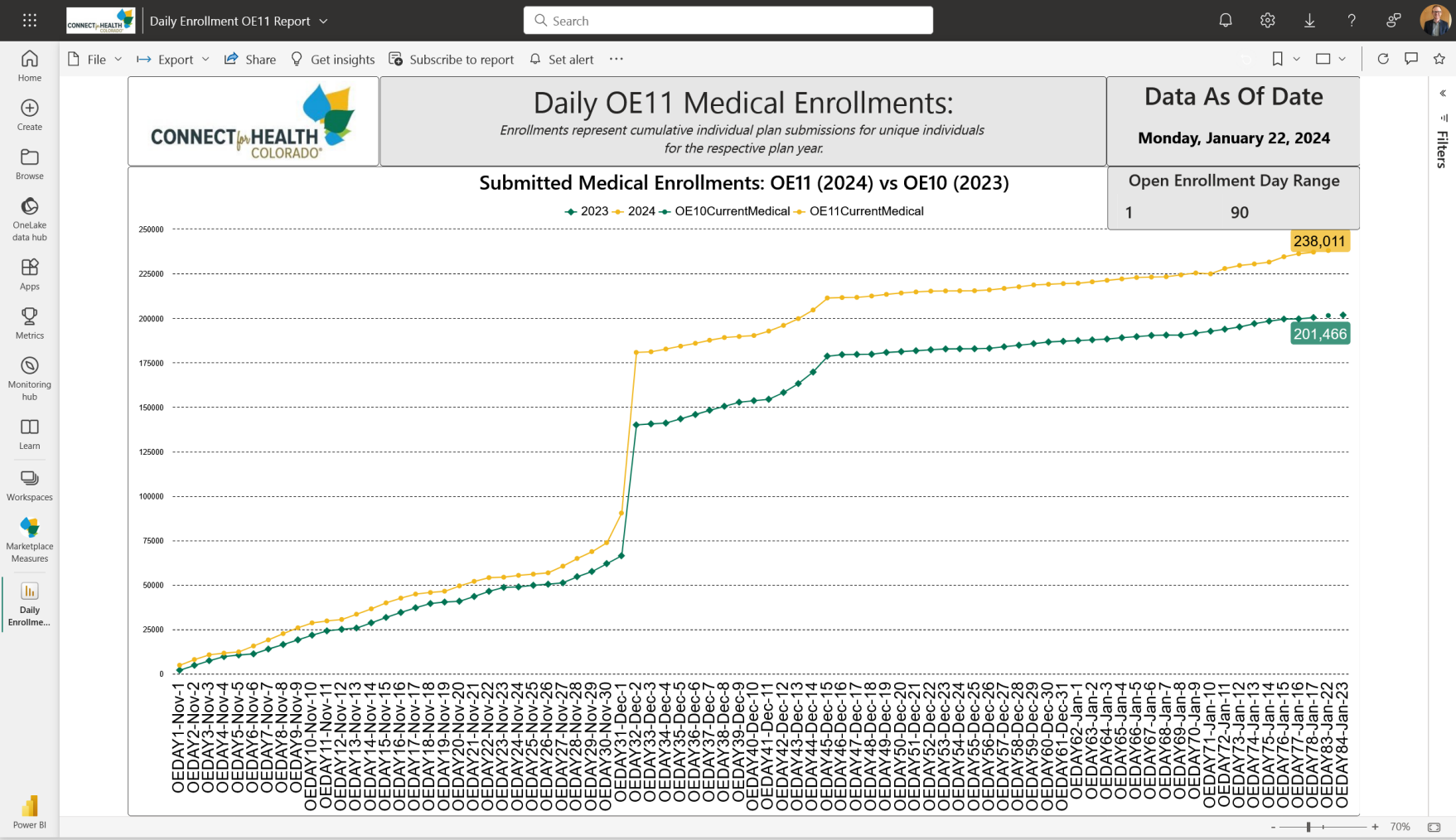


# Open Enrollment Updates

*Marketing Department*



# Enrollment Numbers through End of OE



# Stakeholder Feedback

- Conducting Surveys
- Hosting Focus Groups
- Analyzing reported issue trends



# Customer Wins



We had a client come into the office to double-check why her household had been taken off Medicaid. The children were moved to CHP+ and she had a surgery coming up in November that she needed coverage for and she was very nervous. They had been terminated because of the PHE ending.

We ran a quote for them on C4. Their premium was \$11.56 monthly for the two of them, with a deductible of only \$150. They were very excited about those numbers and enrolled immediately! Since they wanted coverage to start in November, they had to enroll that day. Everything went smoothly and we were able to complete the enrollment within one single appointment.

The client then called us later and thanked us because she was able to get her surgery and paid significantly less than the thousands of dollars she thought she might have to pay because her Medicaid ended.