

DC HEALTH BENEFIT EXCHANGE AUTHORITY  
 BOD Meeting Stats  
 February 5th, 2017

**Effectuations - PAID**

PAID: CURRENT ENROLLMENT	
PROGRAM	LIVES
QHP	18,017
SHOP	64,805
<b>TOTAL</b>	<b>82,822</b>

\* Totals as of February 5th, 2017 - PAID

\* SHOP includes 3,925 Groups

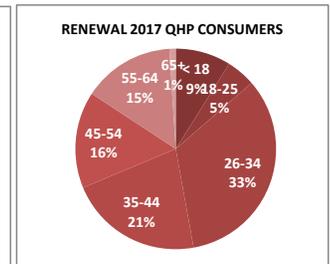
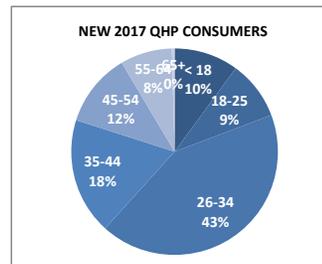
**Plan Selection Data - open enrollment 4**

**2017 PLAN SELECTION COVERED LIVES - open enrollment 4 compared to OE3**

TYPE	COUNT	PERCENT	LAST YEAR	LAST YEAR
Auto Renewals	14,196	60%	13,815	60%
Active Renewals	2,257	9%	3,085	14%
New Customers	7,326	31%	6,012	26%
<b>TOTAL</b>	<b>23,779</b>	<b>100%</b>	<b>22,912</b>	<b>100%</b>

2017 QHP	1/1 START	2/1 START	3/1 START	TOTAL
Active Renewals	1,816	260	181	2,257
Auto Renewals	14,196	0	0	14,196
New Customers	4,412	1,330	1,584	7,326
<b>TOTAL</b>	<b>20,424</b>	<b>1,590</b>	<b>1,765</b>	<b>23,779</b>

2017 QHP AGE GROUPS	NEW	RENEWAL	NEW %	RENEWAL %
< 18	737	1,467	10%	9%
18-25	673	773	9%	5%
26-34	3,111	5,516	42%	34%
35-44	1,335	3,546	18%	22%
45-54	845	2,559	12%	16%
55-64	594	2,424	8%	15%
65+	31	168	0%	1%
<b>TOTAL</b>	<b>7,326</b>	<b>16,453</b>	<b>100%</b>	<b>100%</b>



2017 QHP METAL LEVEL	NEW	RENEWAL	NEW %	RENEWAL %
Catastrophic	583	727	8%	4%
Bronze	2,675	4,957	37%	30%
Silver	2,081	5,115	28%	31%
Gold	1,056	3,056	14%	19%
Platinum	931	2,598	13%	16%
<b>TOTAL</b>	<b>7,326</b>	<b>16,453</b>	<b>100%</b>	<b>100%</b>

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
1/1 START	19,669	755	20,424
2/1 START	1,499	91	1,590
3/1 START	1,644	121	1,765
<b>TOTAL</b>	<b>22,812</b>	<b>967</b>	<b>23,779</b>

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	2,171	86	2,257	3.81%
Auto Renewals	13,663	533	14,196	3.75%
New Customers	6,978	348	7,326	4.75%

DC HEALTH BENEFIT EXCHANGE AUTHORITY

BOD Meeting Stats

February 5th, 2017

TOTAL	22,812	967	23,779	4.07%
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CSR METAL LEVEL	TOTAL
Bronze	53
Silver	299
Gold	1
Platinum	0
TOTAL	353

% OF APTC TAKEN	ACTIVE RENEWAL	AUTO RENEWAL	NEW CUSTOMER	TOTAL
LESS THAN 85%	10	32	14	56
EXACTLY 85%	0	11	88	99
MORE THAN 85%	62	447	174	683
UNKNOWN	14	43	72	129
TOTAL	86	533	348	967

% OF APTC TAKEN	ACTIVE RENEWAL	AUTO RENEWAL	NEW CUSTOMER	TOTAL
LESS THAN 85%	12%	6%	4%	6%
EXACTLY 85%	0%	2%	25%	10%
MORE THAN 85%	72%	84%	50%	71%
UNKNOWN	16%	8%	21%	13%
TOTAL	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%