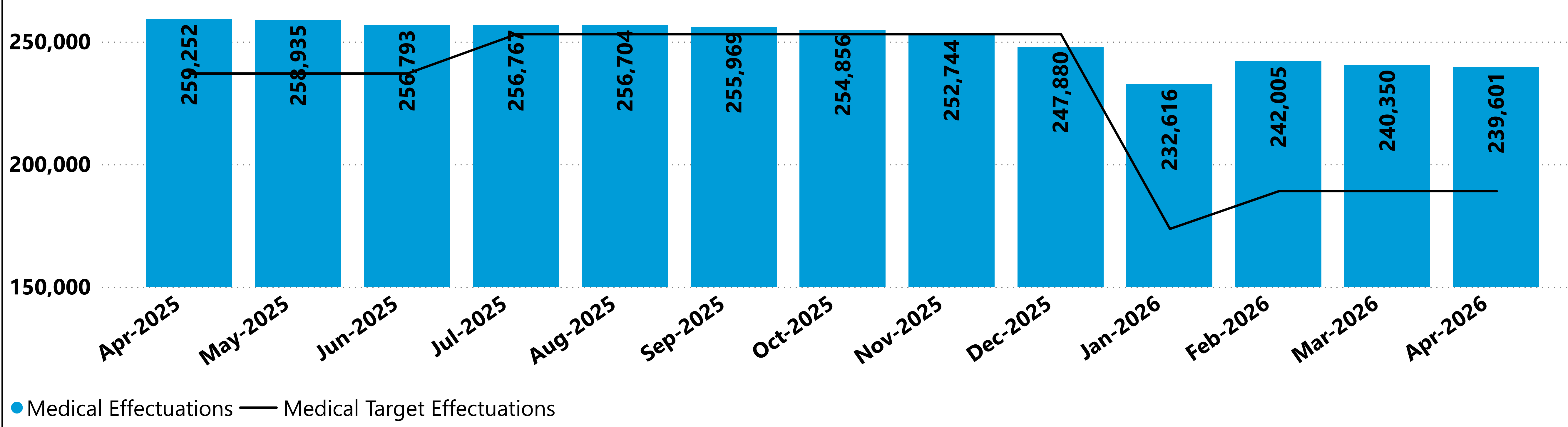
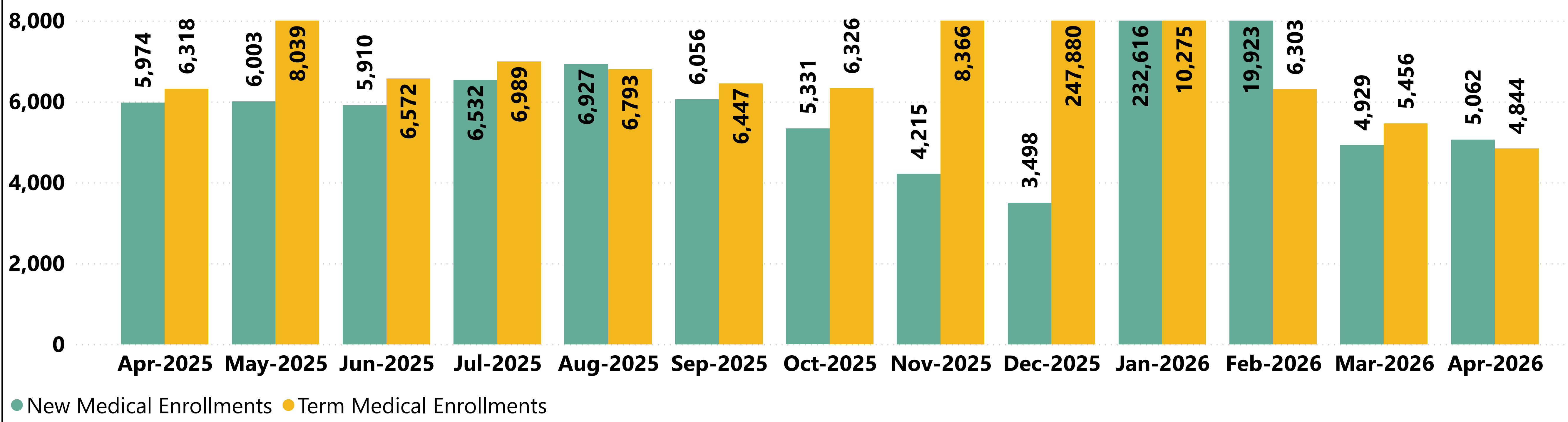


