

DC HEALTH BENEFIT EXCHANGE AUTHORITY
 2017 Enrollment Summary
 As of April 9th, 2017

HISTORICAL CUSTOMERS SERVED	
PROGRAM	LIVES
Individual	43,472
SHOP	86,544
Medicaid	191,502
TOTAL	321,518

* Total people served from October 1, 2013 - report date.

PAID: CURRENT ENROLLMENT	
PROGRAM	LIVES
QHP	19,037
SHOP	67,414
TOTAL	86,451

* Totals as of April 9th, 2017 - PAID

* SHOP includes 4,209 Groups

* QHP includes 9 paid covered lives with a May 1st start date.

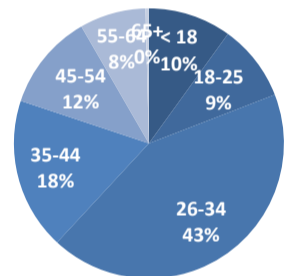
2017 Plan Selection Data

Plan Selection totals include all covered lives who selected plans for 2017, even those who did not end up paying their initial invoice.

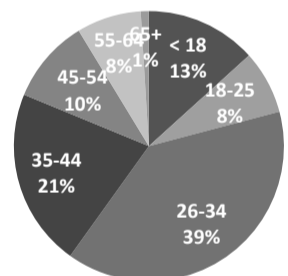
TYPE	COUNT	PERCENT	LAST YEAR	LAST YEAR
Auto Renewals	13,953	56%	13,643	57%
Active Renewals	2,192	9%	3,005	13%
New Customers	7,110	29%	5,938	25%
Special Enrollments	1,656	7%	1,351	6%
TOTAL	24,911	100%	23,937	100%

2017 QHP BY START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
JAN	13,953	1,779	4,314	165	20,211
FEB		245	1,273	202	1,720
MAR		167	1,521	610	2,298
APR		1	2	556	559
MAY				120	120
JUN				3	3
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
TOTAL	13,953	2,192	7,110	1,656	24,911

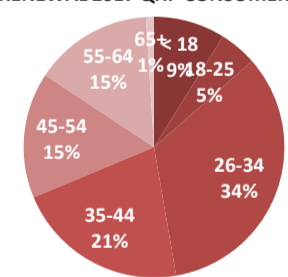
NEW 2017 QHP CONSUMERS



SEP 2017 QHP CONSUMERS



RENEWAL 2017 QHP CONSUMERS



2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	708	220	1,431	10%	13%	9%
18-25	652	126	755	9%	8%	5%
26-34	3,041	646	5,446	43%	39%	34%
35-44	1,294	353	3,463	18%	21%	21%
45-54	822	167	2,515	12%	10%	16%
55-64	564	128	2,374	8%	8%	15%
65+	29	16	161	0%	1%	1%
TOTAL	7,110	1,656	16,145	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	570	109	715	8%	7%	4%
Bronze	2,588	564	4,857	36%	34%	30%
Silver	2,015	476	5,021	28%	29%	31%
Gold	1,040	220	3,008	15%	13%	19%
Platinum	897	287	2,544	13%	17%	16%
TOTAL	7,110	1,656	16,145	100%	100%	100%

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
JAN	19,441	770	20,211
FEB	1,596	124	1,720
MAR	2,117	181	2,298
APR	521	38	559
MAY	111	9	120
JUN	3		3
JUL			0
AUG			0
SEP			0
OCT			0

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NOV			0
DEC			0
TOTAL	23,789	1,122	24,911

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	13,420	533	13,953	3.82%
Auto Renewals	2,105	87	2,192	3.97%
New Customers	6,769	341	7,110	4.80%
Special Enrollments	1,495	161	1,656	9.72%
TOTAL	23,789	1,122	24,911	4.72%

CSR METAL LEVEL	TOTAL
Bronze	50
Silver	332
Gold	1
Platinum	0
TOTAL	383

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	32	11	14	14	71
EXACTLY 85%	12	2	102	13	129
MORE THAN 85%	454	65	193	108	820
UNKNOWN	35	9	32	26	102
TOTAL	533	87	341	161	1,122

