Marketplace Dashboard: December 2020

CONNECT for HEALTH COLORADO®

Medical Effectuations

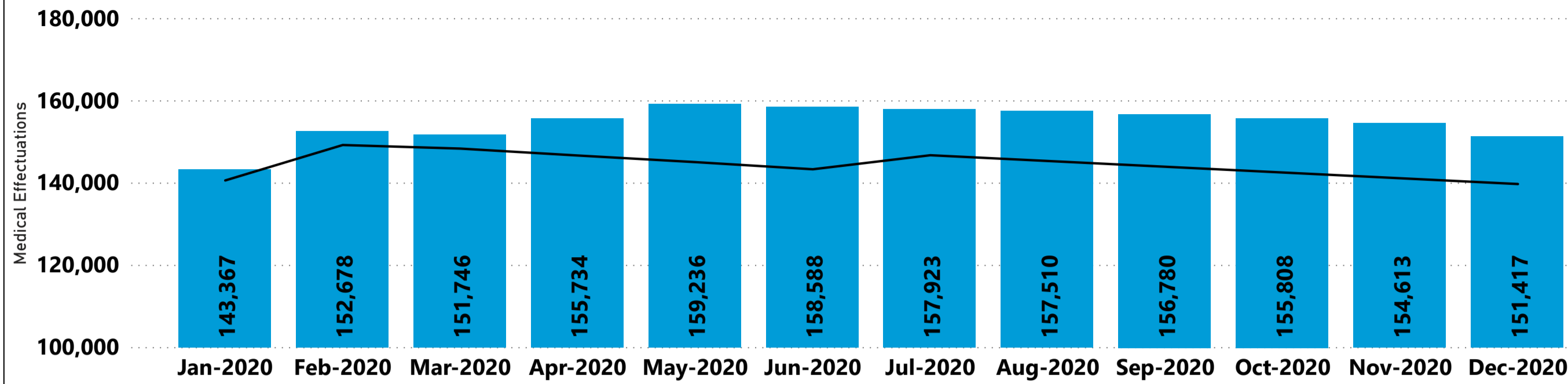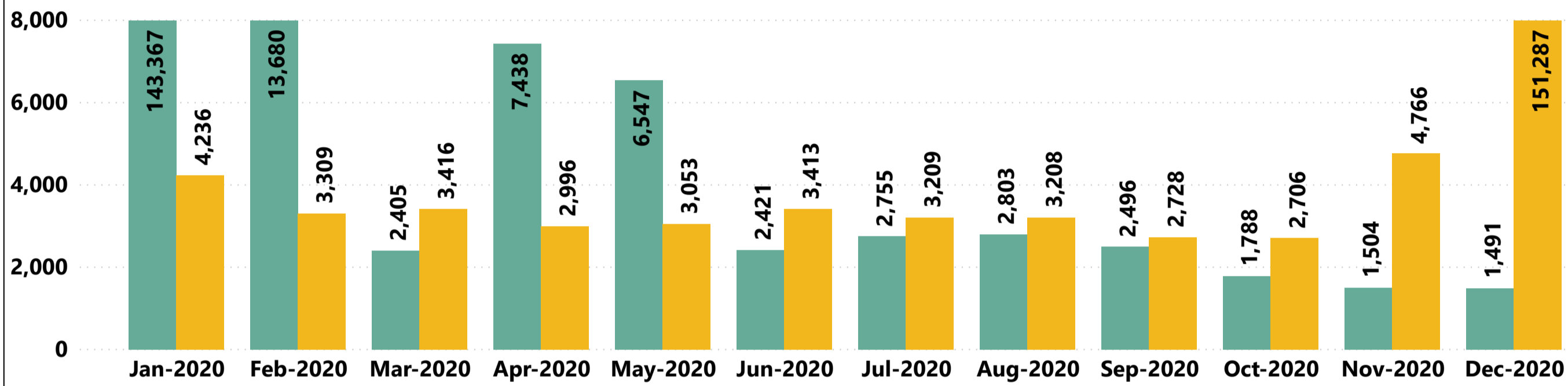| Month	Medical Effectuations
Jan-2020	143,367
Feb-2020	152,678
Mar-2020	151,746
Apr-2020	155,734
May-2020	159,236
Jun-2020	158,588
Jul-2020	157,923
Aug-2020	157,510
Sep-2020	156,780
Oct-2020	155,808
Nov-2020	154,613
Dec-2020	151,417

