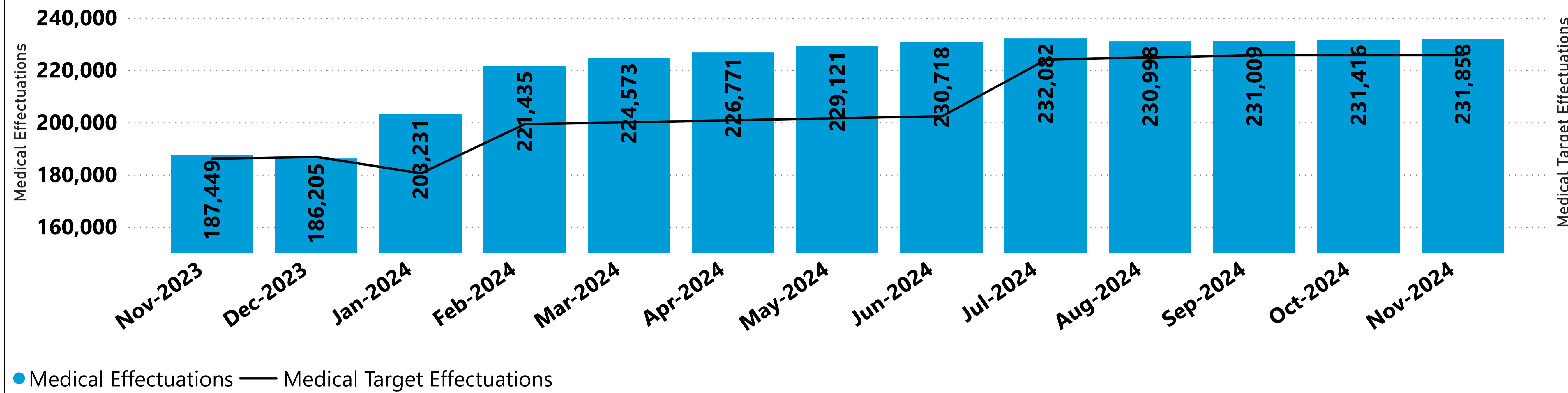
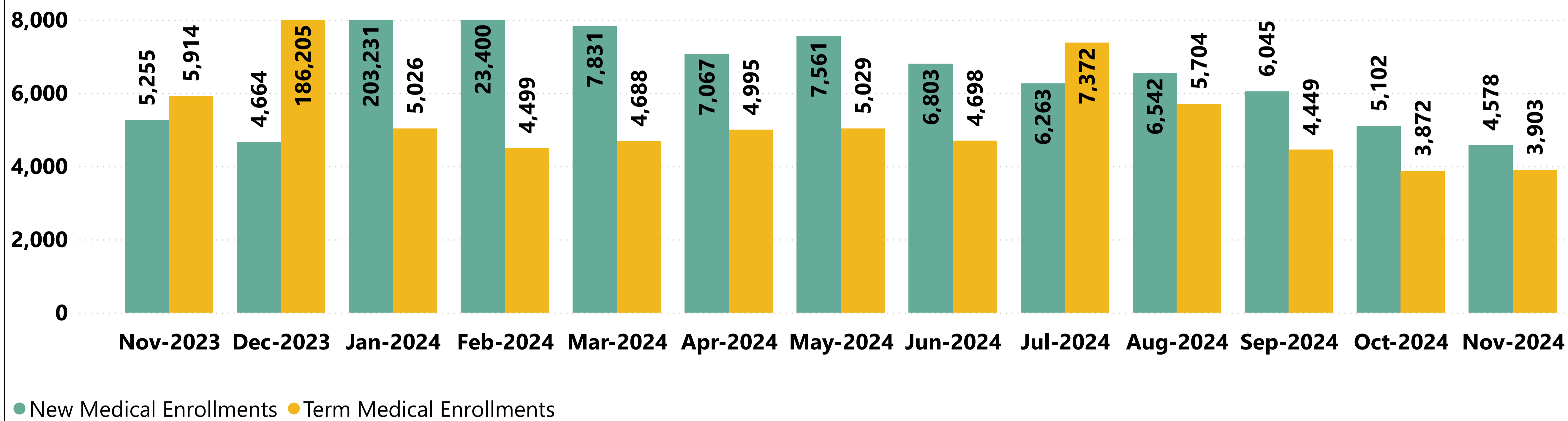