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	6%	13%	4%	9%	6%
EXACTLY 85%	2%	2%	30%	8%	11%
MORE THAN 85%	85%	75%	57%	67%	73%
UNKNOWN	7%	10%	9%	16%	9%
TOTAL	100%	100%	100%	100%	100%

Contact Center Statistics

OE CALL CENTER STATS	OE1	OE2	OE3	OE4
Calls Received	86,632	56,415	52,886	47,182
Calls Answered	58,089	42,649	47,351	41,796
Calls Abandoned	26,869	13,233	3,418	5,386
Wait Time (Minutes)	10.4	8.7	1.5	1.9
Talk Time (Minutes)	10.7	12.2	11.4	10.5
Abandonment Rate	31%	23%	6%	11%

DEADLINE DAY STATS	12/23/2013	12/15/2014	12/15/2015	12/15/2016
Calls Received	2,169	2,217	1,905	1,556
Calls Answered	491	951	1,422	1,259
Calls Abandoned	1,594	1,236	437	281
Wait Time (Minutes)	25.5	32.6	7.2	5.6
Talk Time (Minutes)	14.3	16.2	15.2	16.3
Abandonment Rate	73%	56%	23%	18%

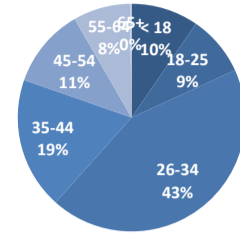
FINAL DAY STATS	3/31/2014	2/15/2015	1/31/2016	1/31/2017
Calls Received	4,419	748	932	1,552
Calls Answered	761	555	803	1,104
Calls Abandoned	3,382	187	111	442
Wait Time (Minutes)	24.4	10.3	2.9	8.9
Talk Time (Minutes)	15.9	22.0	14.8	18.0
Abandonment Rate	77%	25%	12%	28%

2017 Effectuated Covered Lives

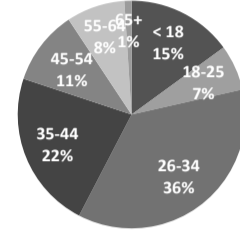
Effectuated totals include all covered lives who made their initial payment and received coverage during Plan Year 2017, but may not still be covered today.

2017 QHP BY START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
JAN	12,036	1,702	3,088	154	16,980
FEB		238	1,051	178	1,467
MAR		160	1,065	480	1,705
APR		1	2	272	275
MAY				11	11
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
TOTAL	12,036	2,101	5,206	1,095	20,438

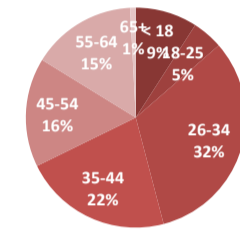
NEW 2017 QHP CONSUMERS



SEP 2017 QHP CONSUMERS



RENEWAL 2017 QHP CONSUMERS



2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	498	164	1,286	10%	15%	9%
18-25	448	71	638	9%	6%	5%
26-34	2,262	396	4,567	43%	36%	32%
35-44	975	246	3,087	19%	22%	22%
45-54	589	116	2,266	11%	11%	16%
55-64	423	91	2,177	8%	8%	15%
65+	11	11	116	0%	1%	1%
TOTAL	5,206	1,095	14,137	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	338	56	600	6%	5%	4%
Bronze	1,775	347	4,185	34%	32%	30%
Silver	1,546	329	4,357	30%	30%	31%
Gold	822	148	2,685	16%	14%	19%
Platinum	725	215	2,310	14%	20%	16%
TOTAL	5,206	1,095	14,137	100%	100%	100%

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
JAN	16,291	689	16,980
FEB	1,356	111	1,467
MAR	1,572	133	1,705
APR	250	25	275
MAY	8	3	11
JUN			0
JUL			0
AUG			0
SEP			0
OCT			0
NOV			0
DEC			0
TOTAL	19,477	961	20,438

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	11,545	491	12,036	4.08%
Auto Renewals	2,016	85	2,101	4.05%
New Customers	4,942	264	5,206	5.07%
Special Enrollments	974	121	1,095	11.05%
TOTAL	19,477	961	20,438	4.93%

