

**DC HEALTH BENEFIT EXCHANGE AUTHORITY**

**Enrollment Summary**

*As of February 19th, 2018*

PAID: CURRENT ENROLLMENT	
PROGRAM	LIVES
QHP	17,630
SHOP	76,574
<b>TOTAL</b>	<b>94,204</b>

*\* Totals As of February 19th, 2018 - PAID*

*\* SHOP includes 4,892 Groups*

*\* QHP includes 250 paid covered lives with a March start date.*

**DC HEALTH BENEFIT EXCHANGE AUTHORITY**  
**2018 Plan Selection Summary**  
**As of February 19th, 2018**

**2018 Plan Selection Data**

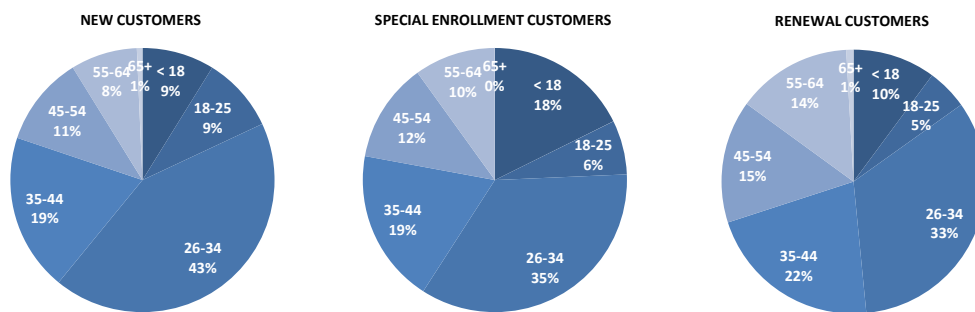
Plan Selection totals include all covered lives who selected plans for 2018, even those who did not end up paying their initial invoice.

TYPE	COUNT	PERCENT	LAST YEAR	LAST YEAR
Auto Renewals	14,210	63%	14,196	60%
Active Renewals	2,865	13%	2,257	9%
New Customers	5,461	24%	7,326	31%
Special Enrollments	181	1%	0	0%
<b>TOTAL</b>	<b>22,717</b>	<b>100%</b>	<b>23,779</b>	<b>100%</b>

\* Last Year Totals as of February 5th, 2017

START DATE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
January	14,210	2,407	3,897	19	20,533
February		270	832	23	1,125
March		188	730	137	1,055
April			2	2	4
May					0
June					0
July					0
August					0
September					0
October					0
November					0
December					0
<b>TOTAL</b>	<b>14,210</b>	<b>2,865</b>	<b>5,461</b>	<b>181</b>	<b>22,717</b>

AGE GROUPS	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
< 18	483	32	1,730	2,245	9%	18%	10%	10%
18-25	502	12	854	1,368	9%	7%	5%	6%
26-34	2,342	63	5,687	8,092	43%	35%	33%	36%
35-44	1,051	34	3,680	4,765	19%	19%	22%	21%
45-54	601	22	2,564	3,187	11%	12%	15%	14%
55-64	445	18	2,408	2,871	8%	10%	14%	13%
65+	37	0	152	189	1%	0%	1%	1%
<b>TOTAL</b>	<b>5,461</b>	<b>181</b>	<b>17,075</b>	<b>22,717</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



METAL LEVEL	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
Platinum	765	25	2,811	3,601	14%	14%	16%	16%
Gold	1,022	40	3,228	4,290	19%	22%	19%	19%
Silver	1,459	41	4,930	6,430	27%	23%	29%	28%
Bronze	1,788	68	5,395	7,251	33%	38%	32%	32%
Catastrophic	427	7	711	1,145	8%	4%	4%	5%
<b>TOTAL</b>	<b>5,461</b>	<b>181</b>	<b>17,075</b>	<b>22,717</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

