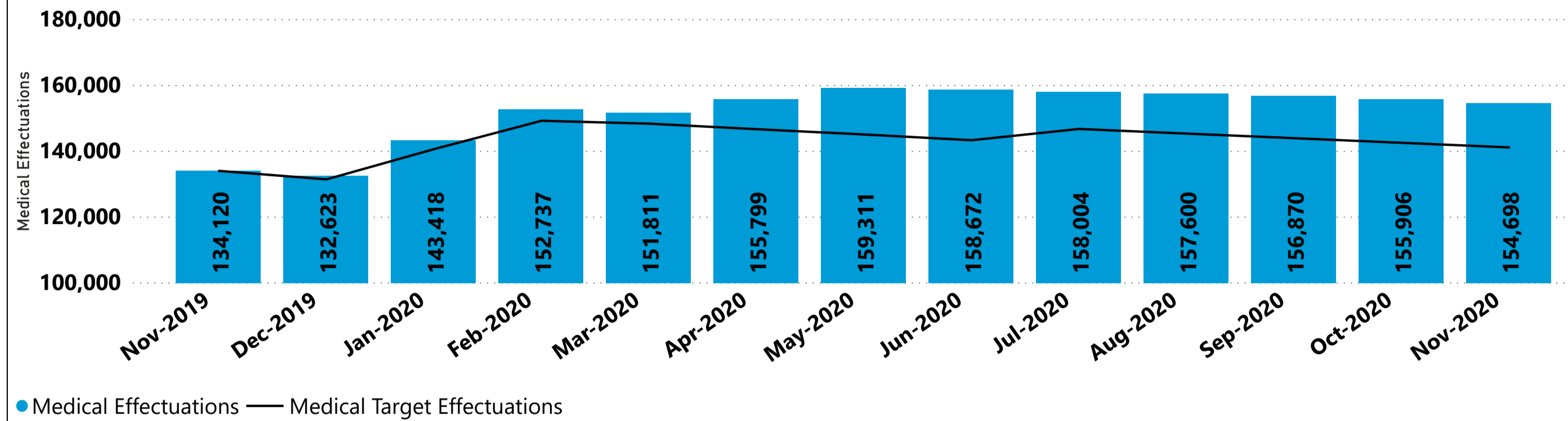
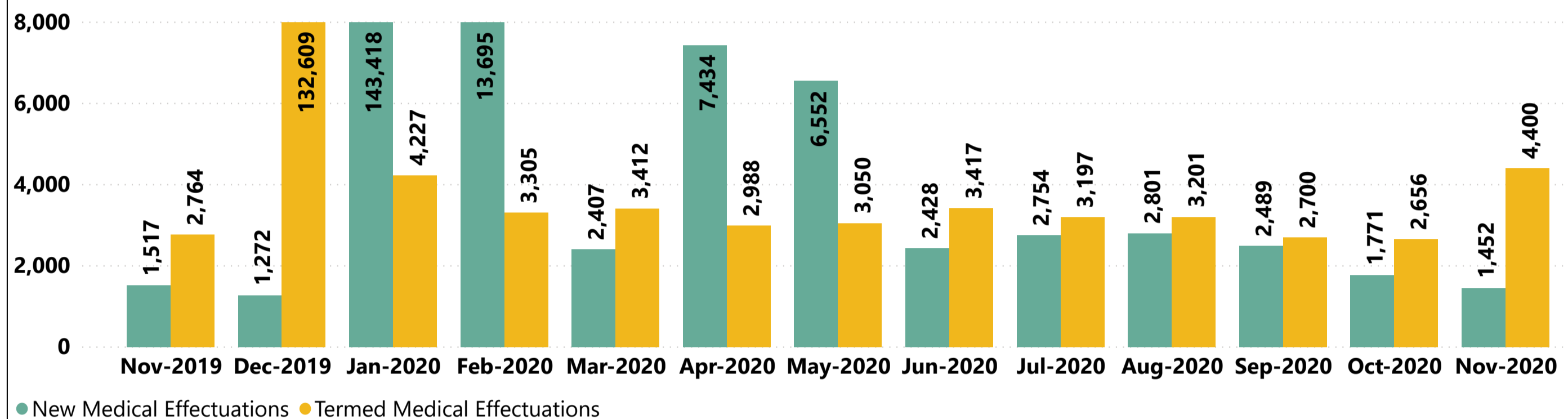


