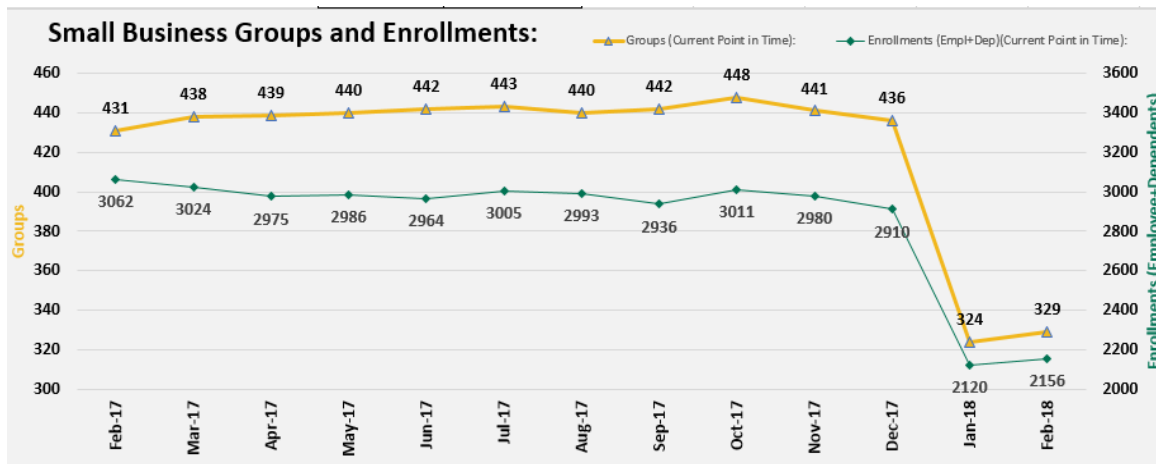
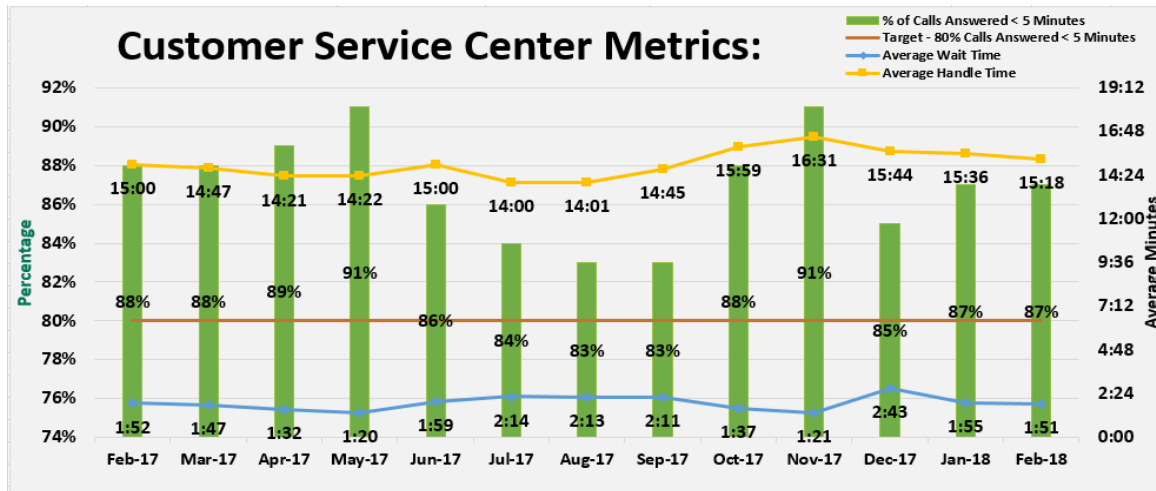


Average Target for Plan Year 2017 = 142,500 Effectuations. Target based on approved fiscal year budget.

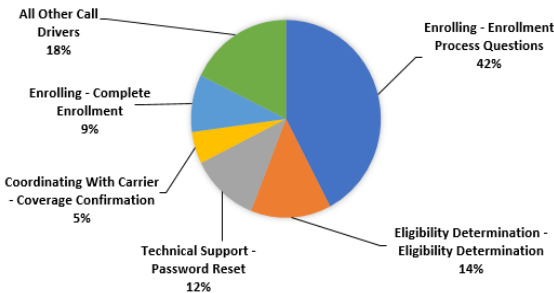


The Average Group Size = 7. Starting in August 2017, we updated the graph to show the # of Groups who are active by month and have at least 1 active employee/dependent. We excluded Groups who have formally terminated their contract. The drop in Groups in 2018 reflects the decrease to one Small Business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

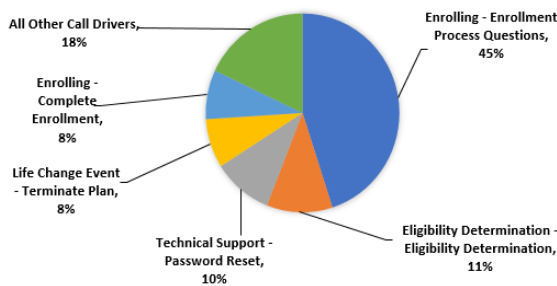


To support Open Enrollment, the Service Center hired and trained more Reps. This contributed to meeting the overall monthly Service Level during Open Enrollment.

TOP 6 CALL DRIVERS - FEBRUARY 2017



TOP 6 CALL DRIVERS - FEBRUARY 2018



## Marketplace Dashboard: February 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.