

DC HEALTH BENEFIT EXCHANGE AUTHORITY
 2017 Plan Selections
 As of March 5th, 2017

Effectuations - PAID

PAID: CURRENT ENROLLMENT	
PROGRAM	LIVES
QHP	18,683
SHOP	66,222
TOTAL	84,905

* Totals as of March 5th, 2017 - PAID

* SHOP includes 4,076 Groups

2017 Plan Selection Data

2017 PLAN SELECTION COVERED LIVES

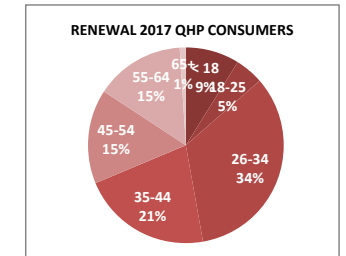
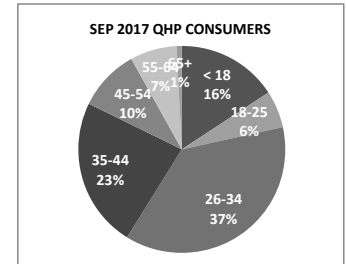
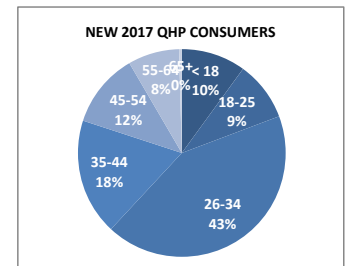
TYPE	COUNT	PERCENT	LAST YEAR	LAST YEAR
Auto Renewals	14,059	58%	13,815	59%
Active Renewals	2,222	9%	3,085	13%
New Customers	7,207	30%	6,012	26%
Special Enrollments	863	4%	605	3%
TOTAL	24,351	100%	23,517	100%

2017 QHP	1/1 START	2/1 START	3/1 START	4/1 START	5/1 START	TOTAL
Auto Renewals	14,059					14,059
Active Renewals	1,794	250	177	1		2,222
New Customers	4,355	1,304	1,546	2		7,207
Special Enrollments	127	155	502	76	3	863
TOTAL	20,335	1,709	2,225	79	3	24,351

2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	722	136	1,444	10%	16%	9%
18-25	666	50	765	9%	6%	5%
26-34	3,074	322	5,475	43%	37%	34%
35-44	1,306	202	3,498	18%	23%	21%
45-54	833	83	2,535	12%	10%	16%
55-64	576	63	2,399	8%	7%	15%
65+	30	7	165	0%	1%	1%
TOTAL	7,207	863	16,281	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	575	50	724	8%	6%	4%
Bronze	2,637	315	4,893	37%	37%	30%
Silver	2,033	248	5,061	28%	29%	31%
Gold	1,048	99	3,034	15%	11%	19%
Platinum	914	151	2,569	13%	17%	16%
TOTAL	7,207	863	16,281	100%	100%	100%

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
1/1 START	19,572	763	20,335
2/1 START	1,589	120	1,709
3/1 START	2,075	150	2,225
4/1 START	75	4	79
5/1 START	3		3
TOTAL	23,314	1,037	24,351



DC HEALTH BENEFIT EXCHANGE AUTHORITY

2017 Plan Selections

As of March 5th, 2017

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	13,526	533	14,059	3.79%
Auto Renewals	2,137	85	2,222	3.83%
New Customers	6,866	341	7,207	4.73%
Special Enrollments	785	78	863	9.04%
TOTAL	23,314	1,037	24,351	4.45%

CSR METAL LEVEL	TOTAL
Bronze	51
Silver	306
Gold	1
Platinum	0
TOTAL	358

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	33	10	14	7	64
EXACTLY 85%	12	2	102	6	122
MORE THAN 85%	452	64	193	45	754
UNKNOWN	36	9	32	20	97
TOTAL	533	85	341	78	1,037

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	6%	12%	4%	9%	6%
EXACTLY 85%	2%	2%	30%	8%	12%
MORE THAN 85%	85%	75%	57%	58%	73%
UNKNOWN	7%	11%	9%	26%	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%

DC HEALTH BENEFIT EXCHANGE AUTHORITY
 2017 Effectuations
 As of March 5th, 2017

2017 Effectuated Covered Lives

2017 QHP	1/1 START	2/1 START	3/1 START	4/1 START	TOTAL
Auto Renewals	12,133				12,133
Active Renewals	1,712	243	154	1	2,110
New Customers	3,092	1,046	669	1	4,808
Special Enrollments	103	94	173	3	373
TOTAL	17,040	1,383	996	5	19,424

