



# OPEN ENROLLMENT 7 ISSUER/CARRIER SURVEY RESULTS

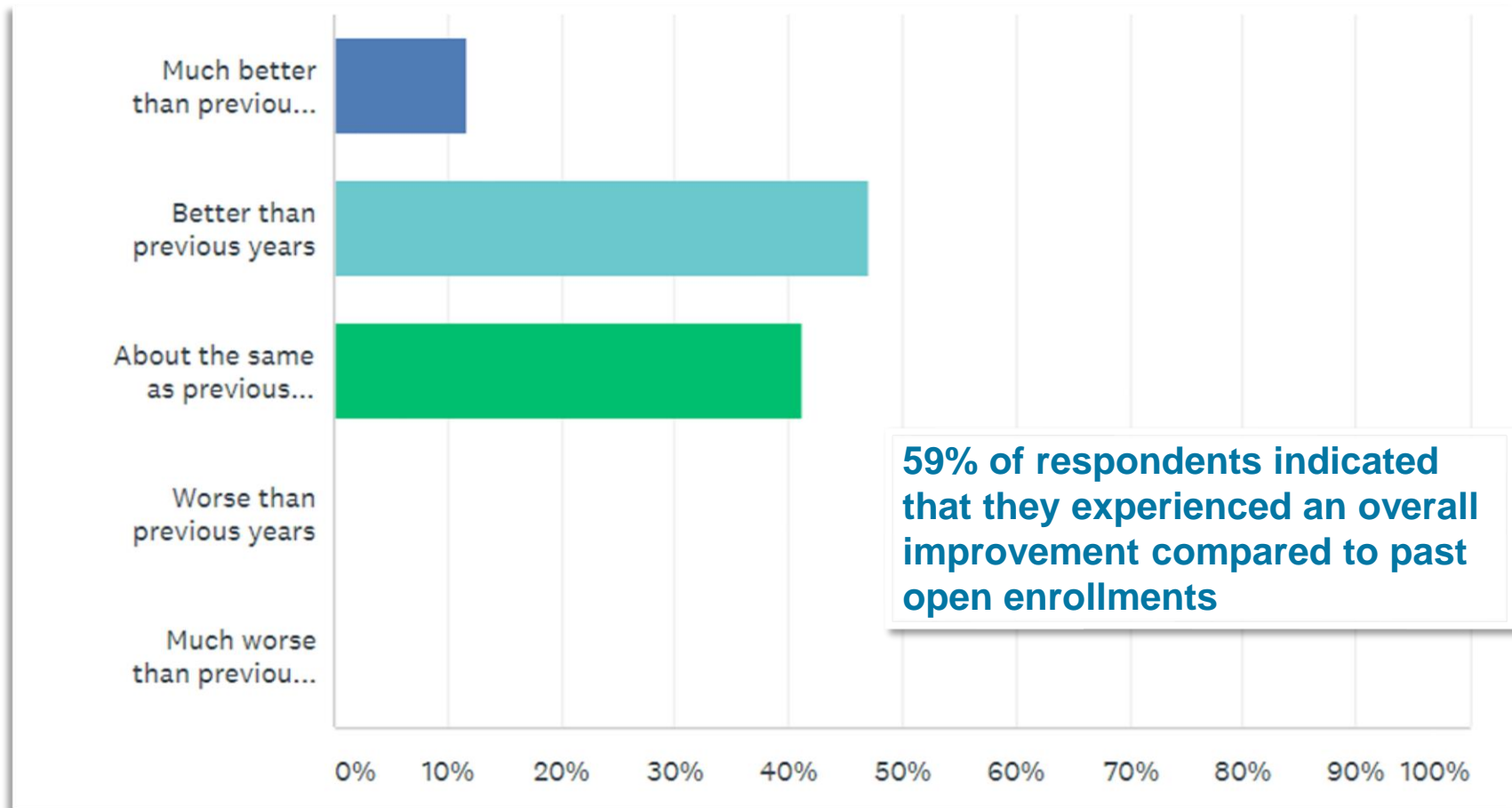
Board Meeting | May 11th, 2020

# Survey Participants

- Anthem
- Cigna
- Delta Dental
- Denver Health
- Kaiser Permanente
- Friday Health Plans
- Oscar
- Rocky Mountain Health Plans

