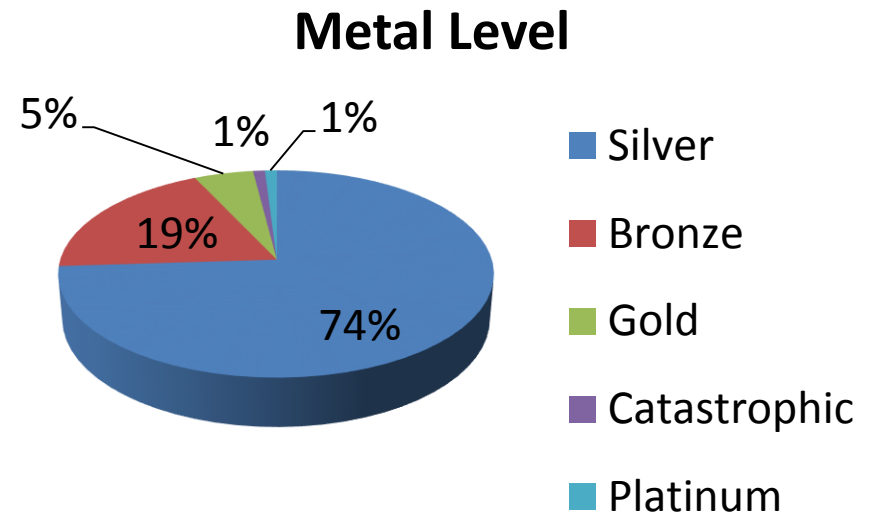
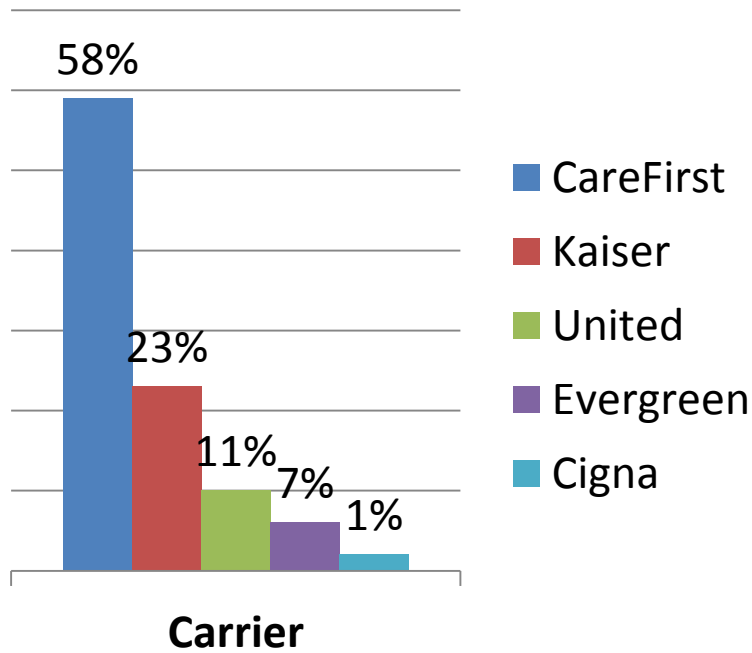


