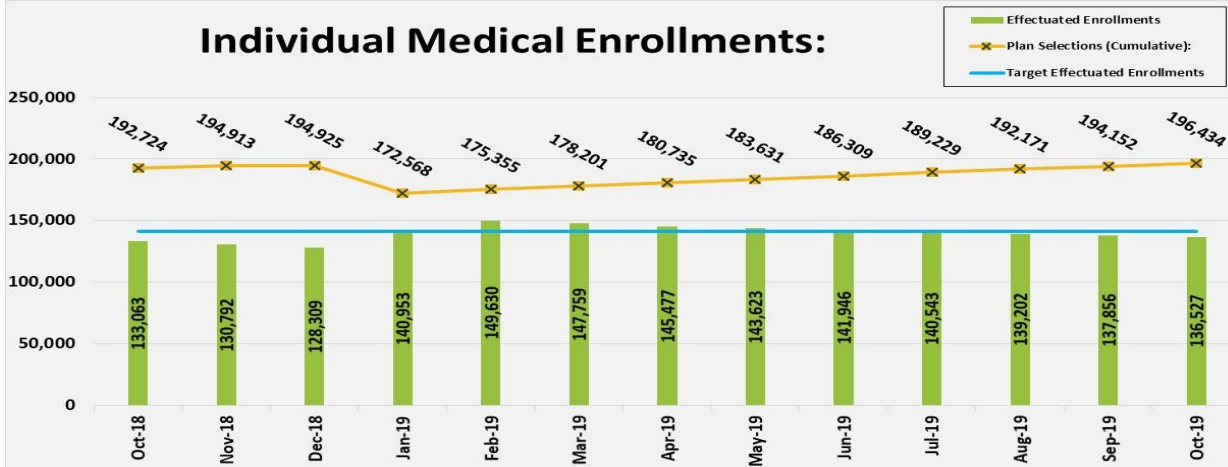
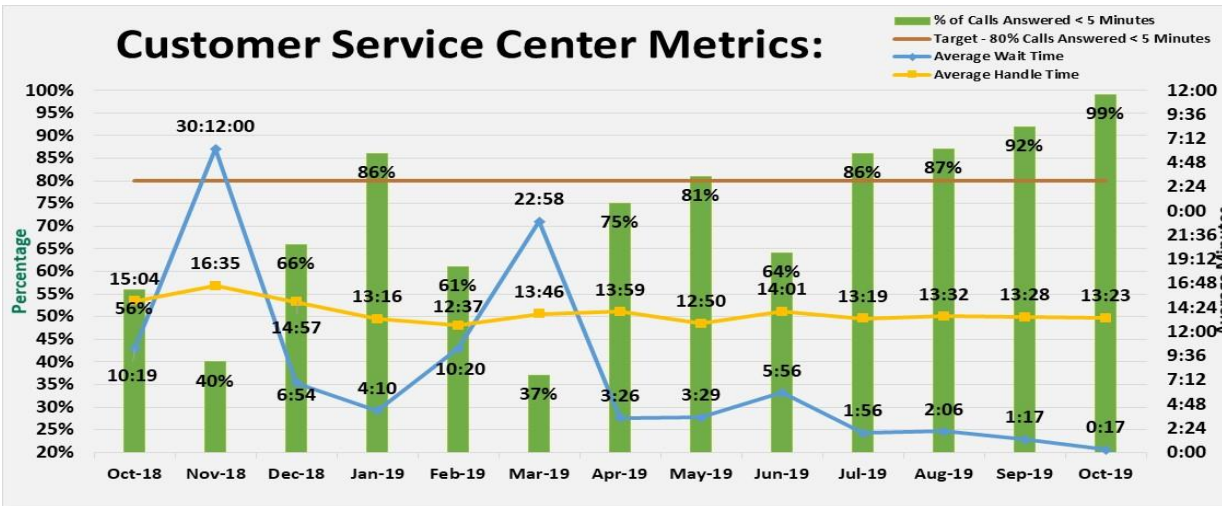


Individual Medical Enrollments:



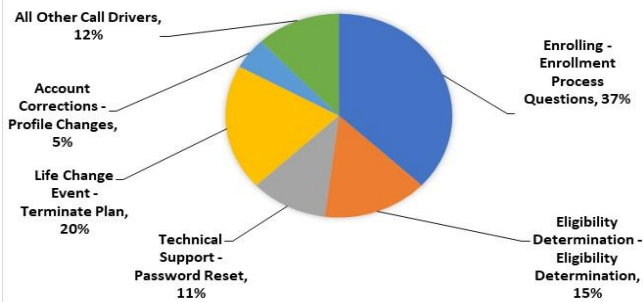
Target Effectuations for Fiscal Year 2019 & 2020 is 141,000. Target based on approved fiscal year budget.

Customer Service Center Metrics:

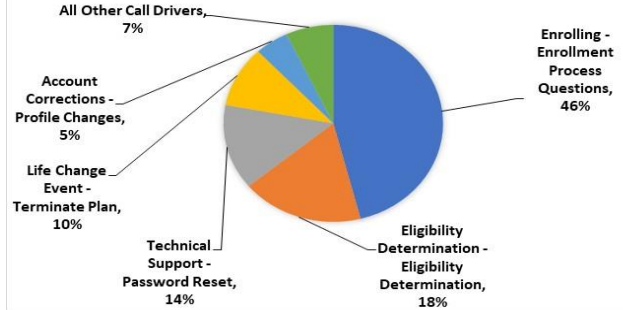


During June 2019, C4HCO experienced staff turnover at the Customer Service Center (CSC). Two new CSC classes completed training, which drove improvements starting in July 2019

TOP 6 CALL DRIVERS - OCTOBER 2018



TOP 6 CALL DRIVERS - OCTOBER 2019



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. |