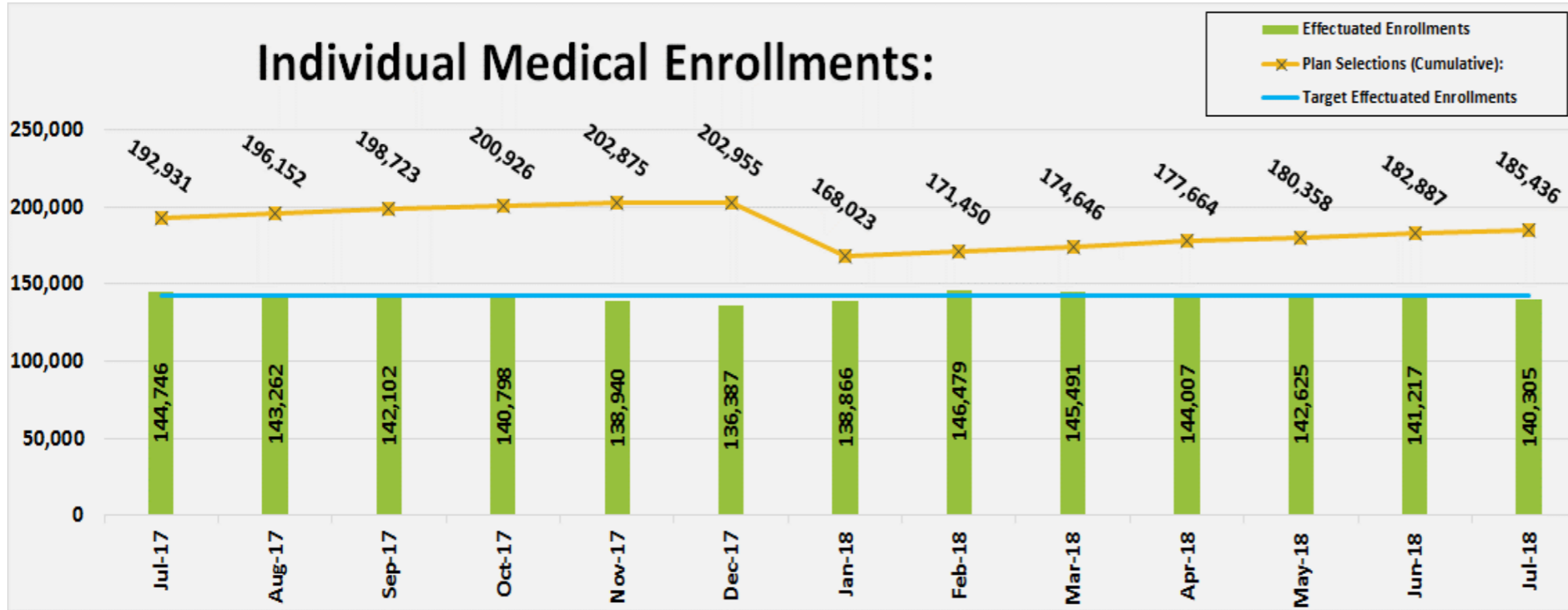
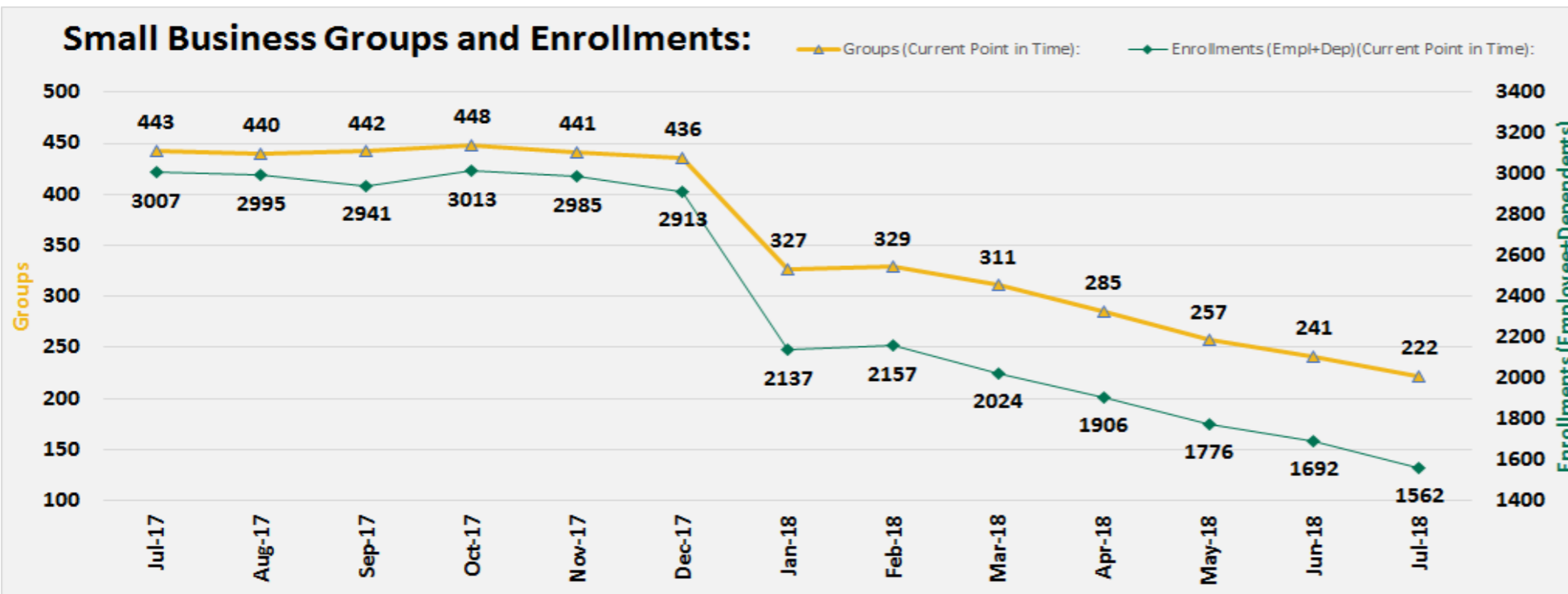