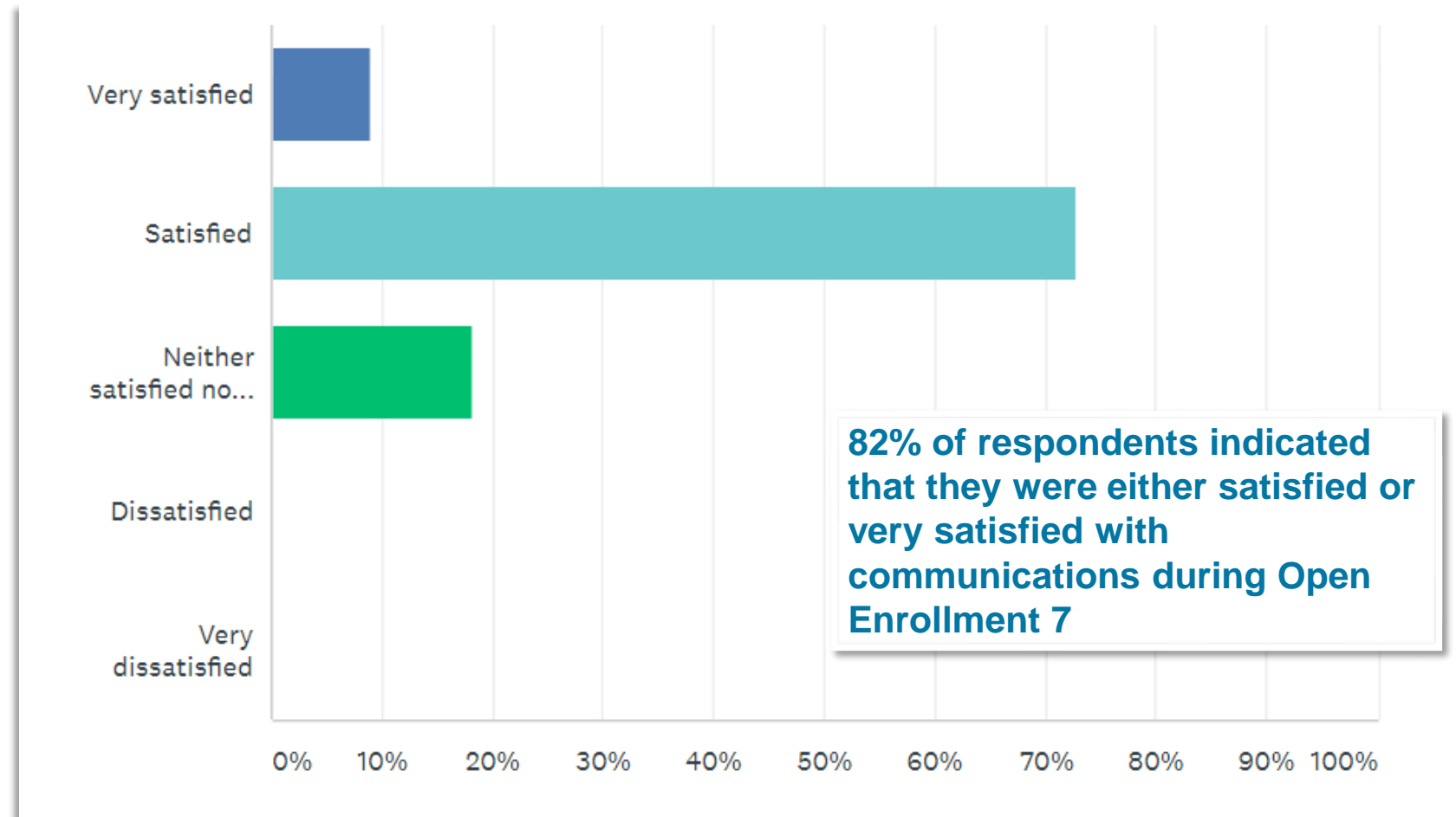
# OE 7 Compared to Prior Years

*Question - Overall, how do you believe Open Enrollment 7 compared to previous open enrollments regarding system functionality and operational support that was provided?*



