

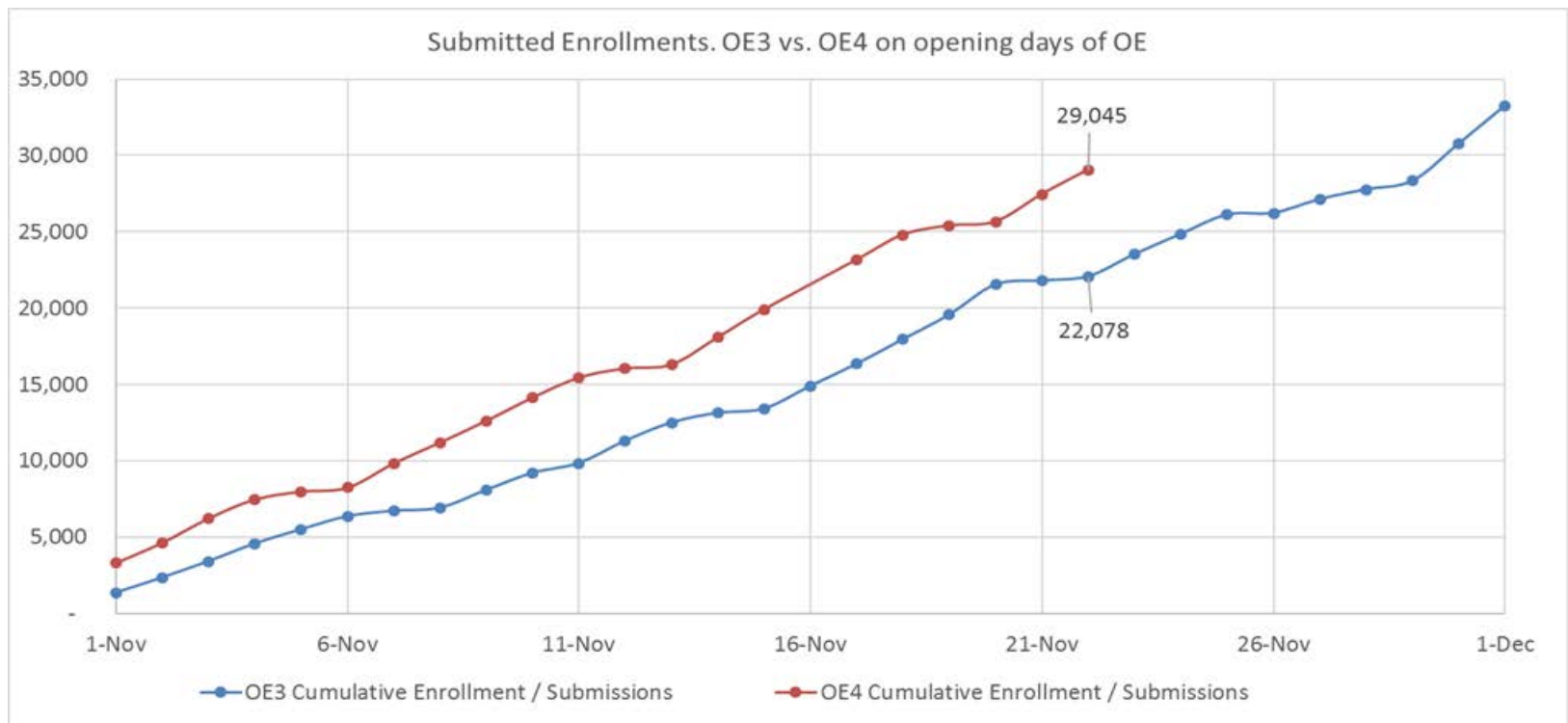


OPEN ENROLLMENT METRICS – PLAN YEAR 2017

Finance & Operations Committee Meeting
Monday, November 28, 2016

Enrollments (1 of 3)

Selected Qualified Health Plans (QHPs) for Open Enrollment 4 (OE4) as compared to OE3 same day previous year:

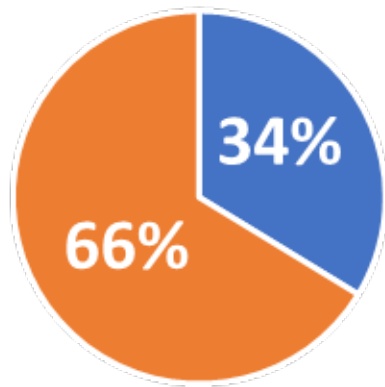


Notes: Enrollment volumes continue to be very positive. We are consistently seeing 1,600-1,800 enrollments per weekday, compared to 1,400-1,900 in week 3 of OE3. Thanksgiving is earlier this year so we are expecting the gap to decrease in coming days.