Individual Medical Enrollments:



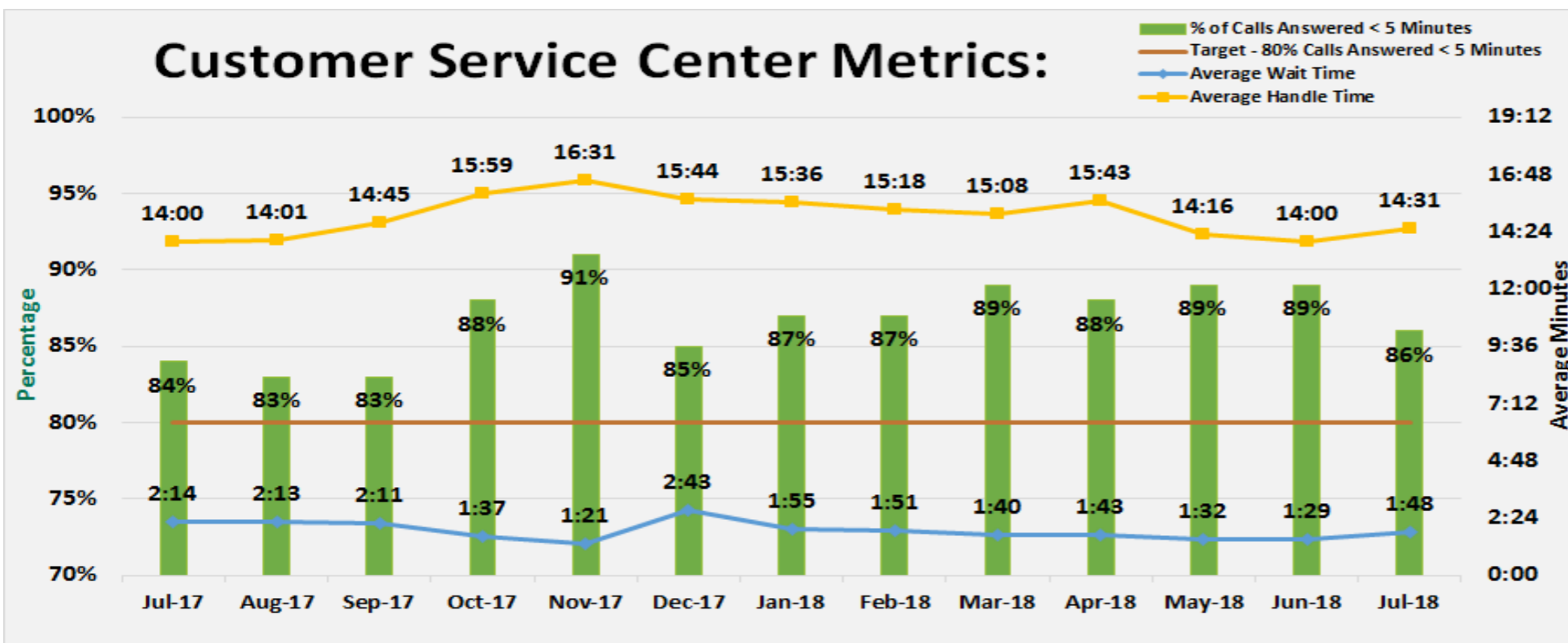
Average Target for Plan Year 2017 = 142,500 Effectuations. Target based on approved fiscal year budget.