Medical Effectuations



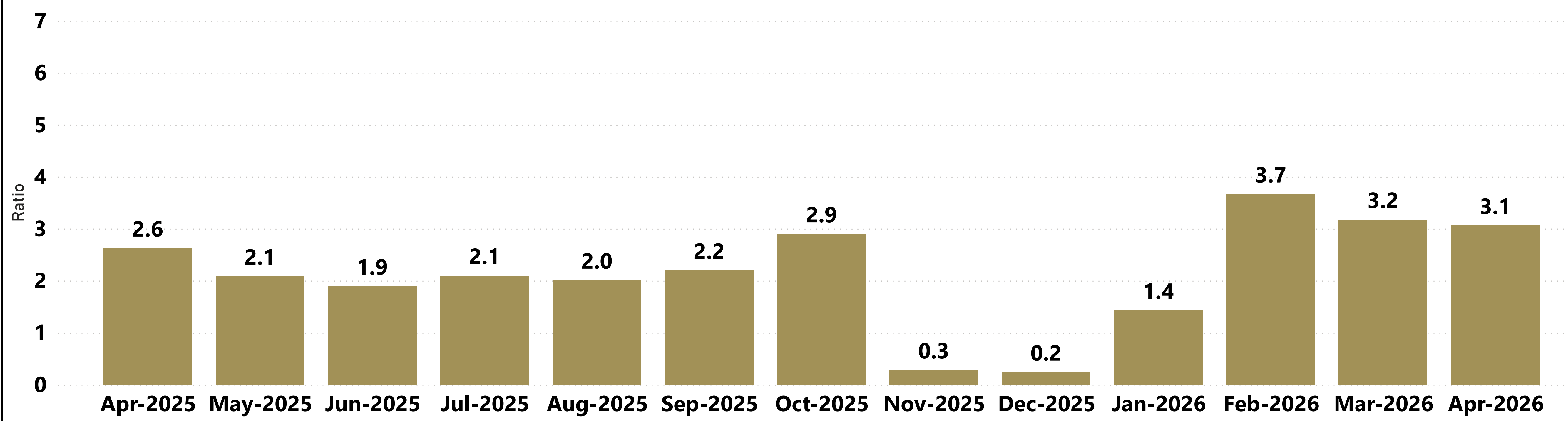
Effectuations for April 2026 are significantly above the budgeted expectations. The original budget assumed a 25% decrease in enrollments as the result of the end of the enhanced subsidies.

New & Terminated Medical Effectuations



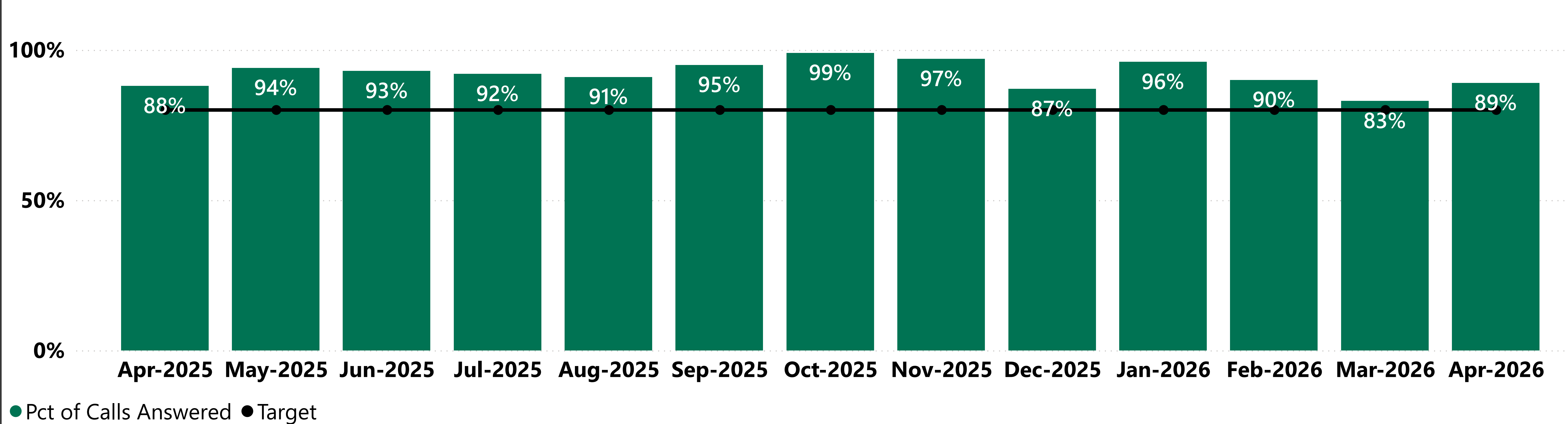
New effectuations for April 2026 are in line with expectations.