● Medical Effectuations — Medical Target Effectuations

Effectuated enrollments continue to exceed target due primarily to COVID SEP enrollments in March and April.
COVID SEP Effectuations for December are 10,160, which is a 4% reduction from November COVID SEP Effectuations.
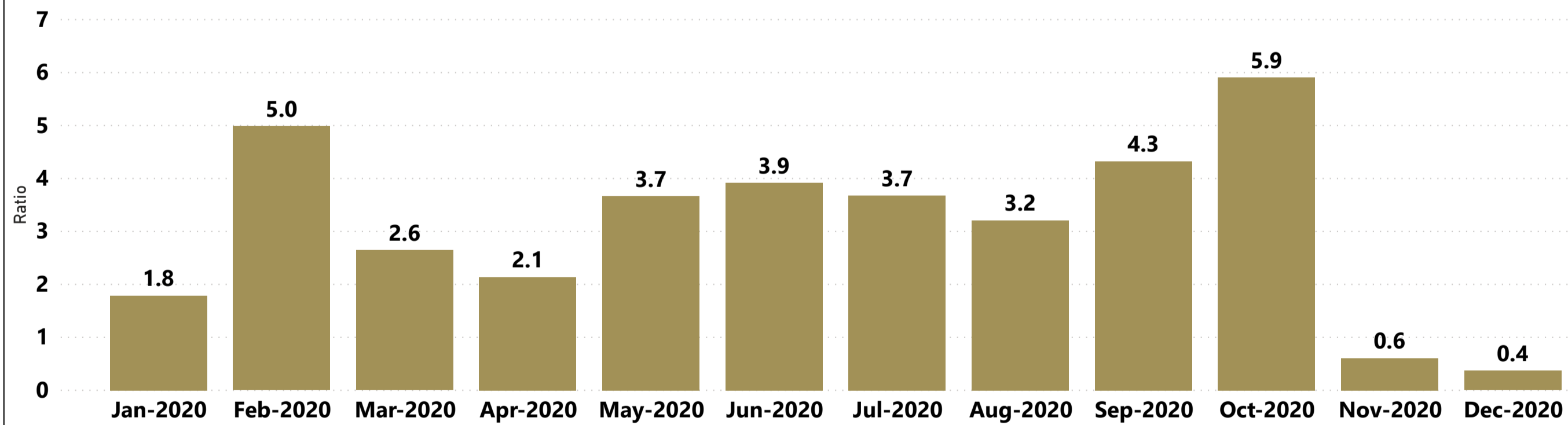
New & Terminated Medical Effectuations

Month	New Medical Effectuations	Termed Medical Effectuations
Jan-2020	143,367	4,236
Feb-2020	13,680	3,309
Mar-2020	2,405	3,416
Apr-2020	7,438	2,996
May-2020	6,547	3,053
Jun-2020	2,421	3,413
Jul-2020	2,755	3,209
Aug-2020	2,803	3,208
Sep-2020	2,496	2,728
Oct-2020	1,788	2,706
Nov-2020	1,504	4,766
Dec-2020	1,491	151,287

