

Main drivers:

Appeals

- Moved to or from Health First
- Appeal Status
- SEP Denied

Broker*

- Consumer indicates information is inaccurate
- Consumer not happy with service

Carrier

- Billing
- Policy canceled

Customer Service

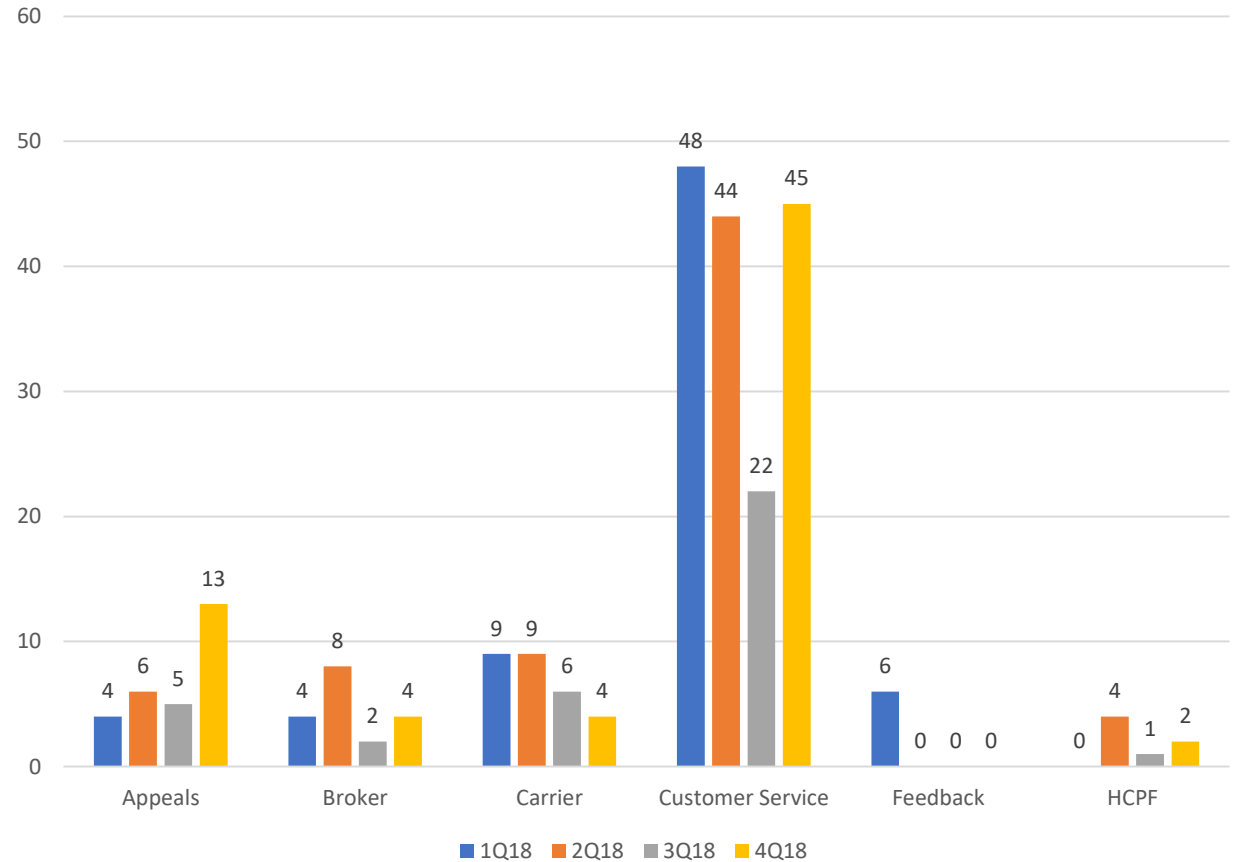
- Plan terminated/not terminated
- Application problems
- Customer indicates information is inaccurate
- Service from reprehensive
- Coverage mistake
- Carrier account issues
- Technical problems with website

Feedback**

HCPF

- Service from caseworker

Complaint Metrics 2018



* 5/1 combined Broker and DOI categories

** Discontinued after the first quarter 2018