Service Center Calls per Plan Submissions



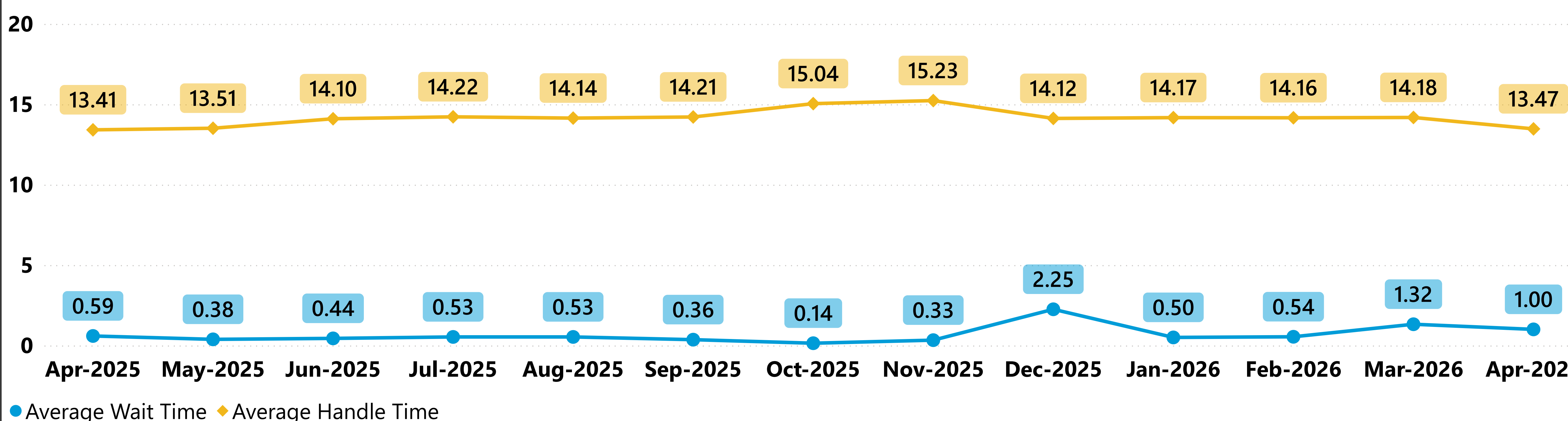
Calls per Submission ratio for April 2026 are higher than expected due in part to increased calls related to tax forms and Manual Verification Requests (MVRs).

Customer Service Center Calls Answered Metrics



Calls Answered Metrics for April 2026 are in line with expectations.

Customer Service Center Call Time Metrics



Call Time Metrics for April 2026 are in line with expectations.

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. 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.
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 2019 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 spent by Call Center Representatives on each individual call. (mm.ss)
Customer Center Service Metrics	Average Wait Time	The average wait time for each incoming call to the Call Center. (mm.ss)
Medical Effectuations	Medical Effectuations	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and 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, 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 in February, they will 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) per Gross Medical Submissions. This is count