

Appeals Metrics

Main Drivers

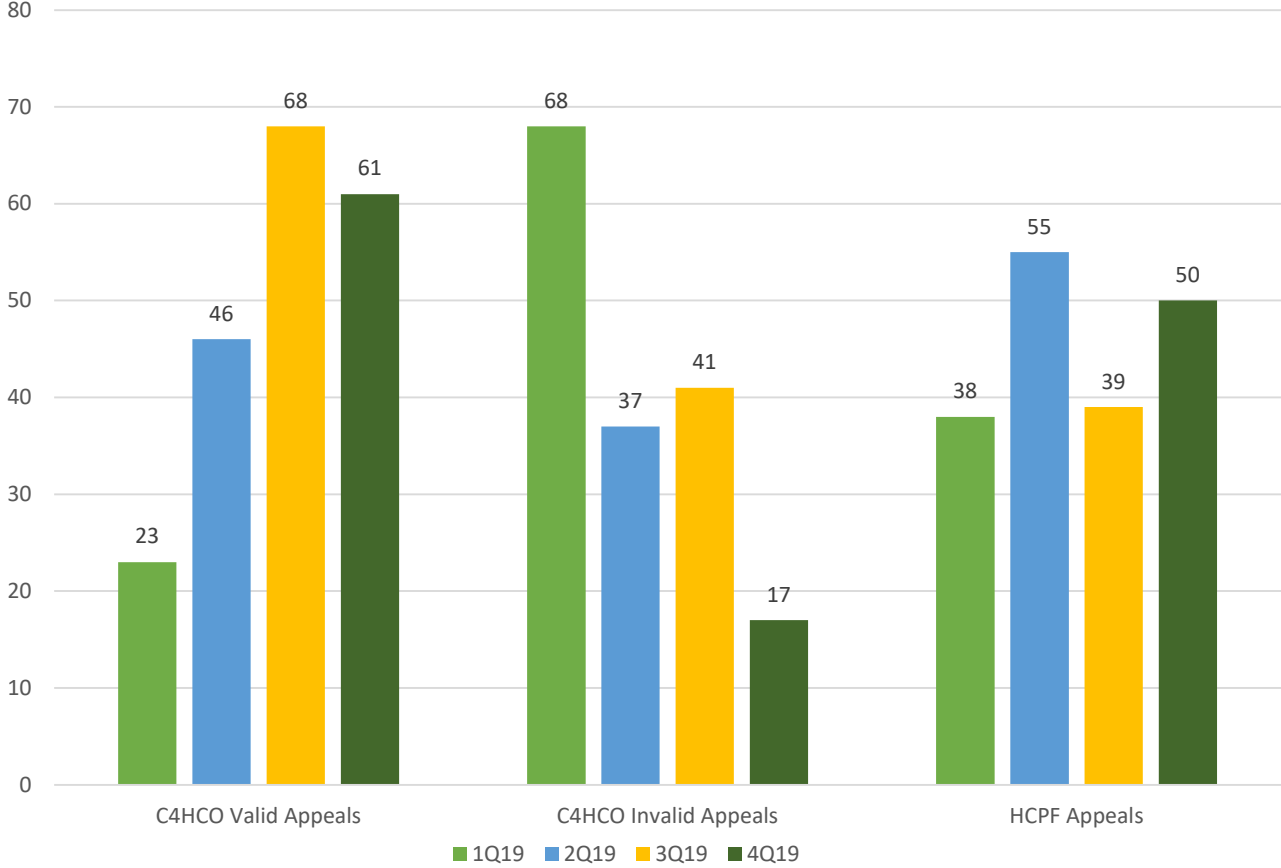
Valid Appeal Cases

- APTC/CSR amount incorrect
- APTC/CSR denied or terminated
- Denied for SEP
- QHP eligibility denied incorrectly

Invalid Appeals Requests

- Carrier Billing, Claims & Effective Dates

Four quarters ending December 31, 2019



1Q19	2Q19	3Q19	4Q19
45	37	35	22

Average Days of Open Appeal Cases*

*As of 12/31/2019