

# Appeals Metrics

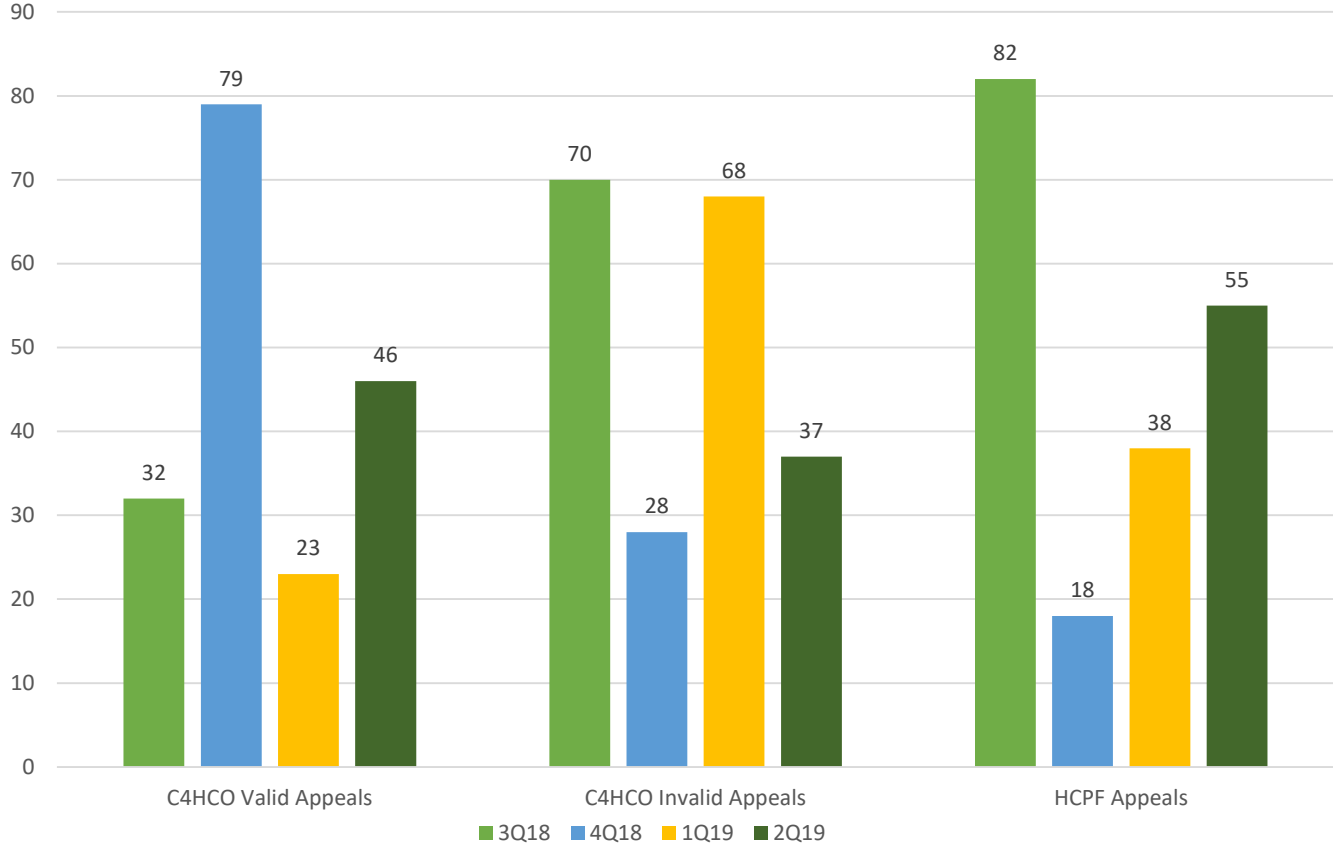
**Main Drivers**

**Valid Appeal Cases**

- APTC/CSR amount incorrect
- APTC/CSR denied or terminated
- Denied for SEP

**Invalid Appeals Requests**

- Carrier Billing, Claims & Effective Dates



**Average Days of Open Appeal Cases\***

3Q18	4Q18	1Q19	2Q19
67	37	45	37

\*As of 6/30/2019