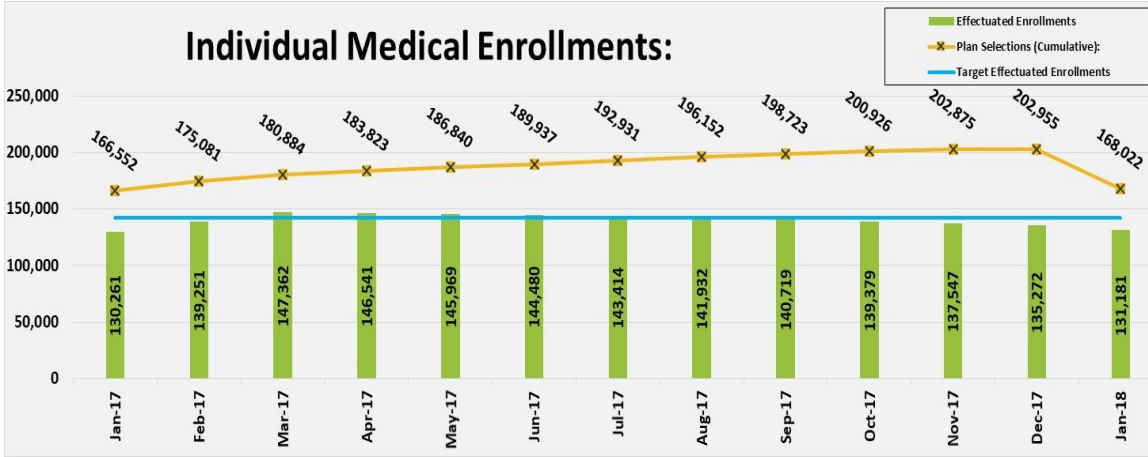
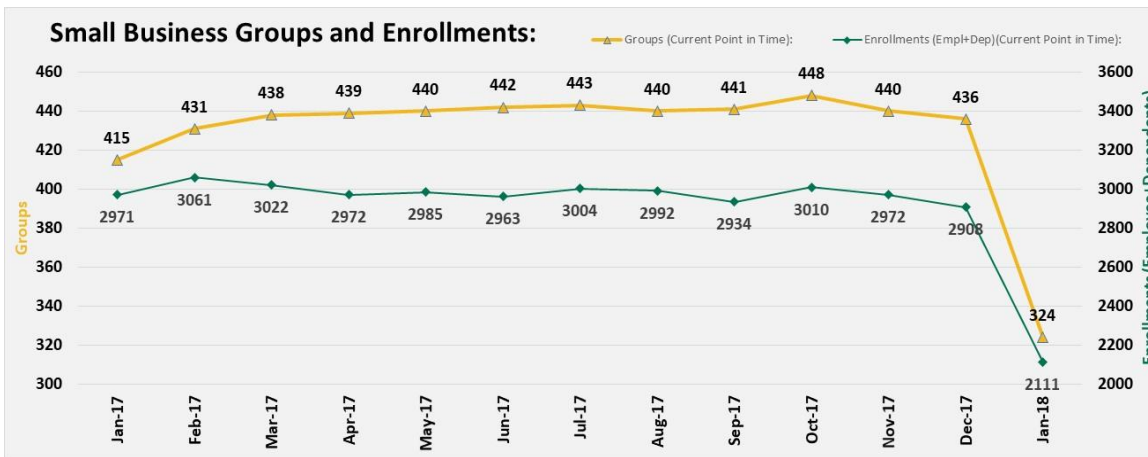


Individual Medical Enrollments:



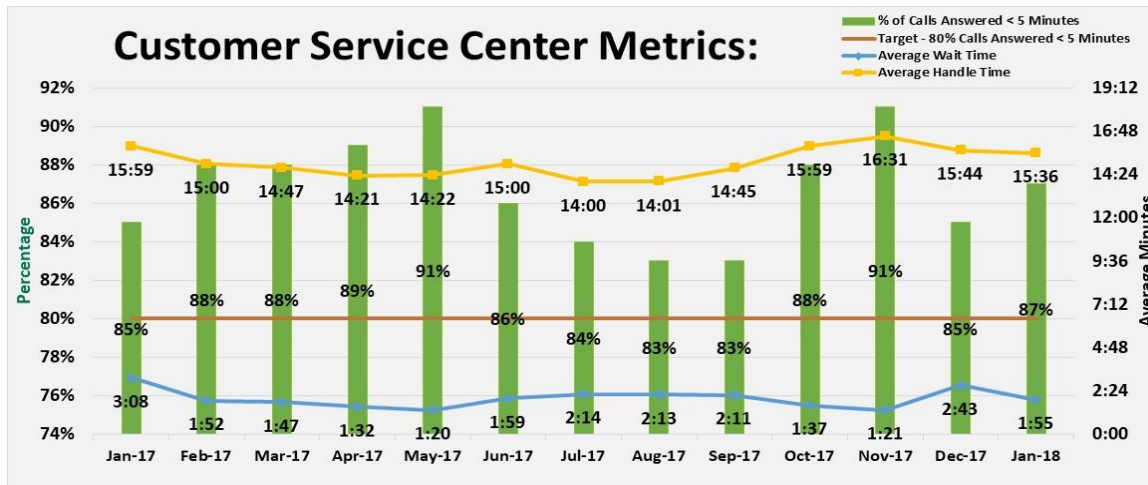
Average Target for Plan Year 2017 = 142,500 Effectuations. Target based on approved fiscal year budget.

Small Business Groups and Enrollments:



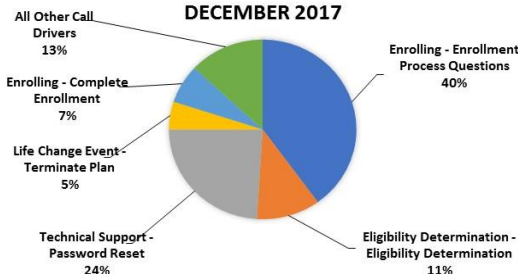
The Average Group Size = 7. Starting in August 2017, we updated the graph to show the # of Groups who are active by month and have at least 1 active employee/dependent. We excluded Groups who have formally terminated their contract. The drop in Groups in 2018 reflects the decrease to one Small Business Carrier.

Customer Service Center Metrics:

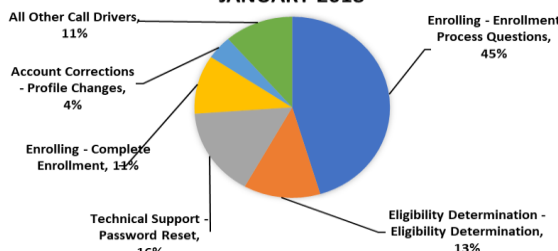


To support Open Enrollment, the Service Center hired and trained more Reps. This contributed to meeting the overall monthly Service Level during Open Enrollment.

TOP 6 CALL DRIVERS - DECEMBER 2017



TOP 6 CALL DRIVERS - JANUARY 2018



Marketplace Dashboard: January 2018

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 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.