Small Business Groups and Enrollments:



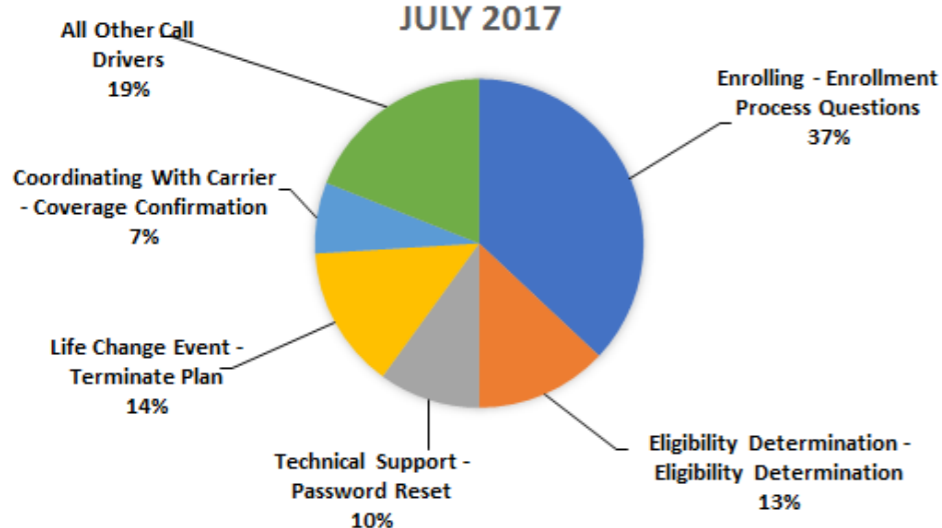
The Average Group Size = 7. We excluded Groups who have formally terminated their contract. The decrease in Groups in 2018 reflects the change to one Small Business Carrier. 2018 Groups are being transitioned to the single Carrier and numbers will be revised over the coming months.

Customer Service Center Metrics:

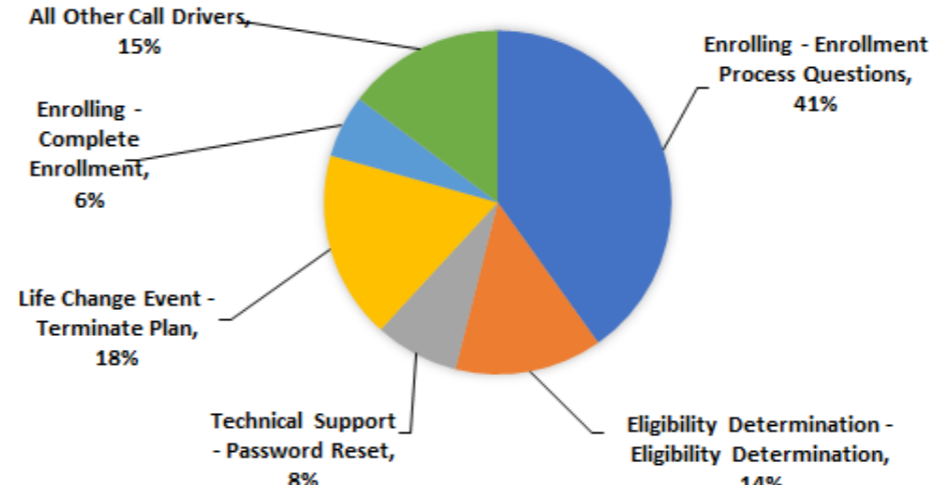


To support Open Enrollment, the Service Center hired and trained more Reps. This contributed to meeting the overall monthly Service Level during Open Enrollment.

TOP 6 CALL DRIVERS - JULY 2017



TOP 6 CALL DRIVERS - JULY 2018



Marketplace Dashboard: July 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. |