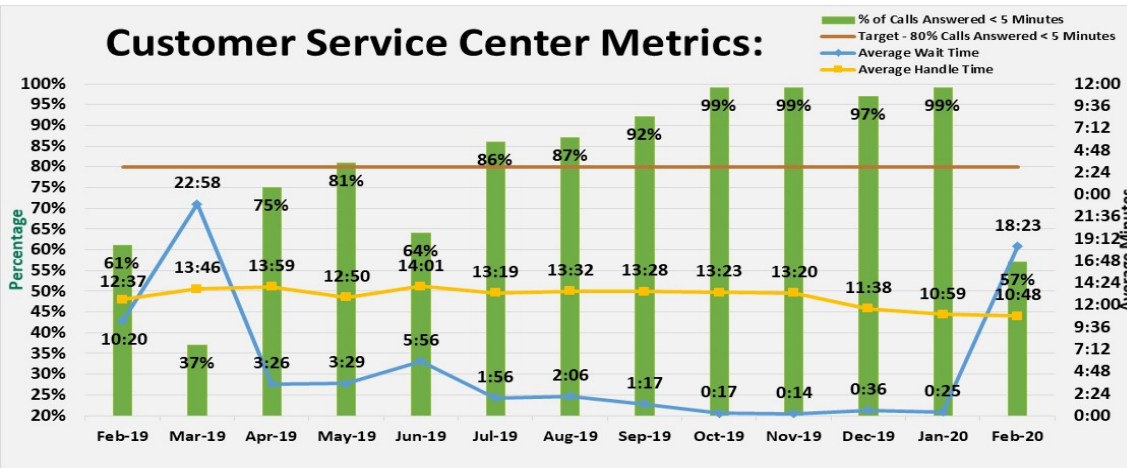


Target Effectuations for Fiscal Year 2019 & 2020 is 141,000. Target based on approved fiscal year budget.



February 2020 was the start of the transition to the new Service Center Provider and new Call Center Tool. Attrition was higher than expected and staffing levels decreased.

Due to the transition to the new Service Center Provider and new Call Center Tool, Call Driver Data is not available for this month.

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.
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.