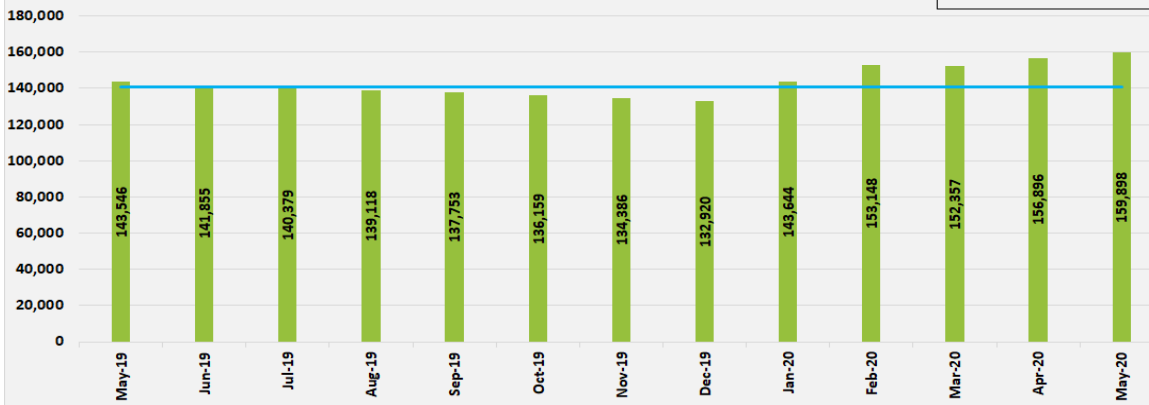
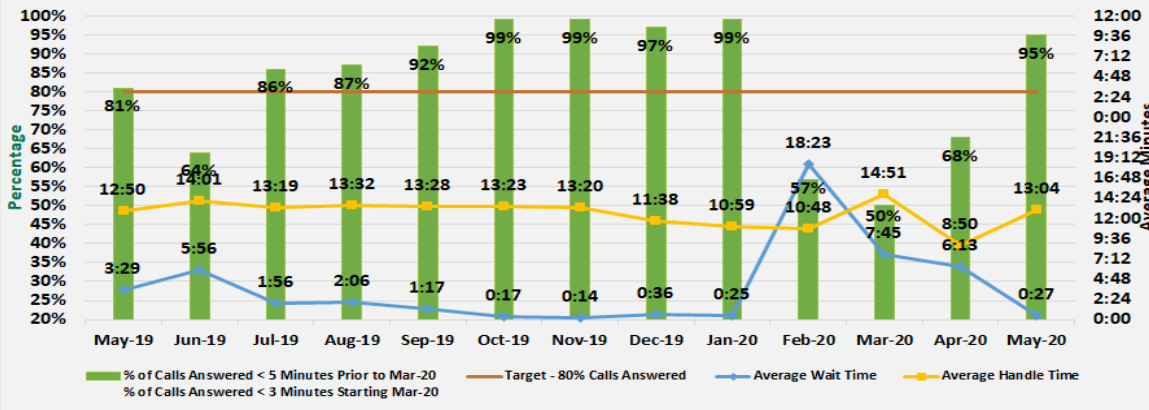


## Individual Medical Effectuated Enrollments:



Target Effectuations for Fiscal Year 2019 & 2020 is 141,000. Target based on approved fiscal year budget.

## Customer Service Center Metrics:



Starting in March-20, wait times were high and service levels were impacted due to the SEP and COVID-19. The Service Center started working on a work from home model and staffing levels were impacted the last two weeks of the month.

The Service Level previously was reported < 5 Minutes. Starting March 2020 are reported < 3 Minutes

### Other possible monthly measures:

- > In month new and terminating enrollments vs targets
- > Call volume per number of plan selections (measure level of self service)
- > Call drivers
- > Website activity

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	This represents the Average Speed of Answer (ASA), and is the percent of Calls Answered < 5 Minutes Prior to Mar-20 or the percent of Calls Answered < 3 Minutes Starting Mar-20
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.