

DC HEALTH BENEFIT EXCHANGE AUTHORITY

Enrollment Summary

As of September 8th, 2019

2019 ENROLLMENT SUMMARY		
PROGRAM	CURRENT ENROLLMENT	ENROLLED IN 2019
QHP	15,232	20,255
SHOP	79,109	93,976
TOTAL	94,341	114,231

** Totals As of September 8th, 2019 - PAID*

** SHOP includes 5,107 Groups*

** QHP includes 13 paid covered lives with a future start date.*

SHOP ENROLLMENT HISTORY	GROUPS	COVERED LIVES
CURRENT ENROLLMENT	5,107	79,109
ONE YEAR AGO	4,986	77,979
CHANGE	121	1,130

IVL HISTORY	FULL PAY	APTC	TOTAL
Effectuated Customers	49,972	4,634	54,606
Average Length of Enrollment (Months)	17.9	17.7	17.9
Shortest Enrollment (Months)	1	1	1
Longest Enrollment (Months)	69	69	69
Returning Customer (Has Gap in Enrollment)	36%	35%	36%

The IVL History table is based on 54,606 customers who have effectuated IVL coverage: This also includes currently active customers whose final length of enrollment won't be known until they term. For both subsidized and unsubsidized the longest and shortest enrollments are the same. We've had around 1,600 customers who effectuated enrollment but only stayed for 1 month. We have 265 customers who enrolled with us for January 2014 and have never left. Around 36% of customers left at some point and came back.

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2019 Plan Selection Summary

As of September 8th, 2019

2019 Plan Selection Data

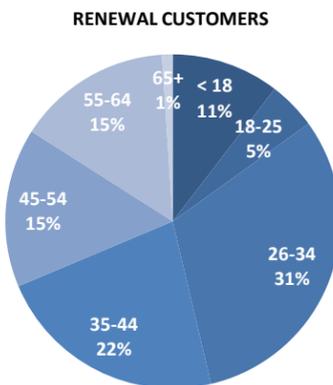
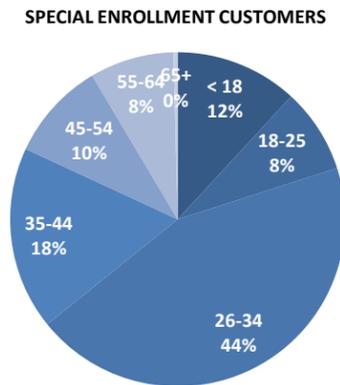
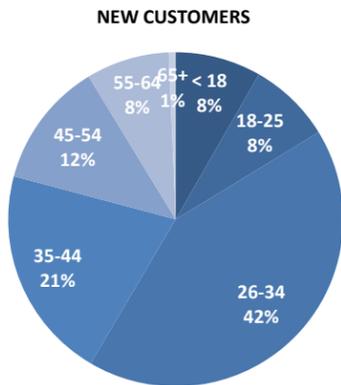
Plan Selection totals include all covered lives who selected plans for 2019, even those who did not end up paying their initial invoice.

TYPE	COUNT	PERCENT	LAST YEAR	LAST YEAR
Auto Renewals	13,258	55%	13,663	52%
Active Renewals	1,960	8%	2,740	10%
New Customers	4,782	20%	5,156	20%
Special Enrollments	4,153	17%	4,748	18%
TOTAL	24,153	100%	26,307	100%

* Last Year Totals as of September 9th, 2018

START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
January	13,258	1,627	3,369	65	18,319
February		229	767	70	1,066
March		104	643	342	1,089
April			3	545	548
May				503	503
June				560	560
July				620	620
August				718	718
September				630	630
October				96	96
November				4	4
December					0
TOTAL	13,258	1,960	4,782	4,153	24,153

AGE GROUPS	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
< 18	396	492	1,587	2,475	8%	12%	10%	10%
18-25	382	340	704	1,426	8%	8%	5%	6%
26-34	2,018	1,834	4,758	8,610	42%	44%	31%	36%
35-44	989	736	3,398	5,123	21%	18%	22%	21%
45-54	581	397	2,342	3,320	12%	10%	15%	14%
55-64	384	337	2,271	2,992	8%	8%	15%	12%
65+	32	17	158	207	1%	0%	1%	1%
TOTAL	4,782	4,153	15,218	24,153	100%	100%	100%	100%



METAL LEVEL	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
Platinum	689	773	2,655	4,117	14%	19%	17%	17%
Gold	1,095	907	3,231	5,233	23%	22%	21%	22%
Silver	1,150	1,019	4,150	6,319	24%	25%	27%	26%
Bronze	1,440	1,072	4,551	7,063	30%	26%	30%	29%
Catastrophic	408	382	631	1,421	9%	9%	4%	6%
TOTAL	4,782	4,153	15,218	24,153	100%	100%	100%	100%

RECEIVES APTC	NO	YES	TOTAL	% WITH APTC
January	17,378	941	18,319	5%
February	974	92	1,066	9%
March	956	133	1,089	12%
April	496	52	548	9%
May	468	35	503	7%
June	504	56	560	10%
July	582	38	620	6%
August	670	48	718	7%
September	597	33	630	5%
October	88	8	96	8%
November	4		4	0%
December			0	
TOTAL	22,717	1,436	24,153	6%

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As of September 8th, 2019

RECEIVES APTC	NO	YES	TOTAL	% WITH APTC
Auto Renewals	12,568	690	13,258	5%
Active Renewals	1,871	89	1,960	5%
New Customers	4,437	345	4,782	7%
Special Enrollments	3,841	312	4,153	8%
TOTAL	22,717	1,436	24,153	6%

CSR METAL LEVEL	TOTAL
Bronze	2
Silver	488
Gold	0
Platinum	0
TOTAL	490

DID NOT USE CSR	TOTAL
Catastrophic	8
Bronze	39
Silver	7
Gold	15
Platinum	15
TOTAL	84

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	31	4	19	17	71
EXACTLY 85%	3	3	95	39	140
MORE THAN 85%	537	65	185	129	916
UNKNOWN	42	5	13	84	144
TOTAL	613	77	312	269	1,271

* Counts do not include dependents.