Enrollments (2 of 3)

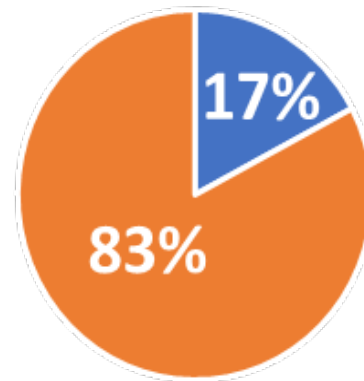
New vs Returning Customers

PY2016



- New
- Returning/Re-Enrollees

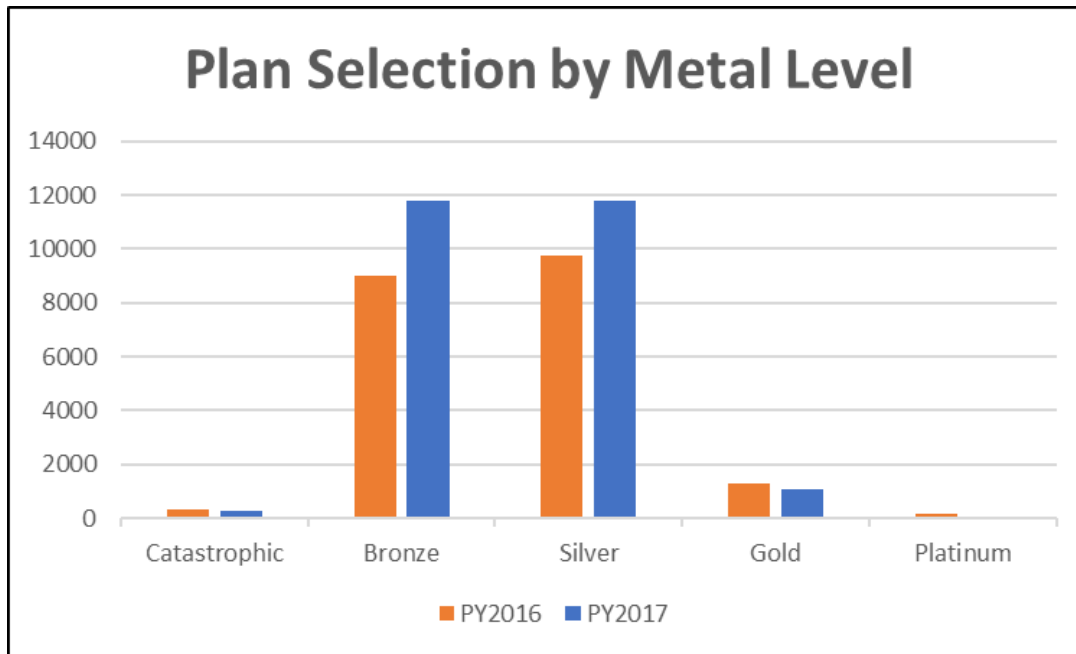
PY2017



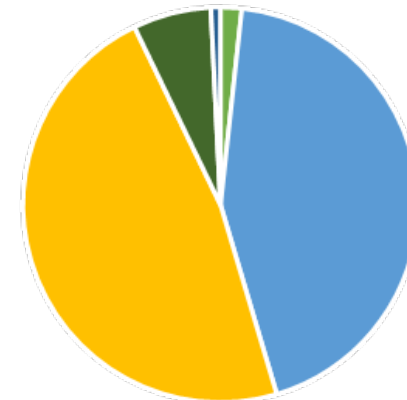
- New
- Returning/Re-Enrollees

Enrollments (3 of 3)