Medical Effectuations



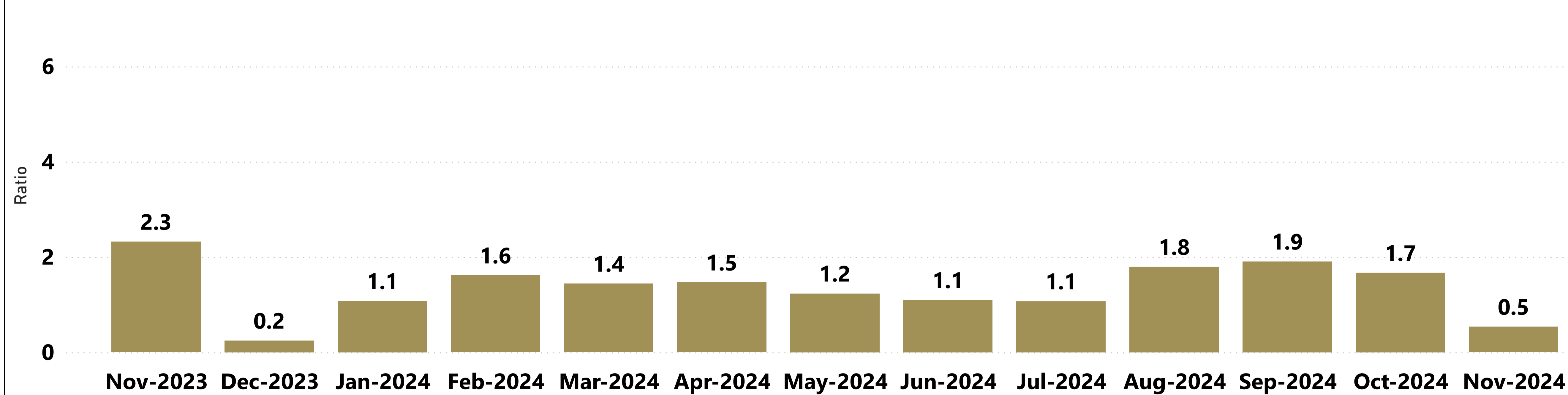
Effectuations are around 3% higher than target for November 2024.

New & Terminated Medical Effectuations



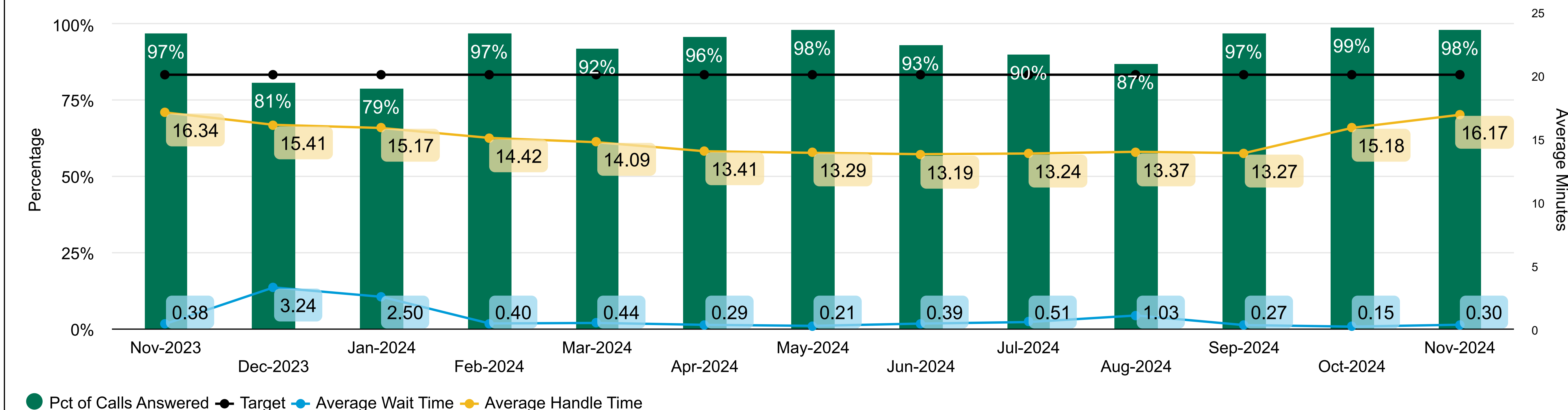
New and Term effectuations for November 2024 are in line with expectations.

Service Center Calls per Plan Submissions



Calls per Submission ratio for November 2024 are in line with expectations.

Customer Service Center Metrics



Customer Service Center Metrics for November 2024 are in line with expectations.

| Visual | Measure | Definitions |
|---|---|---|
| | 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.</p> <p>Note: The calculation New Medical Effectuations and Terminated Effectuations may not add up to the Monthly Medical Effectuations due to Overlapping Coverage Dates.</p> |
| Customer Center Service Metrics | % of Calls Answered | This represents the Average Speed of Answer (ASA) as a percent of calls answered within 180 seconds from February – October, and 300 seconds from November – January during Open Enrollment. Note: Prior to March 2020, this measure was based on 300 seconds for all 12 months. |
| 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. |