RECEIVES APTC	NO	YES	TOTAL
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**DC HEALTH BENEFIT EXCHANGE AUTHORITY**

**2018 Plan Selection Summary**

*As of February 19th, 2018*

January	19,494	1,039	20,533
February	1,041	84	1,125
March	959	96	1,055
April	4		4
May			0
June			0
July			0
August			0
September			0
October			0
November			0
December			0
<b>TOTAL</b>	<b>21,498</b>	<b>1,219</b>	<b>22,717</b>

RECEIVES APTC	NO	YES	TOTAL	% WITH APTC
Auto Renewals	13,531	679	14,210	5%
Active Renewals	2,718	147	2,865	5%
New Customers	5,086	375	5,461	7%
Special Enrollments	163	18	181	10%
<b>TOTAL</b>	<b>21,498</b>	<b>1,219</b>	<b>22,717</b>	<b>0</b>

CSR METAL LEVEL	TOTAL
Bronze	0
Silver	399
Gold	0
Platinum	0
<b>TOTAL</b>	<b>399</b>

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	82	17	24	1	124
EXACTLY 85%	36	25	112	0	173
MORE THAN 85%	456	83	162	11	712
UNKNOWN	15	4	21	3	43
<b>TOTAL</b>	<b>589</b>	<b>129</b>	<b>319</b>	<b>15</b>	<b>1,052</b>

\* 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%	14%	13%	8%	7%	12%
EXACTLY 85%	6%	19%	35%	0%	16%
MORE THAN 85%	77%	64%	51%	73%	68%
UNKNOWN	3%	3%	7%	20%	4%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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**DC HEALTH BENEFIT EXCHANGE AUTHORITY**

**2018 Paid Summary**

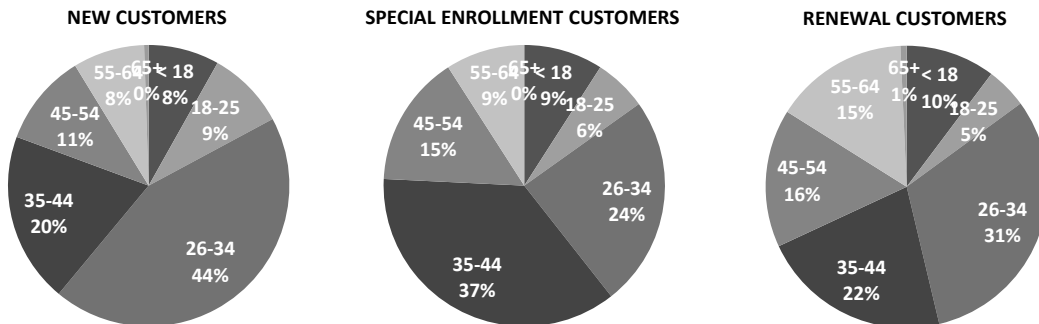
*As of February 19th, 2018*

**2018 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	11,555	2,206	2,858	7	16,626
February		227	517	10	754
March		134	100	16	250
April			0	0	0
May					0
June					0
July					0
August					0
September					0
October					0
November					0
December					0
<b>TOTAL</b>	<b>11,555</b>	<b>2,567</b>	<b>3,475</b>	<b>33</b>	<b>17,630</b>

AGE GROUPS	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
< 18	283	3	1,447	1,733	8%	X	10%	10%
18-25	313	2	664	979	9%	X	5%	6%
26-34	1,525	8	4,425	5,958	44%	X	31%	34%
35-44	681	12	3,078	3,771	20%	X	22%	21%
45-54	369	5	2,237	2,611	11%	X	16%	15%
55-64	286	3	2,171	2,460	8%	X	15%	14%
65+	18	0	100	118	1%	X	1%	1%
<b>TOTAL</b>	<b>3,475</b>	<b>33</b>	<b>14,122</b>	<b>17,630</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>