2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	478	74	1,293	10%	20%	9%
18-25	408	21	652	8%	6%	5%
26-34	2,062	119	4,602	43%	32%	32%
35-44	911	87	3,104	19%	23%	22%
45-54	543	40	2,272	11%	11%	16%
55-64	397	30	2,201	8%	8%	15%
65+	9	2	119	0%	1%	1%
TOTAL	4,808	373	14,243	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	294	12	608	6%	3%	4%
Bronze	1,558	132	4,210	32%	35%	30%
Silver	1,466	103	4,383	30%	28%	31%
Gold	778	52	2,709	16%	14%	19%
Platinum	712	74	2,333	15%	20%	16%
TOTAL	4,808	373	14,243	100%	100%	100%

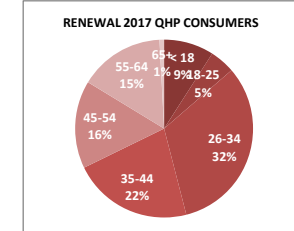
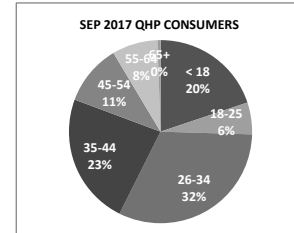
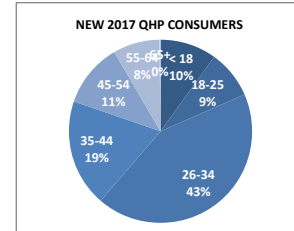
2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
1/1 START	16,357	683	17,040
2/1 START	1,283	100	1,383
3/1 START	927	69	996
4/1 START	4	1	5
TOTAL	18,571	853	19,424

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	11,639	494	12,133	4.07%
Auto Renewals	2,029	81	2,110	3.84%
New Customers	4,572	236	4,808	4.91%
Special Enrollments	331	42	373	11.26%
TOTAL	18,571	853	19,424	4.59%

CSR METAL LEVEL	TOTAL
Bronze	24
Silver	243
Gold	1
Platinum	0
TOTAL	268

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	31	10	8	3	52
EXACTLY 85%	12	2	71	3	88
MORE THAN 85%	419	61	137	25	642
UNKNOWN	32	8	20	11	71
TOTAL	494	81	236	42	853

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	6%	12%	3%	7%	6%
EXACTLY 85%	2%	2%	30%	7%	10%
MORE THAN 85%	85%	75%	58%	60%	75%
UNKNOWN	6%	10%	8%	26%	8%
TOTAL	100%	100%	100%	100%	100%



DC HEALTH BENEFIT EXCHANGE AUTHORITY
 2017 Currently Active
 As of March 5th, 2017

2017 Currently Active Covered Lives

2017 QHP	1/1 START	2/1 START	3/1 START	TOTAL
Auto Renewals	11,598			11,598
Active Renewals	1,656	220	131	2,007
New Customers	3,024	1,039	666	4,729
Special Enrollments	95	85	169	349
TOTAL	16,373	1,344	966	18,683

2017 QHP AGE GROUPS	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
< 18	470	70	1,249	10%	20%	9%
18-25	402	17	626	9%	5%	5%
26-34	2,023	110	4,313	43%	32%	32%
35-44	899	81	2,978	19%	23%	22%
45-54	539	39	2,197	11%	11%	16%
55-64	387	30	2,129	8%	9%	16%
65+	9	2	113	0%	1%	1%
TOTAL	4,729	349	13,605	100%	100%	100%

2017 QHP METAL LEVEL	NEW	SEP	RENEWAL	NEW %	SEP %	RENEWAL %
Catastrophic	288	12	569	6%	3%	4%
Bronze	1,531	119	3,980	32%	34%	29%
Silver	1,441	99	4,205	30%	28%	31%
Gold	769	50	2,590	16%	14%	19%
Platinum	700	69	2,261	15%	20%	17%
TOTAL	4,729	349	13,605	100%	100%	100%

2017 QHP - APTC	NO APTC	RECEIVES APTC	TOTAL
1/1 START	15,699	674	16,373
2/1 START	1,245	99	1,344
3/1 START	898	68	966
TOTAL	17,842	841	18,683

RECEIVES APTC	NO APTC	RECEIVES APTC	TOTAL	% WITH APTC
Active Renewals	11,112	486	11,598	4.19%
Auto Renewals	1,929	78	2,007	3.89%
New Customers	4,494	235	4,729	4.97%
Special Enrollments	307	42	349	12.03%
TOTAL	17,842	841	18,683	4.71%

CSR METAL LEVEL	TOTAL
Bronze	19
Silver	236
Gold	1
Platinum	0
TOTAL	256

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	31	10	8	3	52
EXACTLY 85%	12	2	71	3	88
MORE THAN 85%	411	58	136	25	630
UNKNOWN	32	8	20	11	71
TOTAL	486	78	235	42	841

% OF APTC TAKEN	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	SEP	TOTAL
LESS THAN 85%	6%	13%	3%	7%	6%
EXACTLY 85%	2%	3%	30%	7%	10%
MORE THAN 85%	85%	74%	58%	60%	75%
UNKNOWN	7%	10%	9%	26%	8%
TOTAL	100%	100%	100%	100%	100%

