Marketplace Dashboard: January 2023

Medical Effectuations

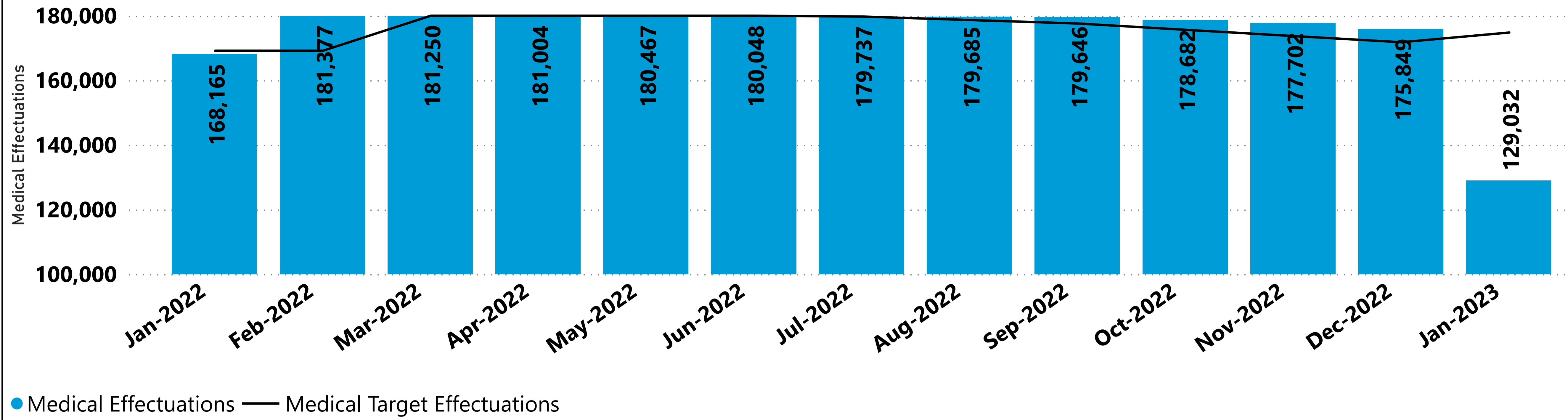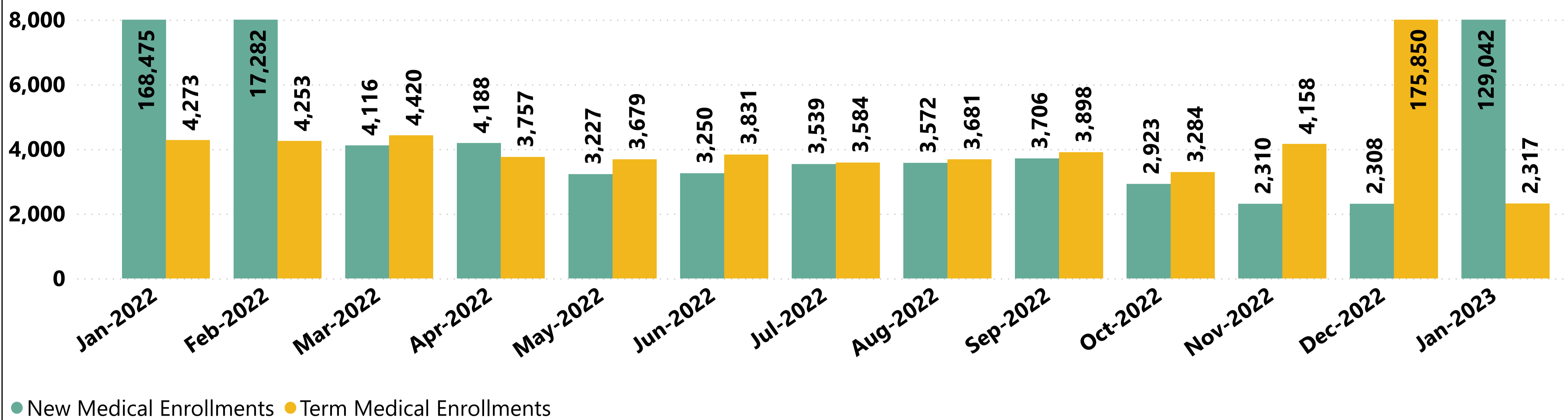| Month	Medical Effectuations
Jan-2022	168,165
Feb-2022	181,377
Mar-2022	181,250
Apr-2022	181,004
May-2022	180,467
Jun-2022	180,048
Jul-2022	179,737
Aug-2022	179,685
Sep-2022	179,646
Oct-2022	178,682
Nov-2022	177,702
Dec-2022	175,849
Jan-2023	129,032

