

Complaints: January, 2020 – July, 2021

Month	Appeals	Assister	Broker	Carrier	Customer Service	Enrollment Center	Health First Colorado	Misinformation	Other	Policies	Processing Time	Total
Jan			5		12							17
Feb	3		1	1	10							15
Mar			2	3	3		1		1			10
April			4	1	13		1	1	1	2		23
May			2	2	8		1		1	4		18
Jun	1		1	3	10					1		16
Jul			3	1	9			1	2	3		19
Aug			1	2	2				4	2		11
Sep					5		1	2	7			15
Oct					5		1	1	2	1		10
Nov		1	3	6	29	2	2	10	20	4	3	80
Dec			2	3	31			2	10		1	49
Total	4	1	24	22	137	2	7	17	48	17	4	283
Jan			1		34	1		1	2	3	2	44
Feb			1	1	13			2	3			20
Mar				3	2				1			6
April			1	1	3			1				6
May					2				2			4
Jun				1	2		1	1		1		6
Jul				1						2		3
Total	0	0	3	7	56	1	1	5	8	6	2	89