

CONNECT FOR HEALTH COLORADO

OPEN ENROLLMENT STATUS REPORT

NOVEMBER 27, 2017

Enrollment Metrics (as of 11/21/17)

Metrics:	Plan Year 2018 - 11/21/2017	Plan Year 2017 - 11/21/2016
Individual Medical Plan Selections (Cumulative)	29,317	23,514
Individual Stand Alone Dental Plan Selections (Cumulative)	5,115	4,331
Individual Effectuated Medical Enrollments - Financial Assistance %	83%	75%
Individual Effectuated Medical Enrollments - Non-Financial Assistance %	17%	25%
% Catastrophic Enrollments	1%	1%
% Bronze Enrollments	46%	47%
% Silver Enrollments	50%	47%
% Gold Enrollments	3%	4%
% Broker Only Medical Submissions	63%	Not Available for same period
% Assister Only Medical Submissions	4%	
% Broker & Assister Medical Submissions	3%	
% No Assistance Medical Submissions	29%	
Average Medical Effectuated Premiums for FA & NFA	\$ 726	\$ 542
Average Medical Effectuated Premiums Before APTC for FA Only	\$ 758	\$ 583
Average Medical Effectuated Premium - After APTC for FA Only	\$ 157	\$ 147
Average Medical Effectuated Premiums for NFA Only	\$ 571	\$ 418

System Performance

- **November's Open Enrollment system performance will be available at the end of the month. October's system performance exceeded agreed upon SLAs.**
 - **100% System Availability during all hours of operation**
 - **100% of all real time transactions under 5 seconds.**
 - **Average web page response time of .47 seconds.**
- **High quality code was delivered for open enrollment enhancements. Small number of defects reported with only one major defect impacting a total of 26 households.**

OE5 Service Center Stats

Service Center OE5 Call Volumes

- 79% of the forecasted call volume for November occurred within the first 14 days of OE.
- 3406 Calls were offered on 11/1/17 – Approx. 50% more than anticipated.
- Service Levels dipped the first week of OE but have returned to a average of 95% in weeks 2 – 3
 - Service Level is a measurement of all calls answered within the first 300 seconds
 - Service Level Goal is 80%
- Service Center YOY Improvements
 - First Call Resolution
 - From 54% to 79%
 - Customer Satisfaction
 - From 54% to 70%
 - Ticket Volume
 - 25% reduction in pending/open tickets
- Call Drivers - YTD
 - Enrollment/Technical Support (includes user name/password reset) – 58%
 - Life Change Events – 11%
 - Account or Application Corrections – 9%
 - Medicaid/CHP+ Support – 5%