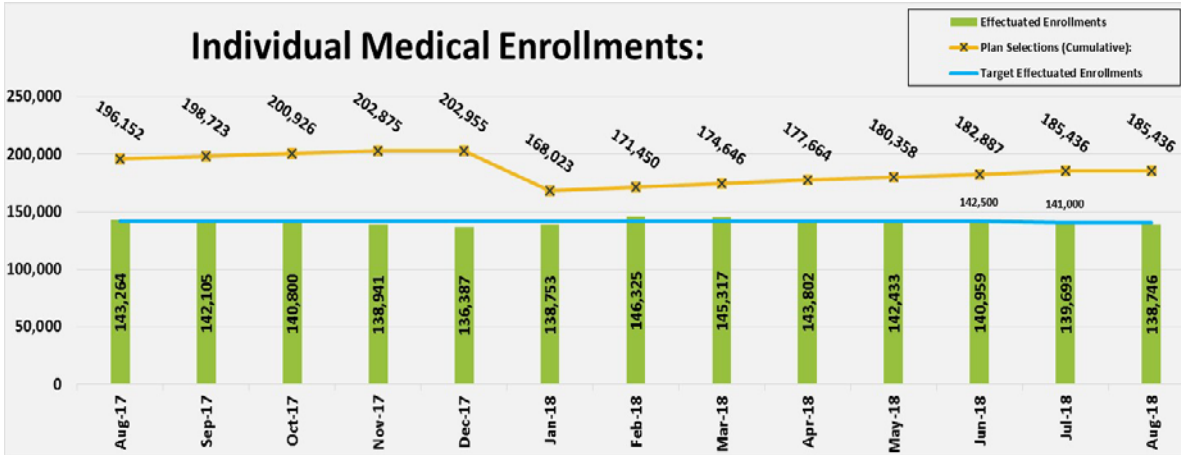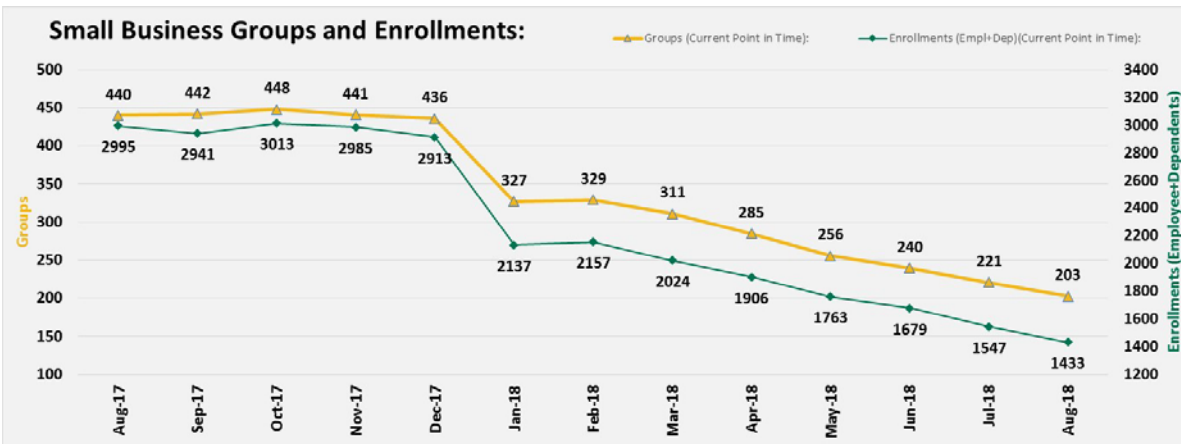# Marketplace Dashboard: August 2018

Individual Medical Enrollments:

Average Target Effectuations of 142,500 for Fiscal Year 2018 and 141,000 Average Target Effectuations for Fiscal Year 2019. Target based on approved fiscal year budget.
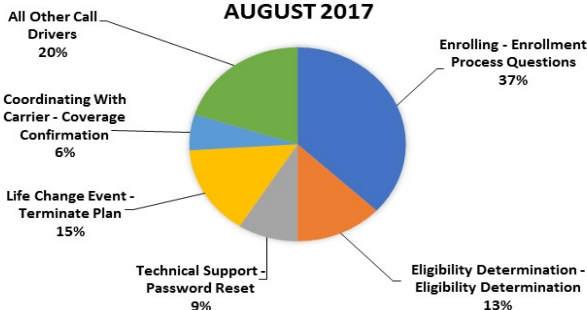
Small Business Groups and Enrollments:

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. Only groups that are currently managed by C4HCO are included in this report.

