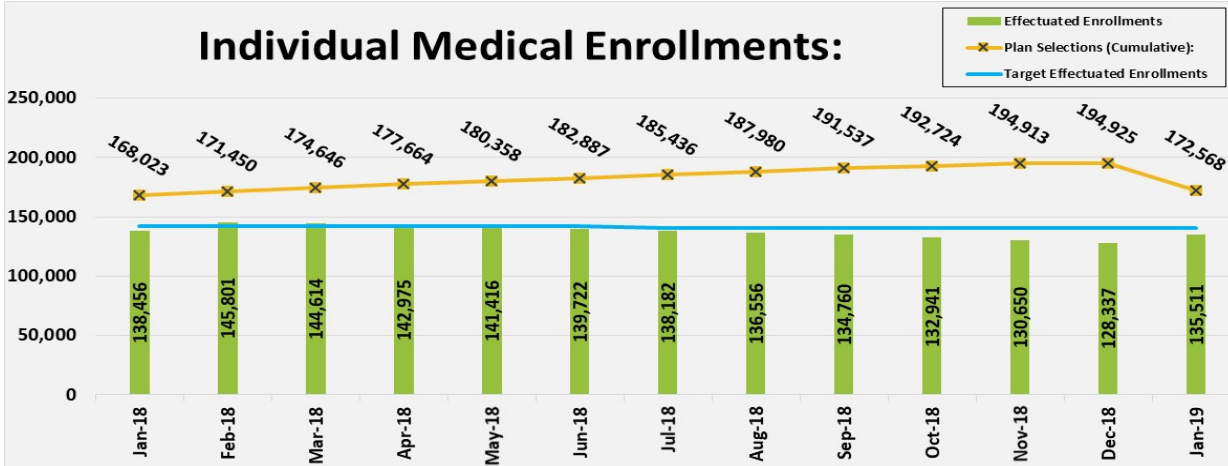
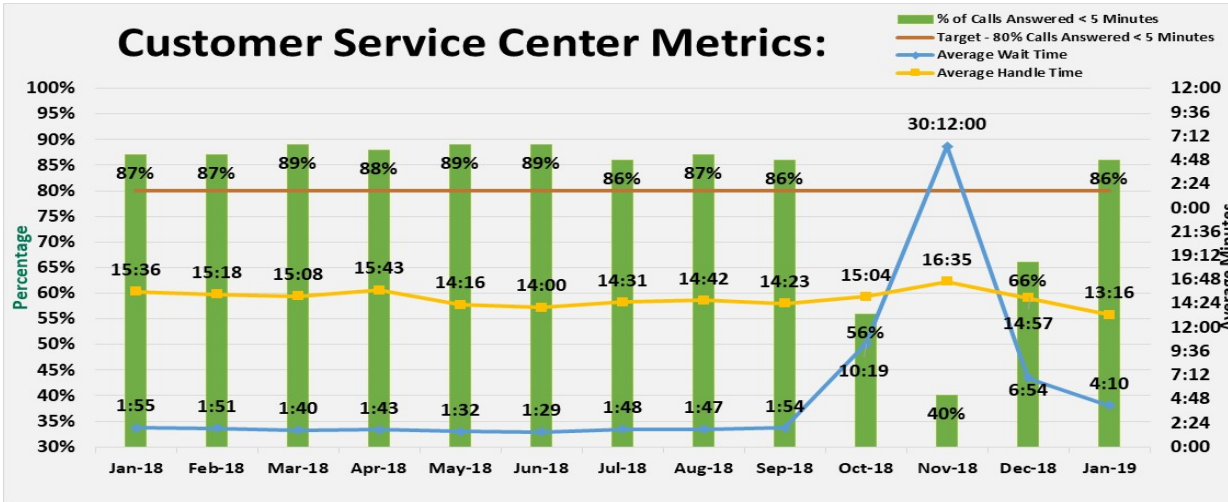


## Individual Medical Enrollments:



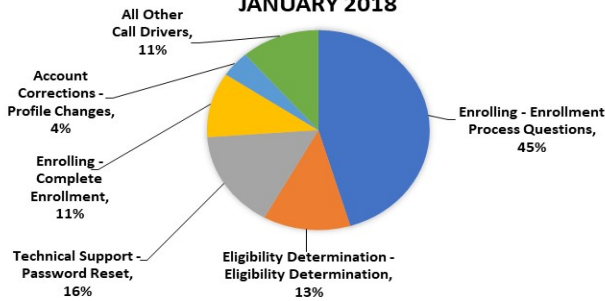
Target Effectuations for Fiscal Year 2018 was 142,500. Fiscal Year 2019 is 141,000. Target based on approved fiscal year budget.

## Customer Service Center Metrics:

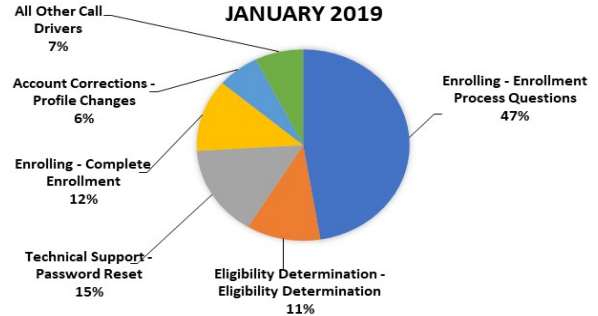


C4HCO experienced an increase in hold times early in November 2018. Several mitigations tactics were deployed and hold times returned to normal the second half of November.

### TOP 6 CALL DRIVERS - JANUARY 2018



### TOP 6 CALL DRIVERS - JANUARY 2019



## 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.
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.