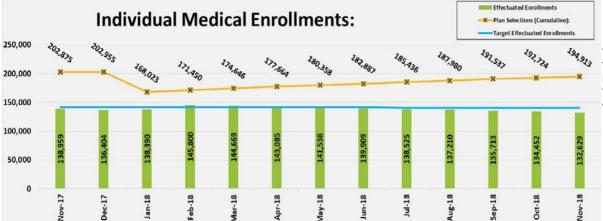
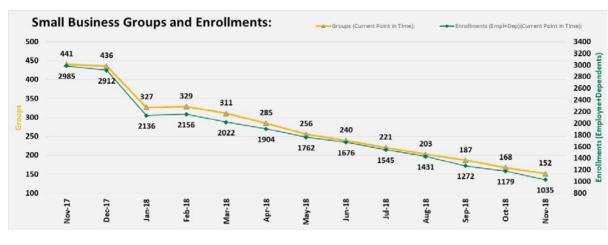
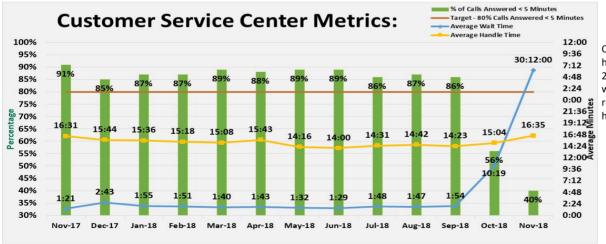
Marketplace Dashboard: November 2018



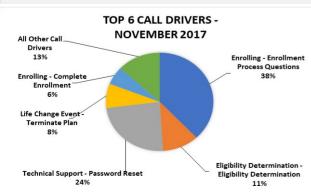
Target Effectuations for Fiscal Year 2018 was 142,500. Fiscal Year 2019 is 141,000. Target based on approved fiscal year budget.

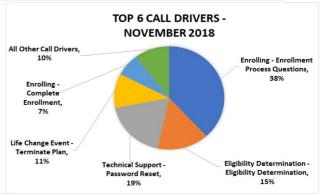


The Average Group Size = 7. We excluded Groups who have formally terminated their contract. The decrease in Groups in 2018 reflects the change to one Small Business Carrier. 2018 Groups are being transitioned to the single Carrier. Only groups that are currently managed by C4HCO are included in this report.



C4HCO experienced an increase in hold times early in November 2018. Several mitigations tactics were deployed and hold times returned to normal the second half of November.





Marketplace Dashboard: November 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	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes.
minutes	
Customer Service Metrics:	The average wait time, rounded to the nearest second, for each incoming call
Average Wait Time	to the call center.
Customer Service Metrics:	The average amount of time, rounded to the nearest second, spent by call
Average Handle Time	center representatives on each individual call.