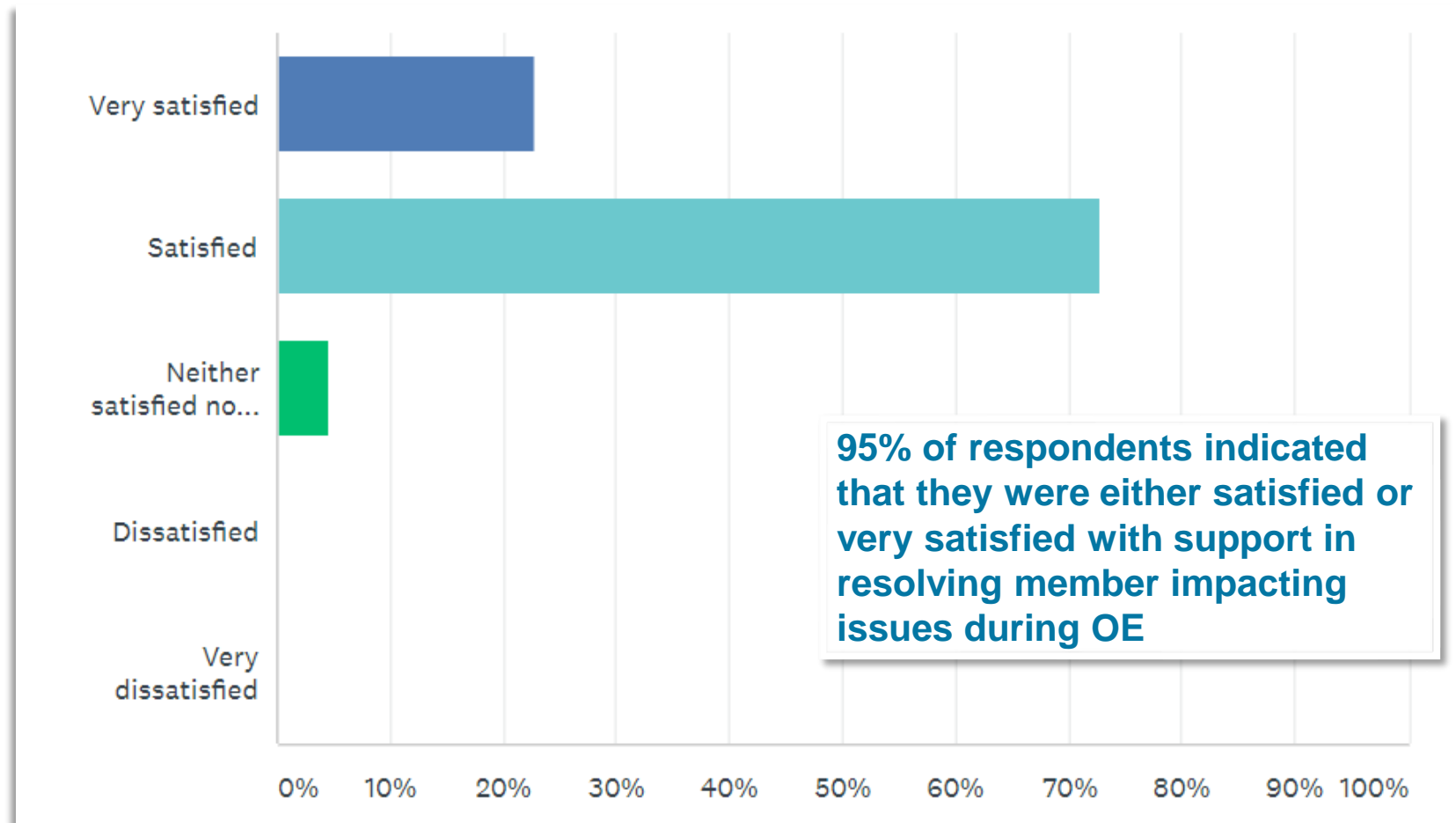
# OE 7 - Content & Timeliness of Communications

*Question - Please indicate your level of satisfaction with the content and timeliness of communications you received during Open Enrollment 7.*



# OE 7 - Issue Resolution & Resources

*Question - Please indicate your level of satisfaction in working with C4HCO resources (CRT, C4HCO Customer Service Representatives, Issuer Operations Team, etc.) in order to resolve member-specific issues during Open Enrollment 7.*



# Wins & Opportunities

## What Went Well?

- Effective communication and ongoing support provided by the Issuer Operations team & CRT at the Service Center
- Reduction in number of EDI and system impacting issues during OE
- The renewals process had fewer issues impacting issuers/carriers
- Proactive collaboration around C4's modernization roadmap & opportunities for issuers/carriers to provide feedback

## Opportunities for Improvement

- Passive Auto-Renewals sent earlier than mid-December
- Develop EDI enhancements in collaboration with issuers/carriers
- More connection with the broker side of the business
- Increased cadence of detailed enrollment reporting during OE