![Connect for Health Colorado logo]

Marketplace Dashboard for February 2016

Access, Affordability, and Choice	2015 Plan Year	2016 Plan Year
Cumulative Total Covered Lives[2]	**159,264**	**175,320**
Submitted Enrollments[2]	**6,978**	**N/A[2]**
Effectuated Enrollments	**152,286**	**125,514**
Cumulative Total Covered Lives (Line of Biz)		
Individual *(See Graph)*	**156,124**	**172,362**
SHOP	**3,140**	**2,958**
Medical	**152,872**	**168,021**
Dental	**20,279**	**30,671**
Effectuated Enrollments With APTC/CSR (Medical)	**80,388**	**70,820**
Total APTC/CSR Administered ($) (Medical)	**TBD**	**TBD**
Effectuated Enrollments Without APTC/CSR (Medical)	**67,834**	**48,279**
Average Selected Premium (Effectuated Enrollments)		
Non Financially Assisted (No APTC)	$ 227.16	$ 252.60
Catastrophic	$ 123.59	$ 165.87
Bronze	$ 261.54	$ 314.76
Silver	$ 313.55	$ 348.48
Gold	$ 347.19	$ 376.36
Platinum	$ 350.53	$ 453.10
Financially Assisted - Gross/Net (APTC)	**$391/$157**	**$455/$138**
Bronze	$343/$126	$404/$118
Silver	$413/$164	$505/$259
Gold	$474/$294	$487/$142
Platinum	$486/$325	$542/$343

Assistance Channels (Count)	2015	2016
Certified Brokers	1,137	1,163
Trained Health Coverage Guides	128	124
Certified Application Counselors	296	309

Assistance Channels (Effectuated Enrollments)	2015	2016
Broker Assisted	73,093	60,034
HCG Assisted	11,674	7,823
Carrier Direct	761	366

Technical Performance	
Availability (Feb 1 - 29)	**100.0%**
Pages served within 5 seconds (Feb 1 - 29)	**100.0%**
Average page response time (Feb 1 - 29)	**0.59 sec**

Top Three	
Top 3 marketplace pages	Main
	Individual
	Individual/Account/Overview
Top 3 consumer questions	Enrolling - Enrollment Process Question
	Coordinating With Carrier - Coverage Confirmation
	Coordinating With Carrier - Resubmit

Customer Relationship	
Contact Stats	
Total Page Views (Feb 1 - 29)	2,257,368
Unique Homepage Visitors (Feb 1 - 29)	138,372
Total Homepage Visitors (Feb 1 - 29)	164,348
Inbound Calls Answered (OE To Date / Feb)	333,995 / 44,221
Inbound Chat Serviced (OE To Date / Feb)	42,614 / 4,498
Calls answered Within 300 Seconds (OE To Date / Feb	75% / 85%

Appeals [1]	
Open	**170**
Informal Resolution Process	99
Office of Administrative Courts	8
Pending Withdrawal	63
Closed or Dismissed	**727**
Medicaid/CHP+ Only	**479**

[1] Data Cumulative from 10/01/2013 - End of reporting Month
[2] For 2016, TCL definition includes "cumulative submitted enrollments"

Enrollment data generated on Monday, 3/10/2016

Account Activity	
Individual Accounts	417,934
Employee Accounts	5,258
Employer Accounts	8,057

Accounts Currently Aging	
January 2016	13,493
June 2015	3,721
July 2015	3,826
February 2016	4,214
September 2015	3,788
October 2015	5,186
November 2015	10,251
March 2015	3,252
December 2015	14,117
August 2015	4,188
April 2015	4,202
May 2015	3,563

2015/2016 - Cumulative Total Covered Lives - Unique Individuals (Medical + Dental)

Cumulative values: 136,691 (2/1 - 2/28 2015), 143,514 (3/1 - 3/31 2015), 149,997 (4/1 - 4/30 2015), 147,537, 147,835 (5/1-5/31 2015), 152,034 (6/1-6/30 2015), 153,526, 153,560 (7/1-7/31 2015), 155,034, 156,057, 156,124, 157,093, 172,362 (2/1 - 2/29/2016)

Legend: ■ Period —●— Cumulative

"Marketplace Dashboard Explanation of Terms" on the second page.

