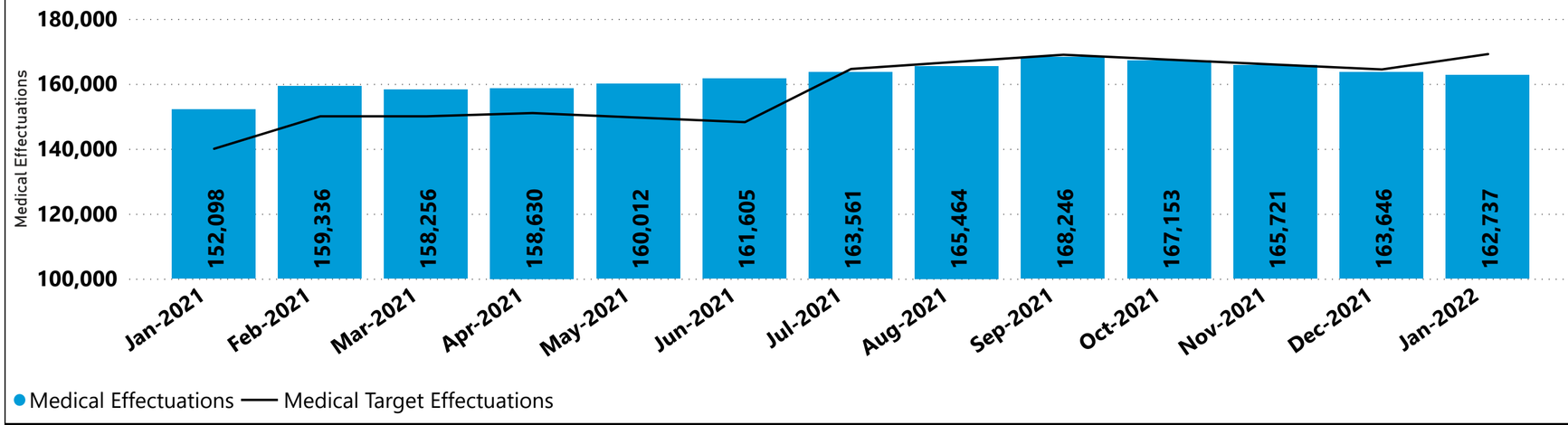
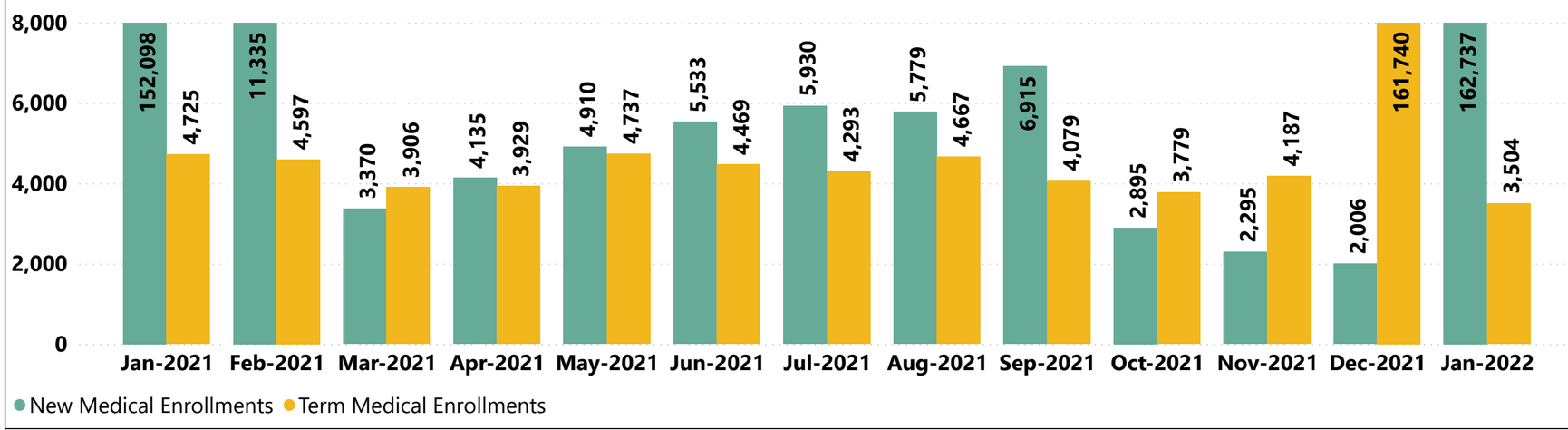
Marketplace Dashboard: January 2022