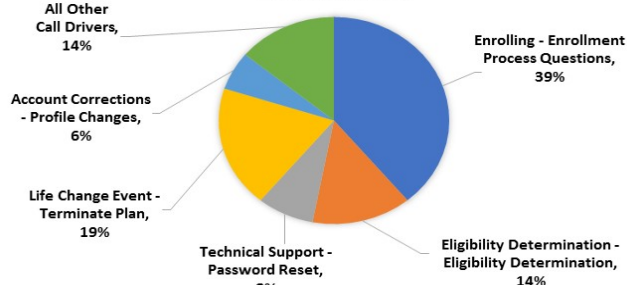## Customer Service Center Metrics:
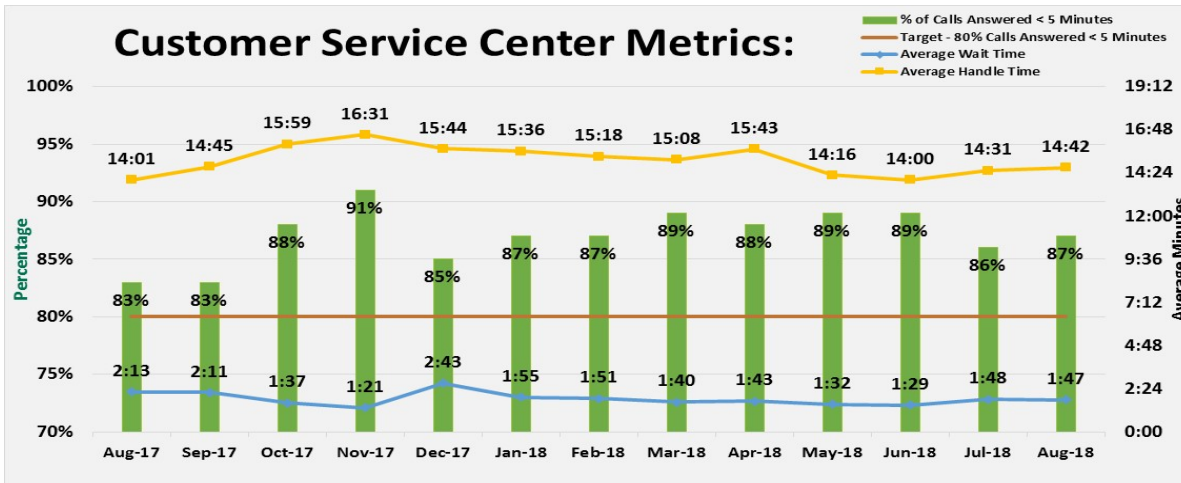
To support Open Enrollment, the Service Center hired and trained more Reps. This contributed to meeting the overall monthly Service Level during Open Enrollment.

TOP 6 CALL DRIVERS - AUGUST 2017

All Other Call Drivers 20%
Coordinating With Carrier - Coverage Confirmation 6%
Life Change Event - Terminate Plan 15%
Technical Support - Password Reset 9%
Eligibility Determination - Eligibility Determination 13%
Enrolling - Enrollment Process Questions 37%

TOP 6 CALL DRIVERS - AUGUST 2018

All Other Call Drivers, 14%
Account Corrections - Profile Changes, 6%
Life Change Event - Terminate Plan, 19%
Technical Support - Password Reset, 8%
Eligibility Determination - Eligibility Determination, 14%
Enrolling - Enrollment Process Questions, 39%

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.