Plan Selection by Metal Level

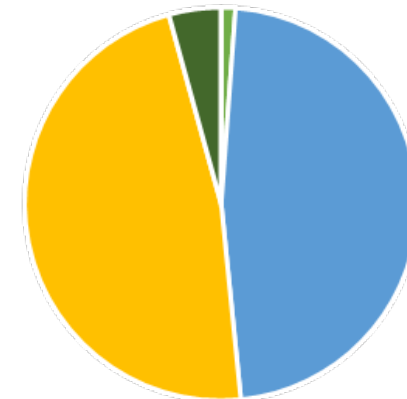


PY2016

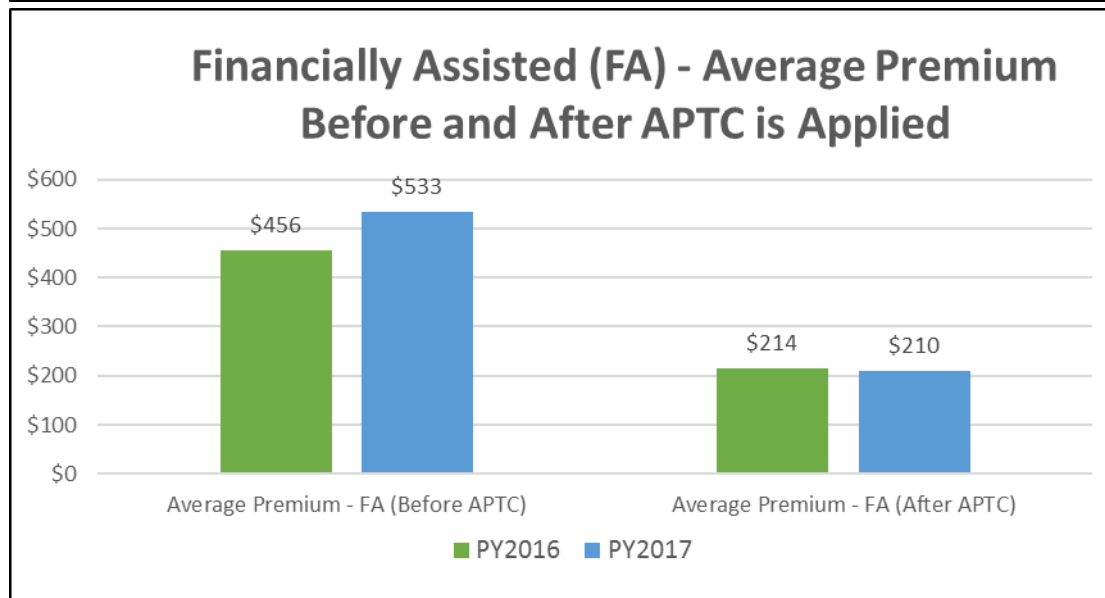
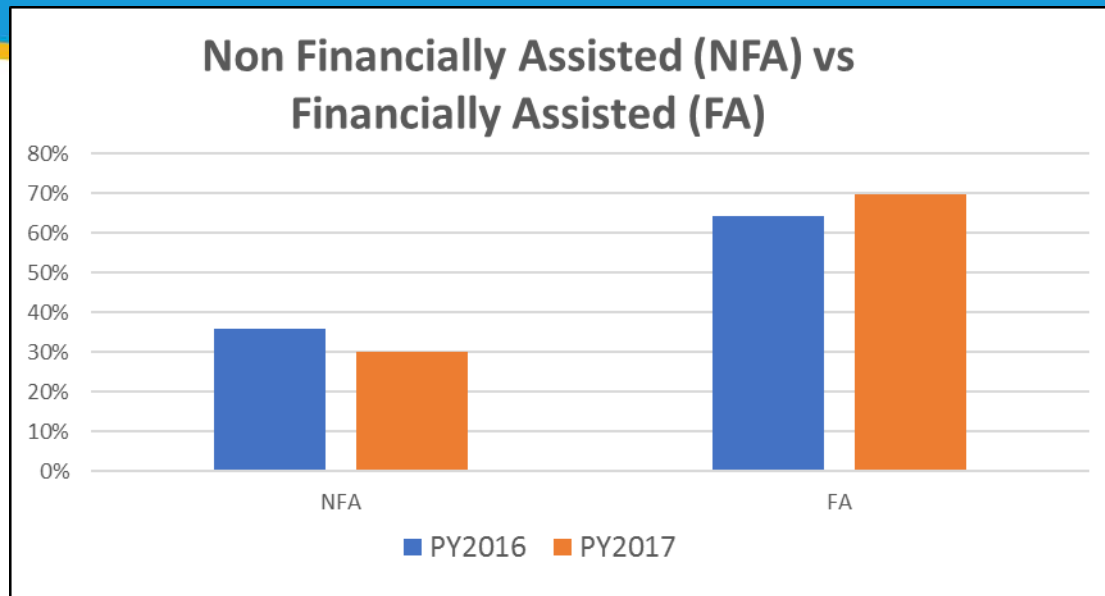