Term	Marketplace Dashboard for February 2016
2016 Cumulative Total Covered Lives	The number of Individuals/Employees/Dependents who have "Submitted" an enrollment in the Individual Marketplace. This can be thought of a "cumulative submitted enrollments."
2015 Cumulative Total Covered Lives	A unique number of insured Individuals / Employees / Dependents who have at one time had either a Submitted or Effectuated enrollment for Individual or the Small Business (SHOP) Marketplace. Includes both Medical and Dental policies (including those who only purchased Dental). Enrollments generally move from Submitted to Effectuated (and/or terminated). "Cumulative" terminology includes those who Effectuated in the current plan year and later terminated a policy. "Current" terminology does not include those who Effectuated and later terminated in the current plan year. "Canceling" occurs to an account that was never effectuated and "Terminating" occurs to an account that was at one point effectuated and later didn't pay.
Submitted Enrollments	Individuals / Employees / Dependents who selected a plan and submitted their enrollments with either the Individual or Small Business (SHOP) Marketplace. These Submitted enrollments will either progress to be Effectuated or ultimately terminate.
Effectuated Enrollments	Individuals / Employees / Dependents whose Individual or Small Business (SHOP) Marketplace enrollment has been submitted to the Carrier and the Carrier has acknowledged an active enrollment (the customer paid their first month premiums). Includes those who Effectuated in the current plan year and later terminated a policy. This number divided by the Cumulative Total Covered Lives is how % Effectuated is tracked.
Cumulative Total Covered Lives (Line of Biz)	The below four sub-categories should be interpreted singularly. Individual and the Small Business (SHOP) Marketplace counts sum to Cumulative Total Covered Lives. However, Medical and Dental counts do NOT sum to Cumulative Total Covered Lives because, for example, someone could have both a Medical and Dental policy and will be counted in both categories.
Individual	A unique number of all cumulative Submitted and Effectuated enrollments for the Individual Marketplace. Includes both Medical and Dental policies. This number plus SHOP in the line below, equals the Cumulative Total Covered Lives.
SHOP	A unique number of all cumulative Submitted and Effectuated enrollments for the Small Business (SHOP) Marketplace. 2016 small business numbers are calculated regardless of the date of enrollment. Includes both Medical and Dental policies. This number plus Individual in the line above, equals the Cumulative Total Covered Lives.
Medical	All cumulative Submitted and Effectuated enrollments for Medical policies. Note, someone could have both a Medical and Dental policy and will be counted in both categories.
Dental	All cumulative Submitted and Effectuated enrollments for Dental policies. Note, someone could have both a Medical and Dental policy and will be counted in both categories.
Effectuated Enrollments With APTC/C	All cumulative Effectuated enrollments for the Individual Marketplace that either have APTC and/or CSR. Includes both Medical and Dental policies.
Total APTC/CSR Administered ($) (Medical)	In Progress.
Effectuated Enrollments Without APTC/CSR (Medical)	All cumulative Effectuated enrollments for the Individual Marketplace that either have neither APTC nor CSR. Includes both Medical and Dental policies. Note, adding Effectuated enrollments with and without APTC/CSR will NOT sum to the "Effectuated Enrollments" line above because an enrollment could begin in one category (e.g., with APTC) and then later change to another (e.g., without APTC) and would be counted in both categories.
Average Selected Premium - for Non Financially Assisted and Financially Assisted (Effectuated Enrollments)	Average ($) premium amount across plan categories for cumulative Effectuated enrollments for the Individual Marketplace. Does not include Submitted enrollments. The plan categories in this section are broken out between Non Financially Assisted (no APTC) and Financially Assisted (APTC).
Account Activity	
Accounts	Individuals / Employers / Employees who initially created an Account ID at one point with the Marketplace. They may later submit and then effectuate their enrollment.
Accounts Currently Aging	Accounts who initially created an Account ID but did not Submit their enrollment(s).
	Note, all "Effectuated Enrollments" counted on this report are "Cumulative" and include those who Effectuated in the current plan year and later terminated a policy.
Customer Relationship	
	The website metrics now reported in Total Page Views, Unique Homepage Visitors, and Total Homepage Visitors are integrated between the educational site and the shopping portal via Google Analytics. The differences in numbers prior to June 2016 are largely due to the reporting tool used in the shopping portal prior to that time. That tool did not delineate differences in users, actions, IP addresses and sessions versus general traffic run through the site.
Calls Answered Within 300 Seconds	The Service Line metric changed from 90 seconds to 300 seconds with the new SOW/SLA Guidelines as of July 2016. Dashboard changed as of August 2016. This represents the ASA or Average Speed of Answer, and the current goal is that 80% of calls answered within 300 Seconds. Therefore, the 80% is the goal, and the 300 seconds is the baseline. The percentage reported represents the percentage of calls that are answered within the 300 seconds baseline.