Marketplace Dashboard: February 2023

Medical Effectuations

Month	Medical Effectuations
Feb-2022	181,141
Mar-2022	181,076
Apr-2022	180,845
May-2022	180,230
Jun-2022	179,638
Jul-2022	179,144
Aug-2022	178,899
Sep-2022	178,465
Oct-2022	177,134
Nov-2022	175,856
Dec-2022	173,723
Jan-2023	153,749
Feb-2023	168,858

● Medical Effectuations — Medical Target Effectuations
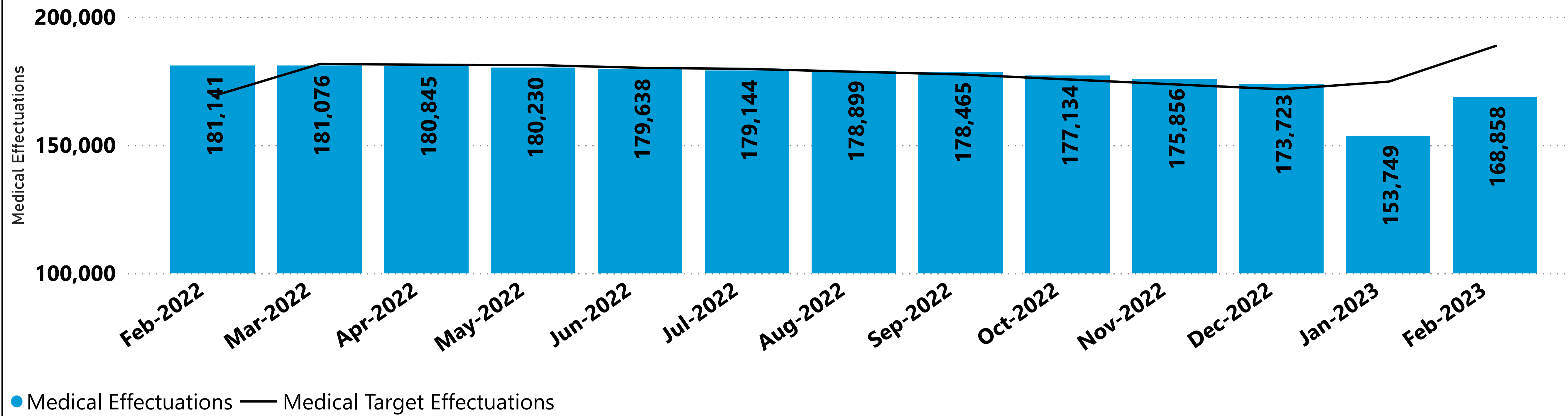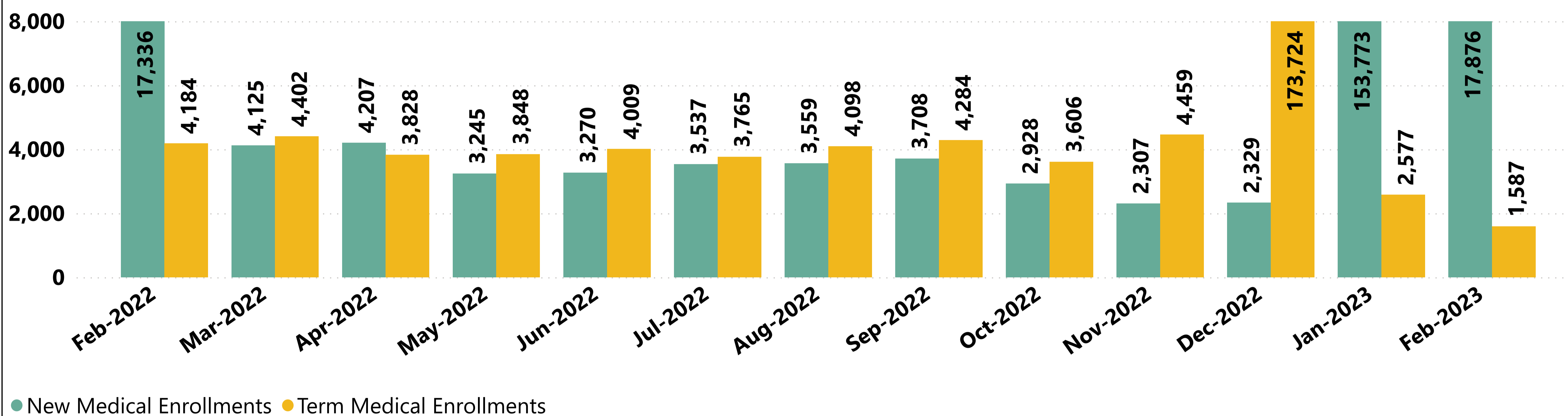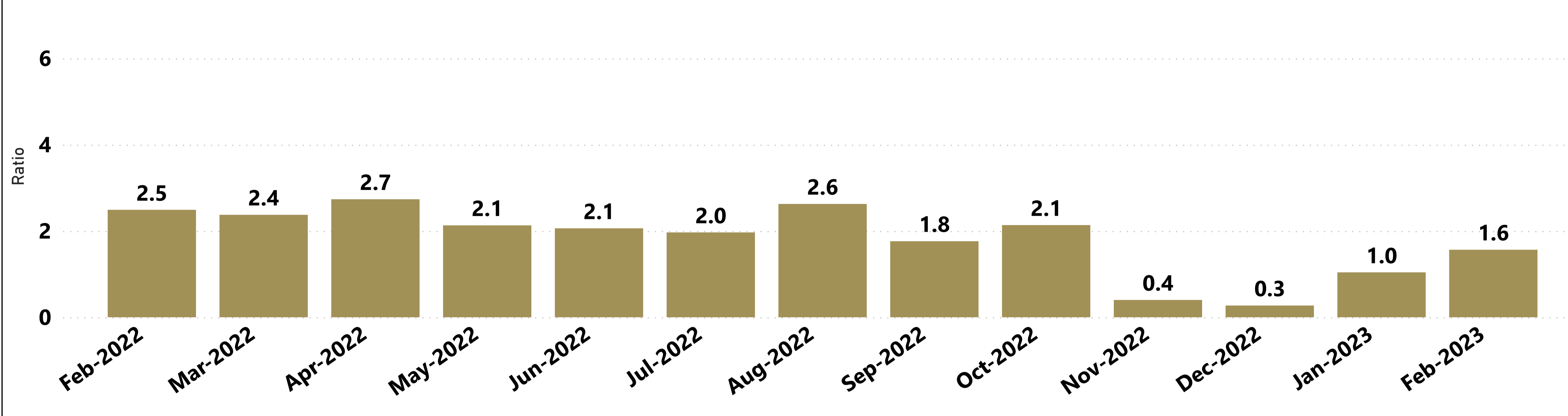
January and February 2023 effectuations are preliminary as there typically is a lag early each year with effectuation reporting from issuers. This year the lag is larger than usual due to the EDI (Electronic Data Interchange) issues, and we expect this to settle out in the coming weeks.
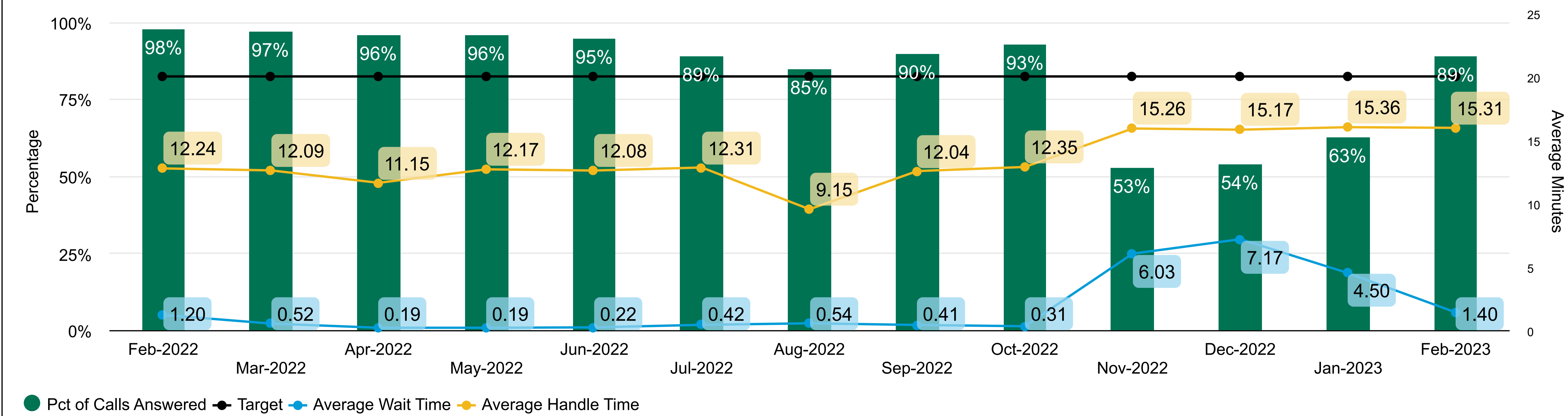
New & Terminated Medical Effectuations

Month	New Medical Enrollments	Term Medical Enrollments
Feb-2022	17,336	4,184
Mar-2022	4,125	4,402
Apr-2022	4,207	3,828
May-2022	3,245	3,848
Jun-2022	3,270	4,009
Jul-2022	3,537	3,765
Aug-2022	3,559	4,098
Sep-2022	3,708	4,284
Oct-2022	2,928	3,606
Nov-2022	2,307	4,459
Dec-2022	2,329	173,724
Jan-2023	153,773	2,577
Feb-2023	17,876	1,587

● New Medical Enrollments ● Term Medical Enrollments

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

Service Center Calls per Plan Submissions

Month	Ratio
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
Feb-2023	1.6

Calls per Submission ratio for February are in line with expectations.
* Call data is thru February 24th as we did an IVR (Interactive Voice Response software) transition starting the 27th.

Customer Service Center Metrics

Month	Pct of Calls Answered	Average Wait Time	Average Handle Time
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
Feb-2023	89%	1.40	15.31

● Pct of Calls Answered —●— Target —●— Average Wait Time —●— Average Handle Time

We continue to see higher anticipated call volumes with EDI issues and customers following up on outstanding tickets.

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.