

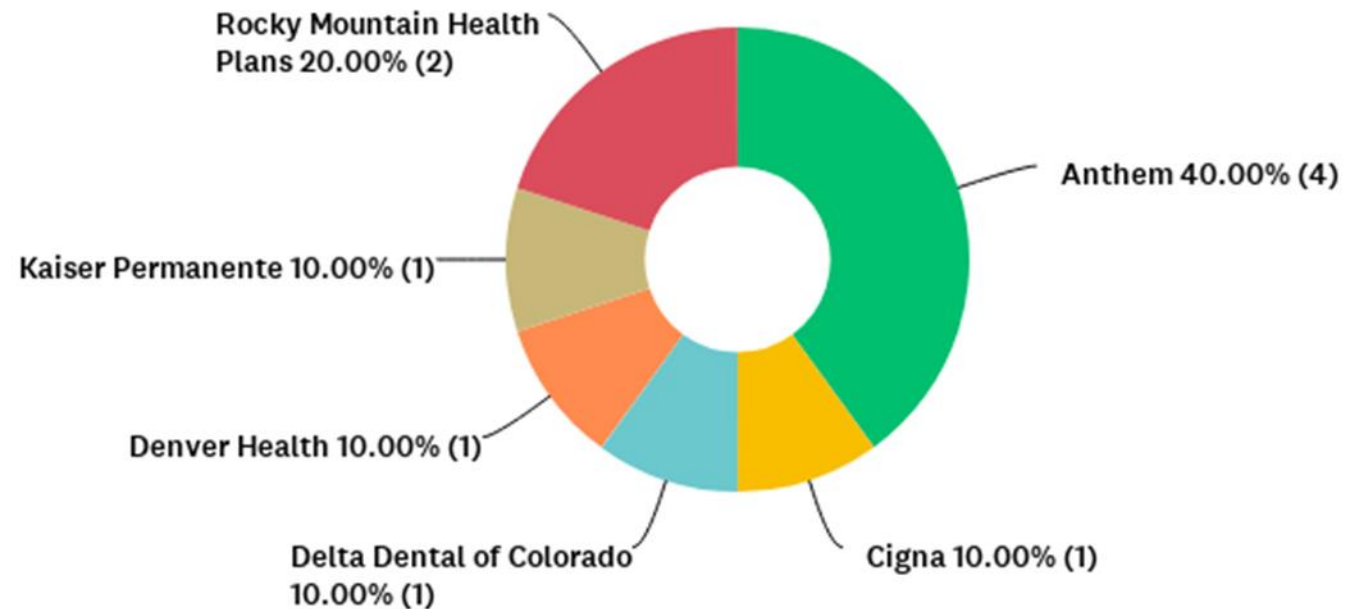
Open Enrollment 9 Issuer Survey Results

Board Meeting | May 9, 2022



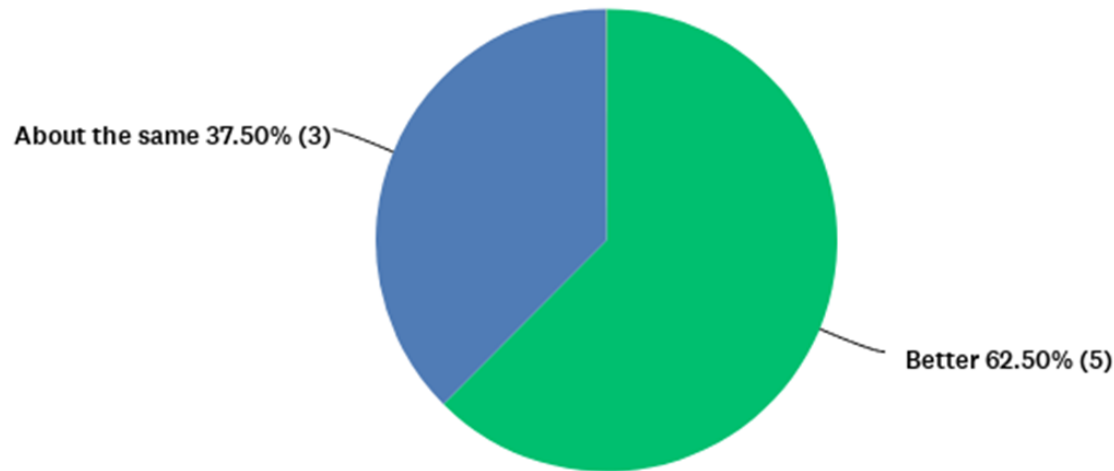
Survey Participants

- Anthem
- Cigna
- Delta Dental of Colorado
- Denver Health
- Kaiser Permanente
- Rocky Mountain Health Plans



OE Compared to Prior Years

Q: How do you believe Open Enrollment 9 was compared to Open Enrollment 8?