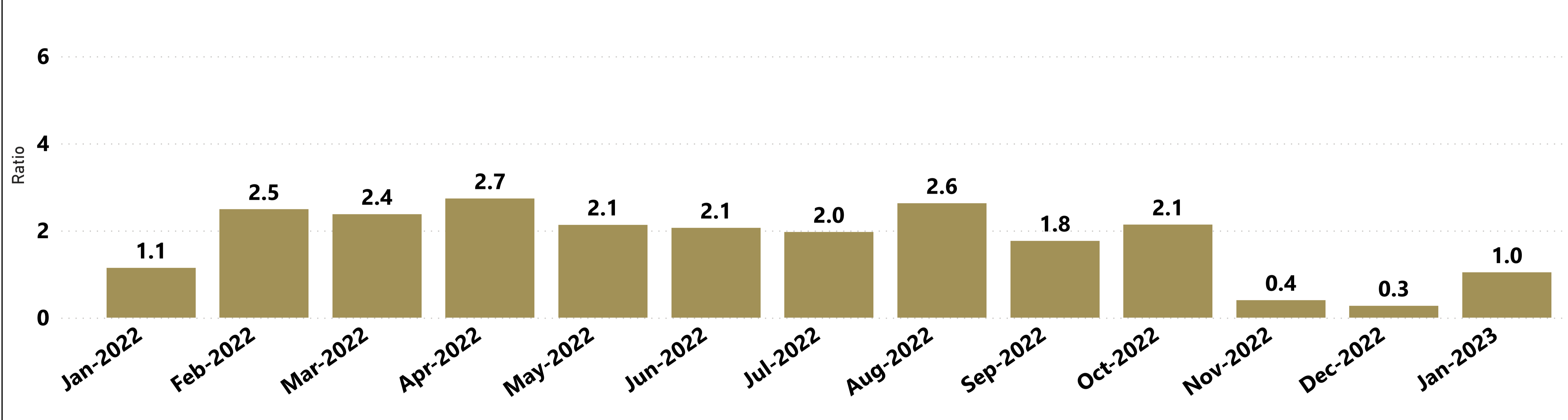Legend: ● Medical Effectuations ▬ Medical Target Effectuations

January 2023 effectuations are preliminary due to customary lag in open enrollment effectuation reporting from issuers.

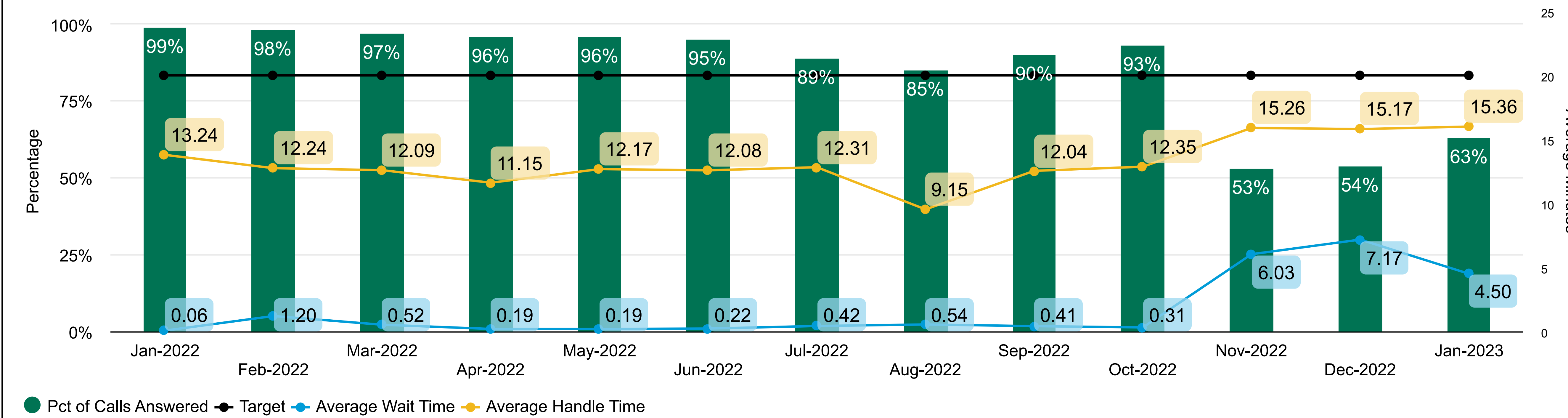## New & Terminated Medical Effectuations

Month	New Medical Enrollments	Term Medical Enrollments
Jan-2022	168,475	4,273
Feb-2022	17,282	4,253
Mar-2022	4,116	4,420
Apr-2022	4,188	3,757
May-2022	3,227	3,679
Jun-2022	3,250	3,831
Jul-2022	3,539	3,584
Aug-2022	3,572	3,681
Sep-2022	3,706	3,898
Oct-2022	2,923	3,284
Nov-2022	2,310	4,158
Dec-2022	2,308	175,850
Jan-2023	129,042	2,317

Legend: ● New Medical Enrollments ● Term Medical Enrollments

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

Service Center Calls per Plan Submissions

Month	Ratio
Jan-2022	1.1
Feb-2022	2.5
Mar-2022	2.4
Apr-2022	2.7
May-2022	2.1
Jun-2022	2.1
Jul-2022	2.0
Aug-2022	2.6
Sep-2022	1.8
Oct-2022	2.1
Nov-2022	0.4
Dec-2022	0.3
Jan-2023	1.0

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

Customer Service Center Metrics

Month	Pct of Calls Answered	Average Wait Time	Average Handle Time
Jan-2022	99%	0.06	13.24
Feb-2022	98%	1.20	12.24
Mar-2022	97%	0.52	12.09
Apr-2022	96%	0.19	11.15
May-2022	96%	0.19	12.17
Jun-2022	95%	0.22	12.08
Jul-2022	89%	0.42	12.31
Aug-2022	85%	0.54	9.15
Sep-2022	90%	0.41	12.04
Oct-2022	93%	0.31	12.35
Nov-2022	53%	6.03	15.26
Dec-2022	54%	7.17	15.17
Jan-2023	63%	4.50	15.36

Legend: ● Pct of Calls Answered ● Target ● Average Wait Time ● Average Handle Time

We continue to have challenges with high call volume, attrition in staffing, and EDI issues this month, which contributed to lower service levels and longer hold times.

Visual	Measure	Definitions
	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 Operations and Faneuil) per Gross Medical Submissions. This is count of all individuals that click Submitted for a QHP for the month.