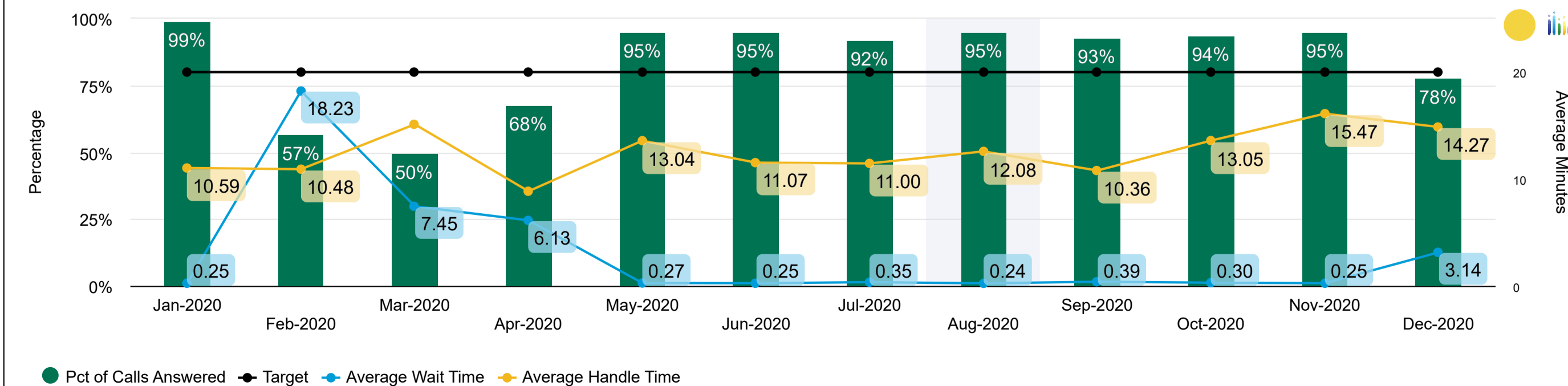● New Medical Effectuations ● Termed Medical Effectuations

Terminations as a % of enrollments for the last quarter are in line with the same period last year, and December terms include end of plan year 2020.

Service Center Calls per Plan Submissions

Month	Ratio
Jan-2020	1.8
Feb-2020	5.0
Mar-2020	2.6
Apr-2020	2.1
May-2020	3.7
Jun-2020	3.9
Jul-2020	3.7
Aug-2020	3.2
Sep-2020	4.3
Oct-2020	5.9
Nov-2020	0.6
Dec-2020	0.4

Calls per Submission ratio for December is in line with expectations.

Customer Service Center Metrics

Month	Pct of Calls Answered	Average Wait Time	Average Handle Time
Jan-2020	99%	0.25	10.59
Feb-2020	57%	18.23	10.48
Mar-2020	50%	7.45	—
Apr-2020	68%	6.13	—
May-2020	95%	0.27	13.04
Jun-2020	95%	0.25	11.07
Jul-2020	92%	0.35	11.00
Aug-2020	95%	0.24	12.08
Sep-2020	93%	0.39	10.36
Oct-2020	94%	0.30	13.05
Nov-2020	95%	0.25	15.47
Dec-2020	78%	3.14	14.27

● Pct of Calls Answered ● Target ● Average Wait Time ● Average Handle Time

Service Center metrics for December include several higher-than-expected volume days around December 1st auto-renewals and December 15th.

Visual	Measure	Definition
	Month Over Month Comparison Calculation	Example to Compare March to April: Start with the March Effectuations from the Medical Effectuations by Month visual; Add the April New Medical Enrollments from the New & Termination Medical Effectuations by Month; Subtract the March Term Medical Enrollments from the New & Termination Medical Effectuations by Month. This will give you the April Medical Effectuations. Note: The calculation New Medical Effectuations and Terminated Effectuations may not add up to the Monthly Medical Effectuations due to Overlapping Coverage Dates.
Medical Effectuations	Medical Effectuations	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.
Medical Effectuations	Medical Target Effectuations	Target based on approved fiscal year budget.
New & Terminated Medical Effectuations	New Medical Enrollments	New Effectuations have an Effective Start Date during the month. As an example, if an Individual is Effectuated in January - March, then Terminates on March 31st, re-enrolls and is Effectuated June 1st, they will be in the New count for both January and June.
New & Terminated Medical Effectuations	Term Medical Enrollments	Terminated Effectuations have an Effective End Date during the month. As an example, if an Individual Terminates their enrollment January 31st, they will be counted as a Termination in January and will not be counted as an Effectuation in February.
Service Center Calls per Plan Submissions	Ratio	This is the ratio of Total Customer Service Calls (MSU [Member Services Unit], CSU [Community Support Unit] and Faneuil) per Gross Medical Submissions. This is count of all individuals that click Submitted for a QHP for the month.
Customer Center Service Metrics	% of Calls Answered	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes Prior to Mar-20, and is the percent of calls answered within 3 Minutes Starting Mar-20.
Customer Center Service Metrics	Average Handle Time	The average amount of time, rounded to the nearest second, spent by Call Center Representatives on each individual call.
Customer Center Service Metrics	Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the Call Center.