CSR METAL LEVEL	TOTAL
Bronze	24
Silver	268
Gold	1
Platinum	0
TOTAL	293

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	28	11	11	13	63
EXACTLY 85%	9	2	79	12	102
MORE THAN 85%	423	63	142	78	706
UNKNOWN	31	9	32	18	90
TOTAL	491	85	264	121	961

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	6%	13%	4%	11%	7%
EXACTLY 85%	2%	2%	30%	10%	11%
MORE THAN 85%	86%	74%	54%	64%	73%
UNKNOWN	6%	11%	12%	15%	9%
TOTAL	100%	100%	100%	100%	100%

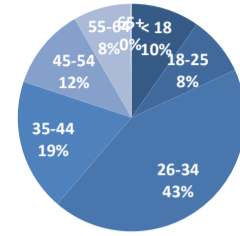
DC HEALTH BENEFIT EXCHANGE AUTHORITY
 2017 Individual - Paid Covered Lives
 As of April 9th, 2017

2017 Paid Covered Lives

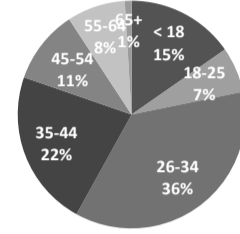
Paid totals include all covered lives who are still paying their premium and receiving coverage, including those with future start dates.

2017 QHP BY START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
JAN	11,000	1,606	2,932	144	15,682
FEB		219	1,019	173	1,411
MAR		150	1,057	466	1,673
APR		1	2	259	262
MAY				9	9
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
TOTAL	11,000	1,976	5,010	1,051	19,037

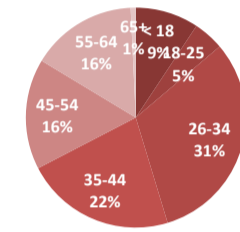
NEW 2017 QHP CONSUMERS



SEP 2017 QHP CONSUMERS



RENEWAL 2017 QHP CONSUMERS



2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	486	161	1,208	10%	15%	9%
18-25	423	68	585	8%	6%	5%
26-34	2,162	381	4,087	43%	36%	31%
35-44	942	234	2,864	19%	22%	22%
45-54	580	110	2,109	12%	10%	16%
55-64	406	87	2,026	8%	8%	16%
65+	11	10	97	0%	1%	1%
TOTAL	5,010	1,051	12,976	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	317	53	525	6%	5%	4%
Bronze	1,699	329	3,826	34%	31%	29%
Silver	1,495	324	4,007	30%	31%	31%
Gold	796	141	2,465	16%	13%	19%
Platinum	703	204	2,153	14%	19%	17%
TOTAL	5,010	1,051	12,976	100%	100%	100%

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
JAN	15,014	668	15,682
FEB	1,301	110	1,411
MAR	1,542	131	1,673
APR	238	24	262
MAY	7	2	9
JUN	0		0
JUL			0
AUG			0
SEP			0
OCT			0
NOV			0
DEC			0
TOTAL	18,102	935	19,037

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	10,525	475	11,000	4.32%
Auto Renewals	1,892	84	1,976	4.25%
New Customers	4,751	259	5,010	5.17%
Special Enrollments	934	117	1,051	11.13%
TOTAL	18,102	935	19,037	5.17%

CSR METAL LEVEL	TOTAL
Bronze	17
Silver	255
Gold	0
Platinum	0
TOTAL	272

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	24	11	10	12	57
EXACTLY 85%	7	2	77	12	98
MORE THAN 85%	416	62	140	76	694
UNKNOWN	28	9	32	17	86
TOTAL	475	84	259	117	935

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SPECIAL	TOTAL
LESS THAN 85%	5%	13%	4%	10%	6%
EXACTLY 85%	1%	2%	30%	10%	10%
MORE THAN 85%	88%	74%	54%	65%	74%
UNKNOWN	6%	11%	12%	15%	9%
TOTAL	100%	100%	100%	100%	100%