METAL LEVEL	NEW	SEP	RENEWAL	TOTAL	NEW %	SEP %	RENEWAL %	TOTAL %
Platinum	528	6	2,408	2,942	15%	X	17%	17%
Gold	725	8	2,778	3,511	21%	X	20%	20%
Silver	948	7	4,034	4,989	27%	X	29%	28%
Bronze	1,010	12	4,370	5,392	29%	X	31%	31%
Catastrophic	264	0	532	796	8%	X	4%	5%
<b>TOTAL</b>	<b>3,475</b>	<b>33</b>	<b>14,122</b>	<b>17,630</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

RECEIVES APTC	NO	YES	TOTAL	% WITH APTC
Auto Renewals	10,971	584	11,555	5%
Active Renewals	2,436	131	2,567	5%
New Customers	3,248	227	3,475	7%
Special Enrollments	27	6	33	X

**DC HEALTH BENEFIT EXCHANGE AUTHORITY**

**2018 Paid Summary**

*As of February 19th, 2018*

<b>TOTAL</b>	<b>16,682</b>	<b>948</b>	<b>17,630</b>	<b>0</b>
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RECEIVES APTC	NO	YES	TOTAL
January	15,752	874	16,626
February	703	51	754
March	227	23	250
April	0		0
May			0
June			0
July			0
August			0
September			0
October			0
November			0
December			0
<b>TOTAL</b>	<b>16,682</b>	<b>948</b>	<b>17,630</b>

CSR METAL LEVEL	TOTAL
Bronze	0
Silver	274
Gold	0
Platinum	0
<b>TOTAL</b>	<b>274</b>

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	65	16	10	0	91
EXACTLY 85%	34	24	66	0	124
MORE THAN 85%	403	71	109	4	587
UNKNOWN	12	2	10	1	25
<b>TOTAL</b>	<b>514</b>	<b>113</b>	<b>195</b>	<b>5</b>	<b>827</b>

*\* 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%	13%	14%	5%	0%	11%
EXACTLY 85%	7%	21%	34%	0%	15%
MORE THAN 85%	78%	63%	56%	80%	71%
UNKNOWN	2%	2%	5%	20%	3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*\* Counts do not include dependents.*

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

**DC HEALTH BENEFIT EXCHANGE AUTHORITY**  
**Open Enrollment Contact Center Summary**  
*As of February 19th, 2018*

**Contact Center Statistics**

OE CALL CENTER STATS	OE1	OE2	OE3	OE4	OE5
Calls Received	86,632	56,415	52,886	47,182	41,295
Calls Answered	58,089	42,649	47,351	41,796	39,923
Calls Abandoned	26,869	13,233	3,418	5,386	1,143
Wait Time (Minutes)	10.4	8.7	1.5	1.9	0.8
Talk Time (Minutes)	10.7	12.2	11.4	10.5	13.9
Abandonment Rate	31%	23%	6%	11%	3%

DEADLINE DAY STATS	12/23/2013	12/15/2014	12/15/2015	12/15/2016	12/15/2016
Calls Received	2,169	2,217	1,905	1,556	1,912
Calls Answered	491	951	1,422	1,259	1,608
Calls Abandoned	1,594	1,236	437	281	263
Wait Time (Minutes)	25.5	32.6	7.2	5.6	5.5
Talk Time (Minutes)	14.3	16.2	15.2	16.3	16.4
Abandonment Rate	73%	56%	23%	18%	14%

FINAL DAY STATS	3/31/2014	2/15/2015	1/31/2016	1/31/2017	2/5/2018
Calls Received	4,419	748	932	1,552	970
Calls Answered	761	555	803	1,104	712
Calls Abandoned	3,382	187	111	442	212
Wait Time (Minutes)	24.4	10.3	2.9	8.9	6.8
Talk Time (Minutes)	15.9	22.0	14.8	18.0	14.4
Abandonment Rate	77%	25%	12%	28%	22%