- Catastrophic
- Silver
- Bronze
- Gold
- Platinum

PY2017



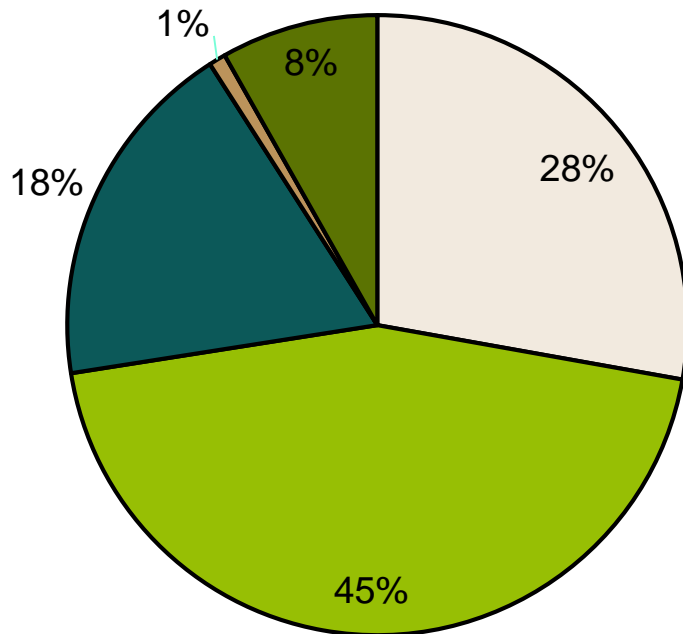
Financially Assisted (FA) – Enrollments and Premiums



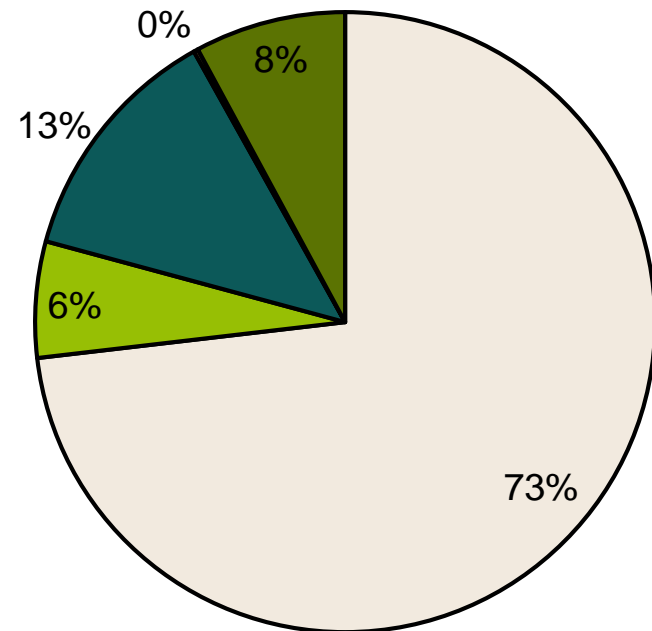
Reasonable Opportunity Period Root Causes

Percentage of SES eligibility applications that result in an ROP

Before question modification (10/30)



After question modification (11/1 – 11/20)



□ No ROP

■ Opt-out of federal data source check

■ Discrepancy identified (e.g. income)

■ IFSV failure (e.g. timeout, FDSH down)

■ Other verification failure (VLP, SSN, etc)

Mitigate by change to question, additional communications and guidance

Some limited mitigations may be feasible, data analysis required

Mitigations unlikely

Customer Service Center

Measures as of end of day Monday, 11/21/2016	
Service level: % of calls answered < 5 minutes	83% (Note: OE Target is 80%)
Average wait time	2 minutes, 12 seconds (02:12)
Average handle time	17 minutes, 38 seconds (17:38)
Top Call drivers	Enrollment assistance Eligibility questions Profile corrections Verifications Terminations.