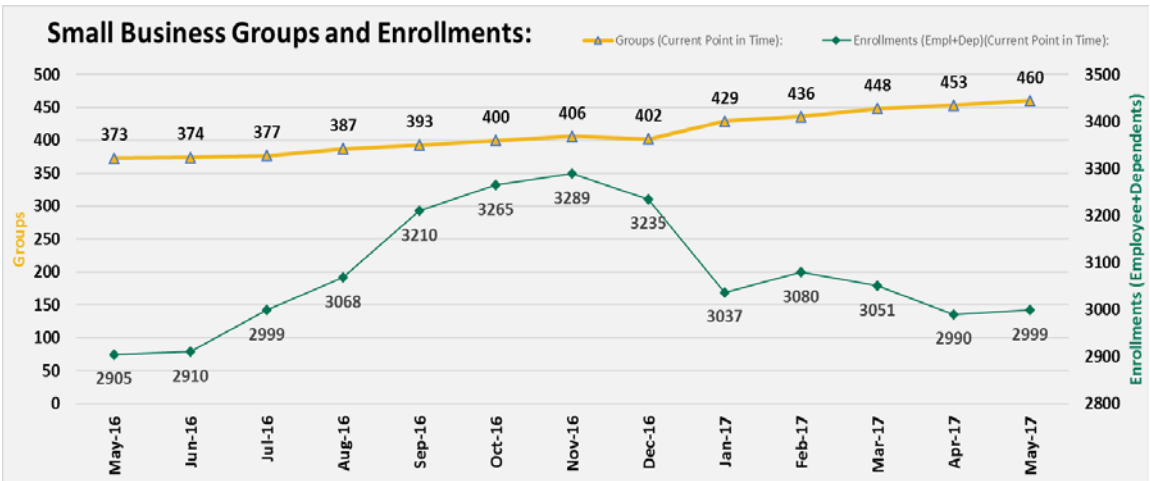
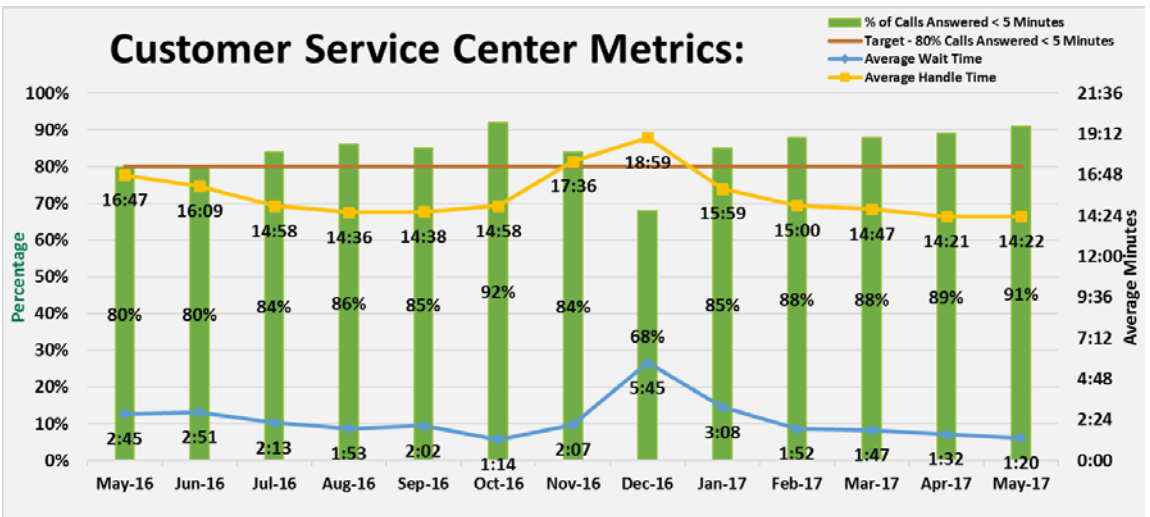


Target for Plan Year 2017 = 138,000 Effectuations. Targets based on approved fiscal year 2017 budget.

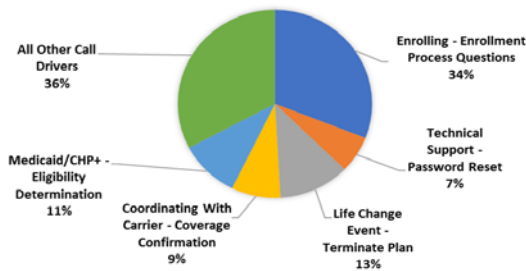


The Average Group Size = 7. Starting in April 2017, we updated the graph to show the # of Groups who are active by month, and excluded Groups who have formally terminated their contract. This is the reason there is a drop in # of Groups across all months as compared to the graph included in the March 2017 Marketplace Dashboard.

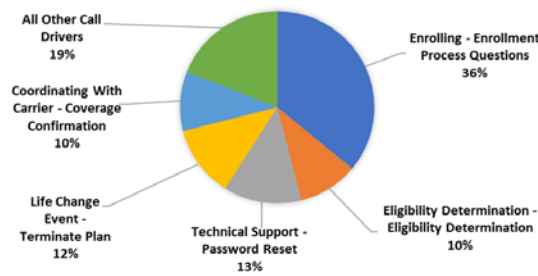


There is a drop in service level before the Open Enrollment 12/15/2016 deadline due to higher call volume.

TOP 6 CALL DRIVERS - MAY 2016



TOP 6 CALL DRIVERS - MAY 2017



## Connect for Health Colorado - Marketplace Dashboard: May 2017

### Business Definitions

Individual Medical Enrollments: Plan Selection (cumulative)	Cumulative count of unique individuals who have selected a Medical Qualified Health Plan (QHP), regardless of current policy status.
Individual Medical Enrollments: Effectuated Enrollments (net)	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.
Small Business: Groups	Count of unique Groups (Employers) active in the Small Business marketplace for the month. Groups that have at least one enrolled Employee or are still active for their current contract are included.
Small Business: Enrollments	Count of unique Employees and Dependents active in the Small Business marketplace for the month.
Customer Service Metrics: % of Calls Answered in less than 5 minutes	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes.
Customer Service Metrics: Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the call center.
Customer Service Metrics: Average Handle Time	The average amount of time, rounded to the nearest second, spent by call center representatives on each individual call.