**Operations
Open Enrollment 3 Update**

Michele Eberle, Chief Operating Officer

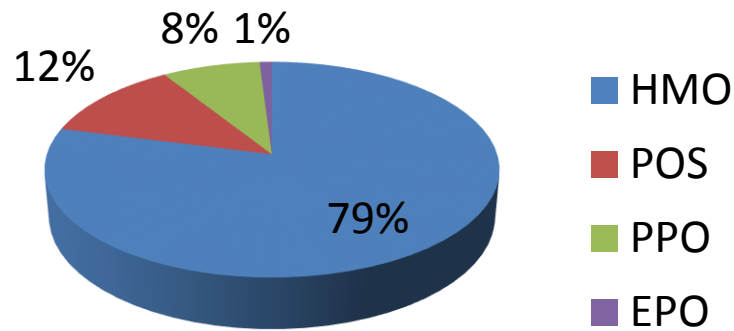
Carrier and Plan Management

Early enrollment analysis

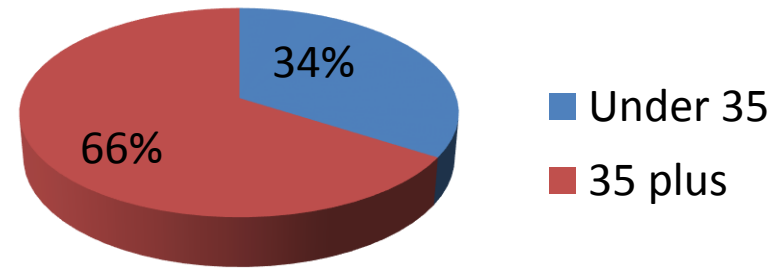


Carrier and Plan Management

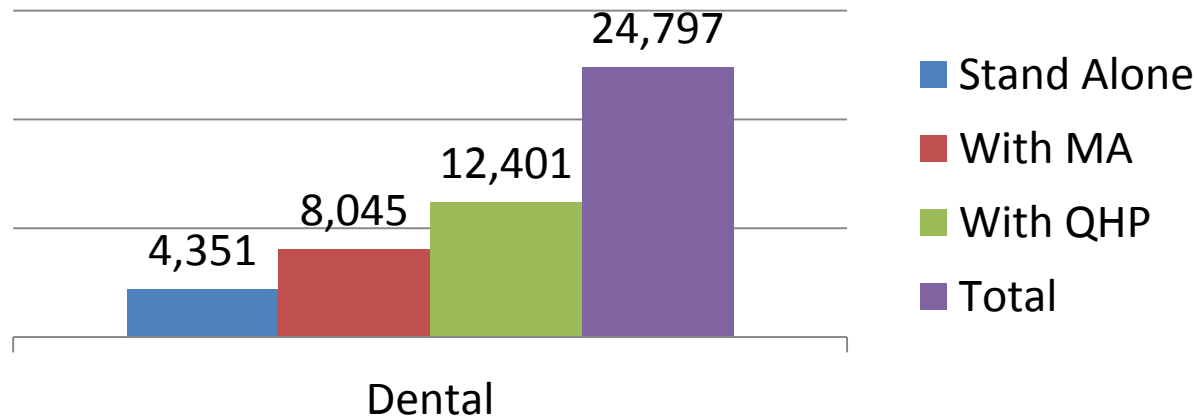
Plan Type



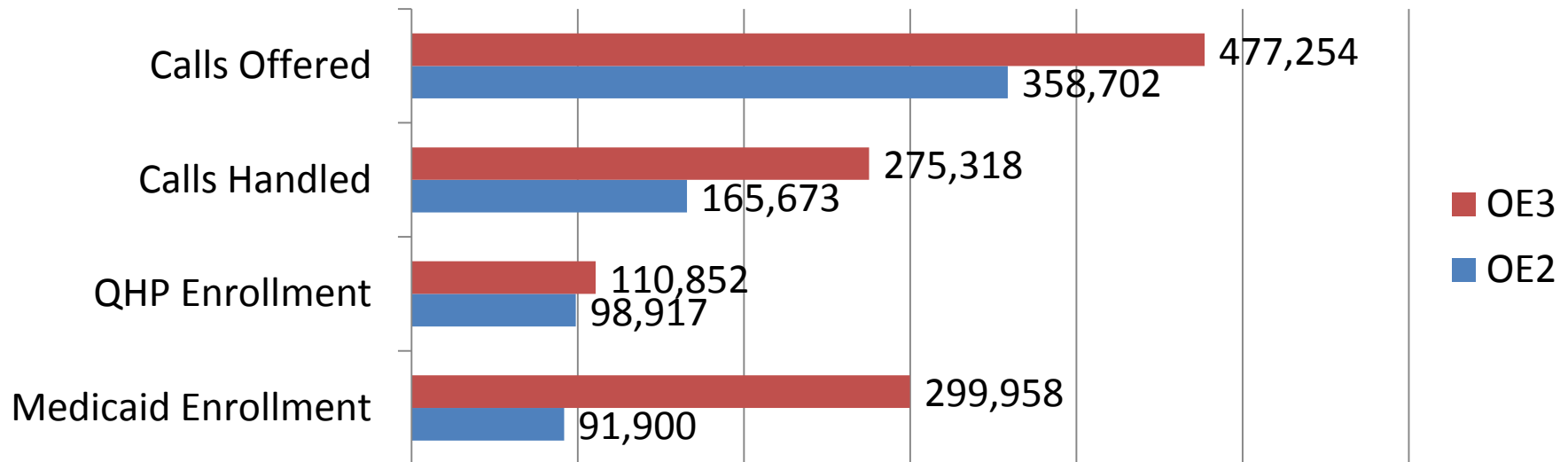
Age Distribution



Stand alone dental plans enrollment continues to grow!



Volume continues high due to Medicaid Redeterminations Additional staff in training to be ready to handle 1095 questions



Extended hours final weekend of open enrollment

- Saturday 1/30/16 call center will be taking calls from 8am to 6pm
- Sunday 1/31/16 call center will be taking calls from 10am to 10pm and will resolve calls in queue through 11:30pm

Activities completed through first eight weeks of open enrollment 2016

- 48,200 Contacts made with potential enrollees
- 14,495 in-person appointments completed
- 14,360 QHP enrollments completed
- 15,980 Medicaid enrollments completed
- Total of 30,340 enrollments assisted with!
- Average of 104 navigators per month assisting

Broker Assisted Transfer Pilot Program (BAT Phone)

Since the beginning of open enrollment

- Answered 2348 calls
- Performed 1386 enrollments
- Overall conversion rate of 59%
- Logged over 5344 hours in the queue
- Spent over 739 hours talking to consumers
- Engaged on weekends



Questions?