62.5% of respondents indicated that they experienced an overall improvement compared to past open enrollments

Legend: Worse | About the same | Better

OE 9 Content & Timeliness of Communications

Q: Please indicate your level of satisfaction with the content and timeliness of communications you received during OE 9.

Legend:

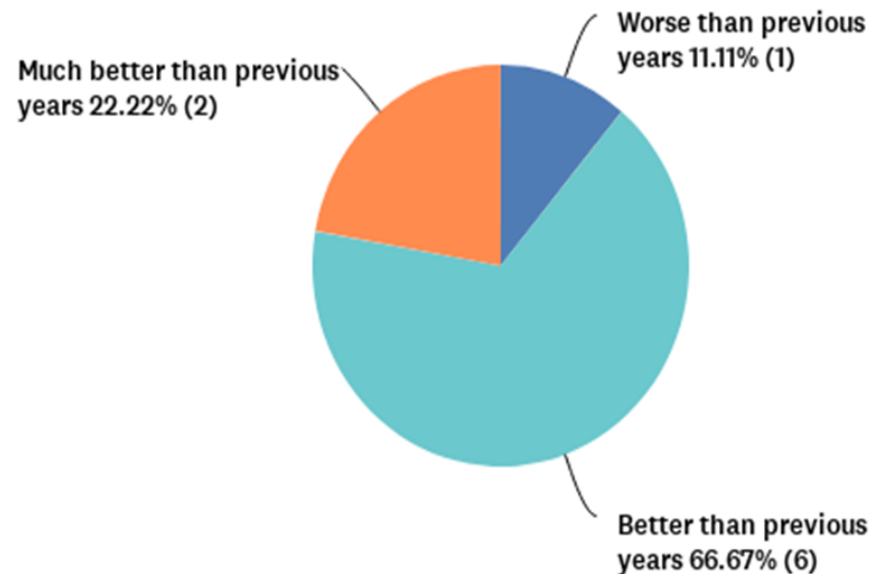
Much worse than previous years

Worse than previous years

About the same

Better than previous years

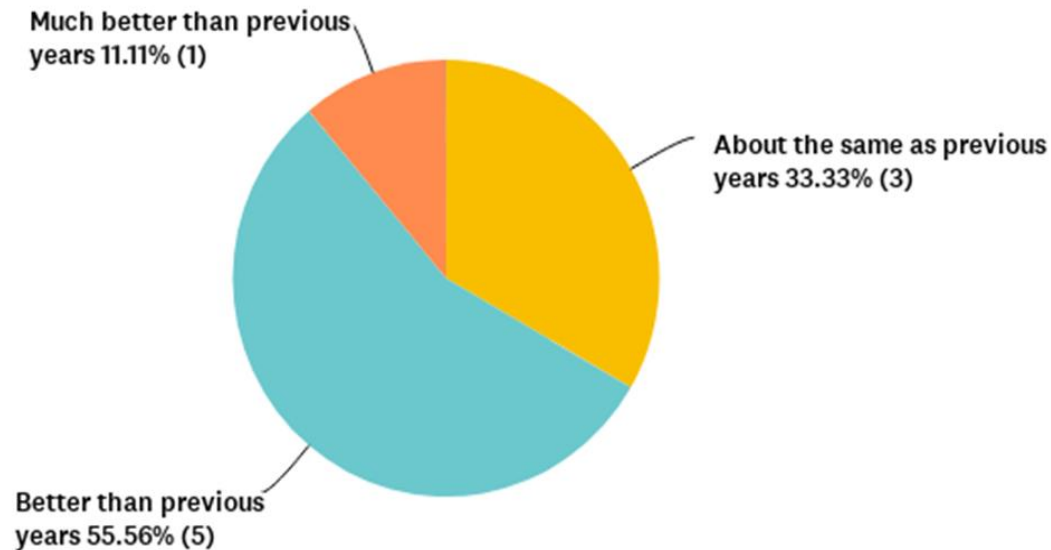
Much better than previous years



88.8% of respondents indicated that they were either satisfied or very satisfied during OE 9.

OE 9 Issue Resolution & Resources

Q: Please indicate your level of satisfaction in working with C4HCO resources (CRT, Customer Service Representatives, Issuer Operations Team, etc.) in order to resolve member-specific issues during OE9.



66.6% of respondents indicated that they were either satisfied or very satisfied with support in resolving member impacting issues during OE 9

Legend: Much worse than previous years | Worse than previous years | About the same | Better than previous years | Much better than previous years

Wins & Opportunities

What went well?

- Effective communications and support provided by Issuer Operations and IRT
- Provided talking points and member communications
- Responsive when 834 EDI file issues arise
- Renewal process improved in OE 9

Opportunities for improvement

- More feedback in Issuer 1:1s regarding data and metrics around customer service and membership
- Increased communications when issues arise and continued status
- Direct Issuer payment hub
- Direct Issuer enrollment platform
- Passive auto-renewals sent earlier than December

**comments weighted by Issuer membership smallest to highest

Questions?