Medical Effectuations



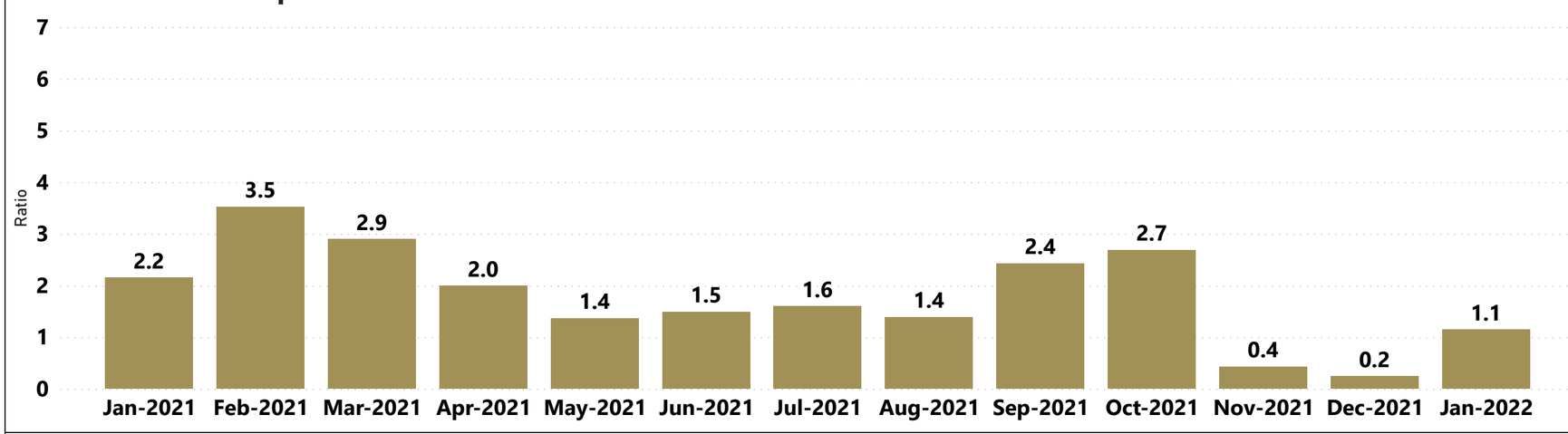
January 2022 effectuations are preliminary due to customary lag in open enrollment effectuation reporting from Issuers.

New & Terminated Medical Effectuations



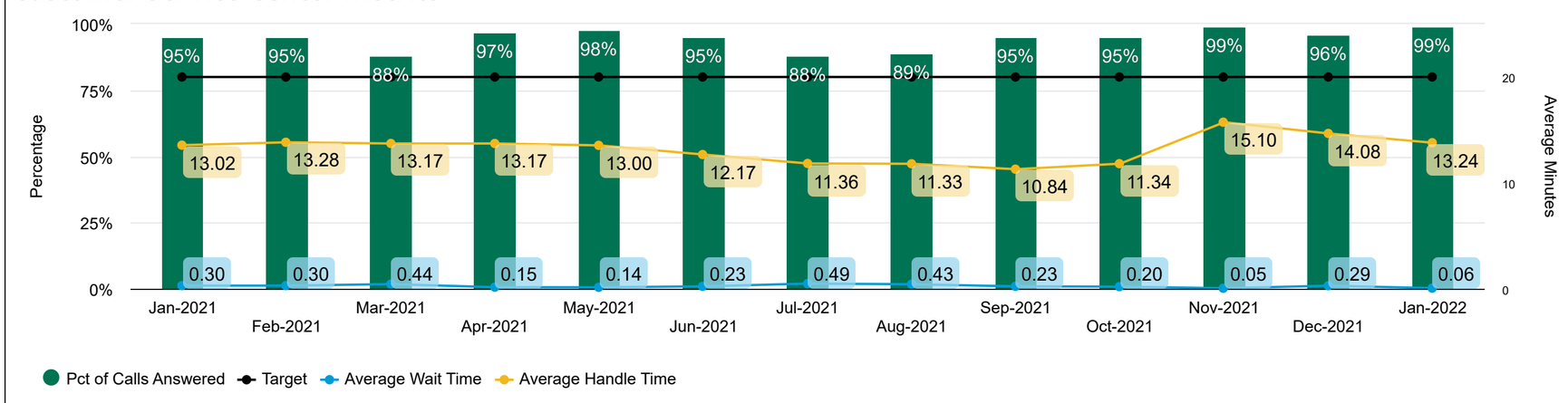
Terminations as a % of enrollments are in line with expectations.

Service Center Calls per Plan Submissions



Calls per Submission ratio for January are in line with expectations.

Customer Service Center Metrics



Service Center metrics for January are in with expectations.

Marketplace Dashboard: January 2022

Visual	Measure	Definition
	Month Over Month Comparison Calculation	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.
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.
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 (C4HCO Customer Service and Faneuil) per Gross Medical Submissions. This is count of all individuals that click Submitted for a QHP for the month.