Medical Effectuations



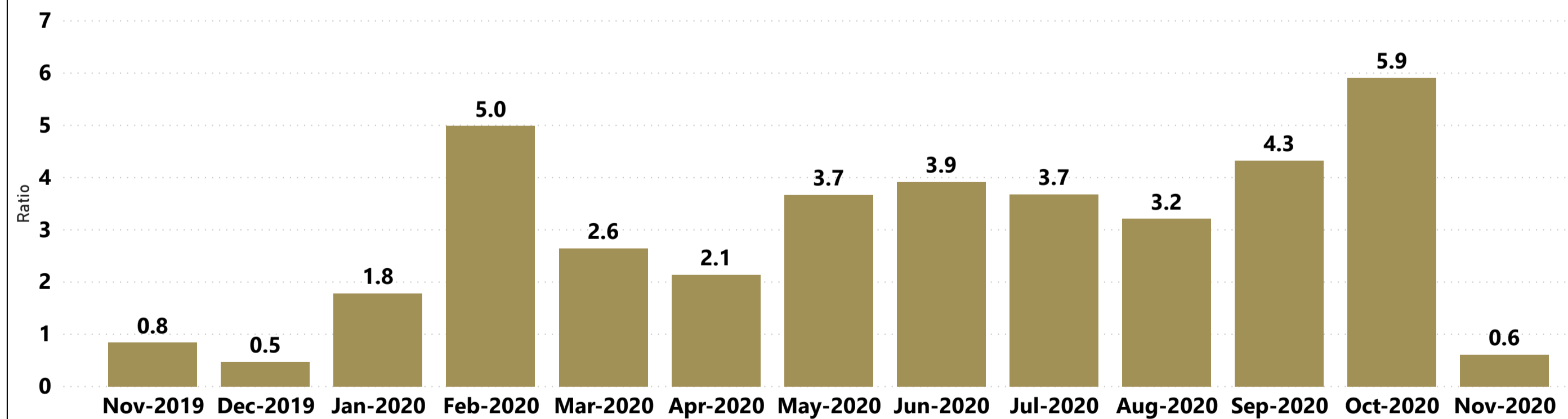
Effectuated enrollments continue to exceed target due primarily to COVID SEP enrollments in March and April. COVID SEP Effectuations for November are 10,626, which is a 2% reduction from October COVID SEP Effectuations.

New & Terminated Medical Effectuations



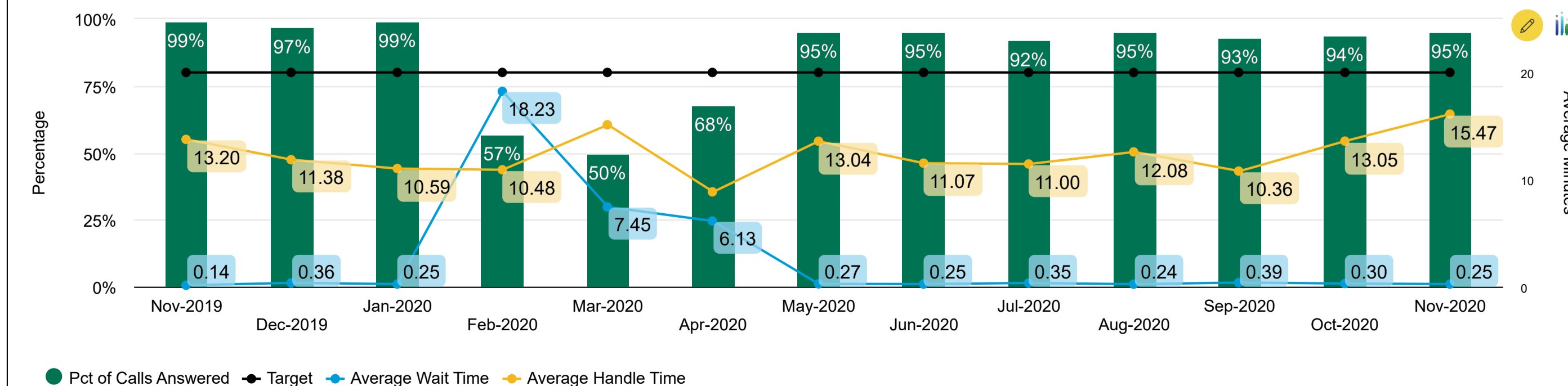
Due to the first reconciliation since going live with the new IT platform, the November terminations included 2,700 terminations from the prior months (primarily Oct and Nov). Terminations as a % of enrollments for the last 3 months are in line with the same period last year.

Service Center Calls per Plan Submissions



Calls per Submission ratio for November is in line with expectations.

Customer Service Center Metrics



Service Center metrics for November are in line with expectations.

Visual	Measure	Definition
	Month Over Month Comparison Calculation	<p>Example to Compare March to April: Start with the March Effectuations from the Medical Effectuations by Month visual; Add the April New Medical Enrollments from the New & Termination Medical Effectuations by Month; Subtract the March Term Medical Enrollments from the New & Termination Medical Effectuations by Month. This will give you the April Medical Effectuations. Note: The calculation New Medical Effectuations and Terminated Effectuations may not add up to the Monthly Medical Effectuations due to Overlapping Coverage Dates.</p>
Medical Effectuations	Medical Effectuations	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.
Medical Effectuations	Medical Target Effectuations	Target based on approved fiscal year budget.
New & Terminated Medical Effectuations	New Medical Enrollments	New Effectuations have an Effective Start Date during the month. As an example, if an Individual is Effectuated in January - March, then Terminates on March 31st, re-enrolls and is Effectuated June 1st, they will be in the New count for both January and June.
New & Terminated Medical Effectuations	Term Medical Enrollments	Terminated Effectuations have an Effective End Date during the month. As an example, if an Individual Terminates their enrollment January 31st, they will be counted as a Termination in January and will not be counted as an Effectuation in February.
Service Center Calls per Plan Submissions	Ratio	This is the ratio of Total Customer Service Calls (MSU [Member Services Unit], CSU [Community Support Unit] and Faneuil) per Gross Medical Submissions. This is count of all individuals that click Submitted for a QHP for the month.
Customer Center Service Metrics	% of Calls Answered	This represents the Average Speed of Answer (ASA), and is the percent of calls answered within 5 minutes Prior to Mar-20, and is the percent of calls answered within 3 Minutes Starting Mar-20.
Customer Center Service Metrics	Average Handle Time	The average amount of time, rounded to the nearest second, spent by Call Center Representatives on each individual call.
Customer Center Service Metrics	Average Wait Time	The average wait time, rounded to the nearest second, for each incoming call to the Call Center.