* Those marked unknown need to be investigated for recent APTC Eligibility determination.

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	5%	5%	6%	6%	6%
EXACTLY 85%	0%	4%	30%	14%	11%
MORE THAN 85%	88%	84%	59%	48%	72%
UNKNOWN	7%	6%	4%	31%	11%
TOTAL	100%	100%	100%	100%	100%

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2019 Paid Summary

As of September 8th, 2019

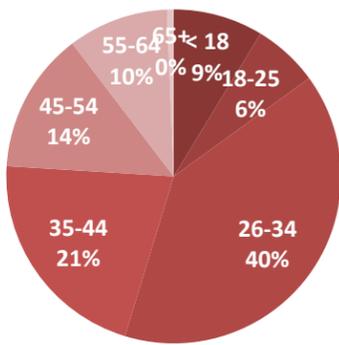
2019 Paid Covered Lives

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

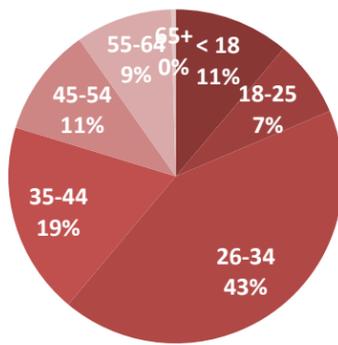
START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
January	8,758	1,181	1,648	44	11,631
February		153	378	51	582
March		66	299	205	570
April			2	317	319
May				322	322
June				376	376
July				460	460
August				577	577
September				382	382
October				13	13
November				0	0
December					0
TOTAL	8,758	1,400	2,327	2,747	15,232

AGE GROUPS	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
< 18	202	306	1,123	1,631	9%	11%	11%	11%
18-25	147	205	458	810	6%	7%	5%	5%
26-34	924	1,167	2,634	4,725	40%	42%	26%	31%
35-44	495	512	2,294	3,301	21%	19%	23%	22%
45-54	318	289	1,810	2,417	14%	11%	18%	16%
55-64	226	256	1,750	2,232	10%	9%	17%	15%
65+	15	12	89	116	1%	0%	1%	1%
TOTAL	2,327	2,747	10,158	15,232	100%	100%	100%	100%

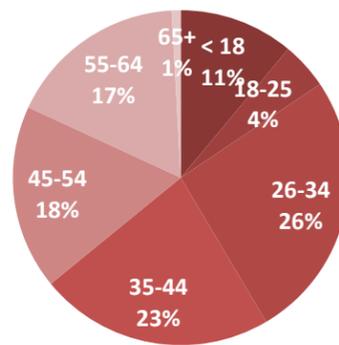
NEW CUSTOMERS



SPECIAL ENROLLMENT CUSTOMERS



RENEWAL CUSTOMERS



METAL LEVEL	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
Platinum	398	575	1,925	2,898	17%	21%	19%	19%
Gold	577	642	2,202	3,421	25%	23%	22%	22%
Silver	610	700	2,847	4,157	26%	25%	28%	27%
Bronze	582	641	2,854	4,077	25%	23%	28%	27%
Catastrophic	160	189	330	679	7%	7%	3%	4%
TOTAL	2,327	2,747	10,158	15,232	100%	100%	100%	100%

RECEIVES APTC	NO	YES	TOTAL	% WITH APTC
Auto Renewals	8,251	507	8,758	6%
Active Renewals	1,326	74	1,400	5%
New Customers	2,152	175	2,327	8%
Special Enrollments	2,538	209	2,747	8%
TOTAL	14,267	965	15,232	7%

RECEIVES APTC	NO	YES	TOTAL
January	10,985	646	11,631
February	524	58	582
March	490	80	570
April	283	36	319
May	297	25	322
June	341	35	376
July	437	23	460
August	537	40	577
September	362	20	382
October	11	2	13
November	0		0
December			0
TOTAL	14,267	965	15,232

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CSR METAL LEVEL	TOTAL
Bronze	2
Silver	338
Gold	0
Platinum	0
TOTAL	340

DID NOT USE CSR	TOTAL
Catastrophic	2
Bronze	21
Silver	6
Gold	5
Platinum	8
TOTAL	42

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	15	2	12	11	40
EXACTLY 85%	3	3	37	22	65
MORE THAN 85%	402	54	102	91	649
UNKNOWN	29	4	8	56	97
TOTAL	449	63	159	180	851

* Counts do not include dependents.

* Those marked unknown need to be investigated for recent APTC Eligibility determination.

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	3%	3%	8%	6%	5%
EXACTLY 85%	1%	5%	23%	12%	8%
MORE THAN 85%	90%	86%	64%	51%	76%
UNKNOWN	6%	6%	5%	31%	11%
TOTAL	100%	100%	100%	100%	100%

* Counts do not include dependents.

* Those marked unknown need to be investigated for recent APTC Eligibility determination.