

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

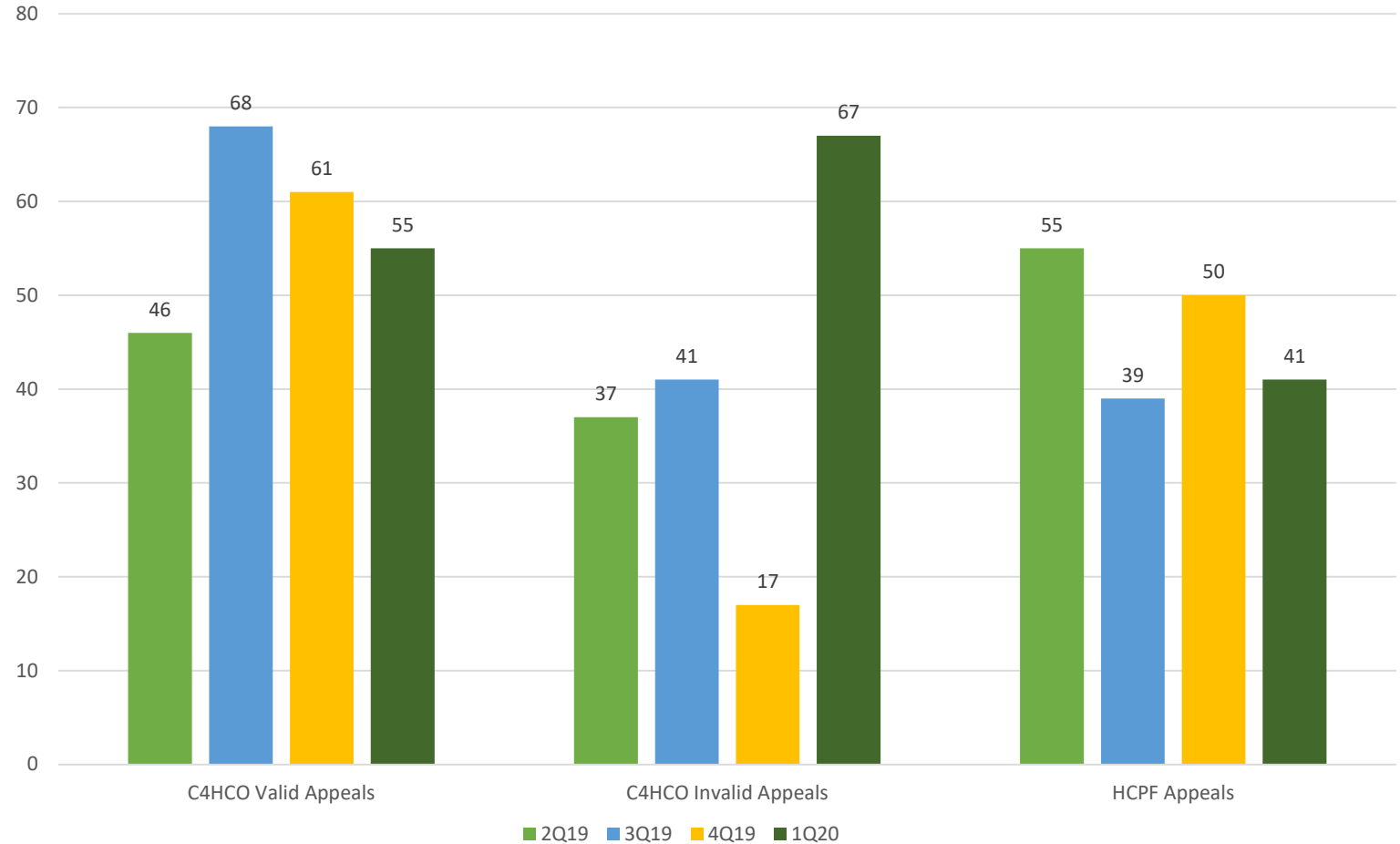
Average Days of Open Appeal Cases*

2Q19	3Q19	4Q19	1Q20
37	35	22	21

Total Cases by Quarter

	2Q19	3Q19	4Q19	1Q20
Valid Appeals	46	68	61	55
Invalid Appeals	37	41	17	67
HCPF Appeals	55	39	50	41
Total	138	148	128	163

Four Quarters Ending March 31, 2020



*As of 3/31/2020