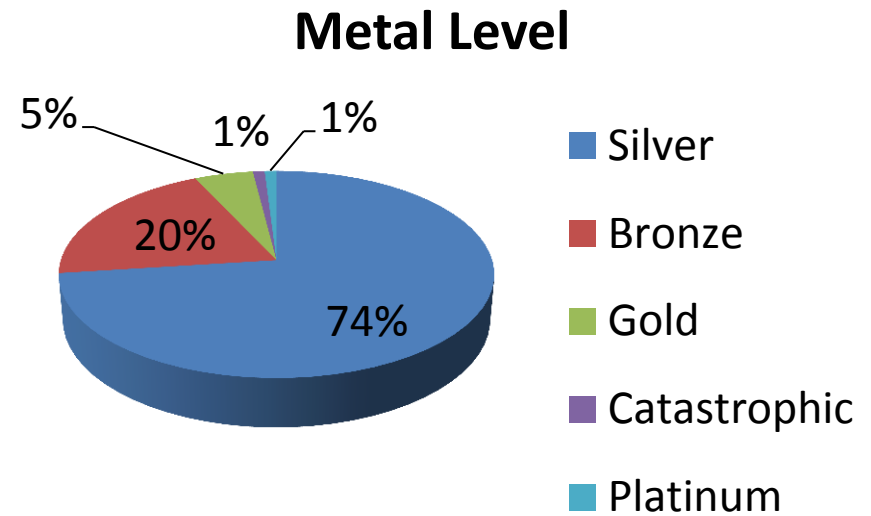
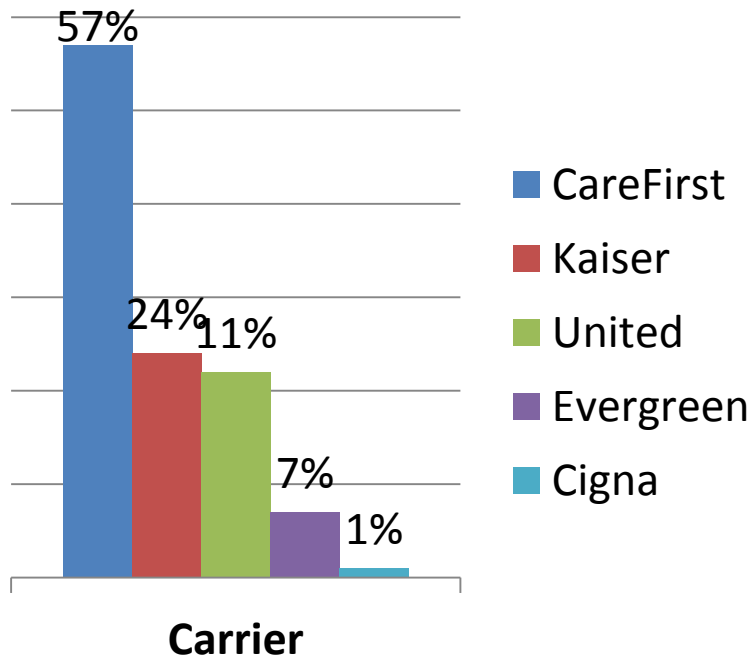


Operations
Open Enrollment Readiness

Michele Eberle, Chief Operating Officer

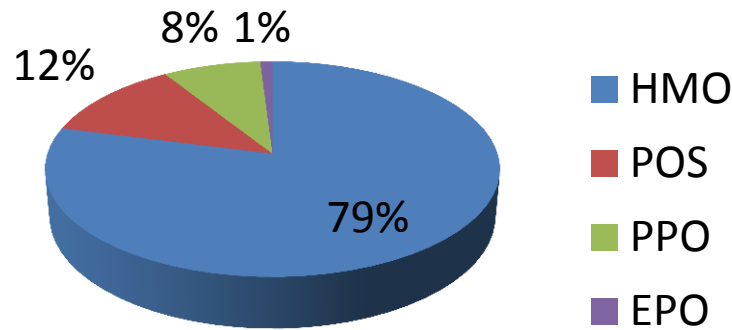
Carrier and Plan Management

All Open Enrollment Readiness Tasks Complete! Early enrollment analysis

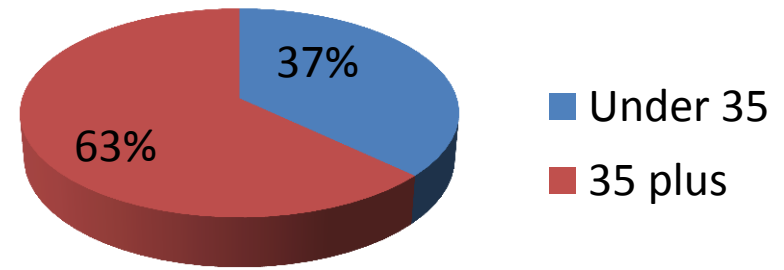


Carrier and Plan Management

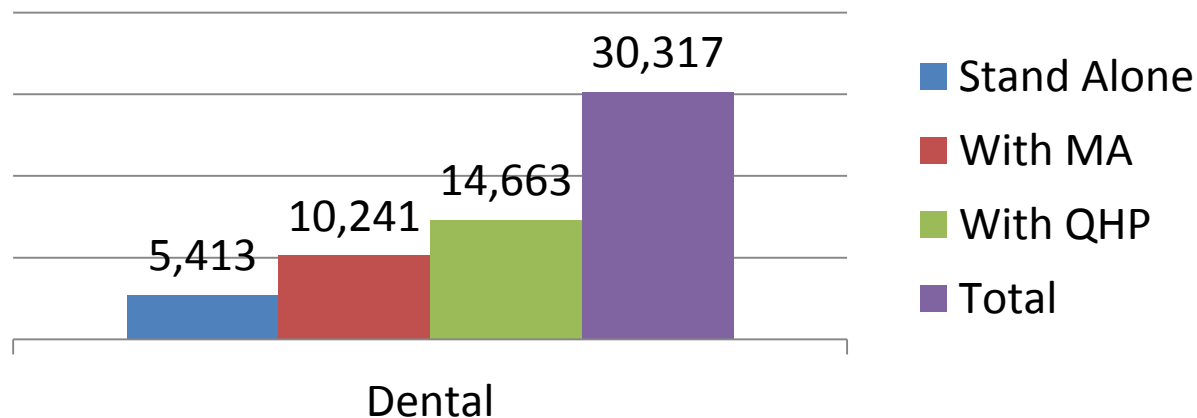
Plan Type



Age Distribution



Stand alone dental plans enrollment continues to grow!

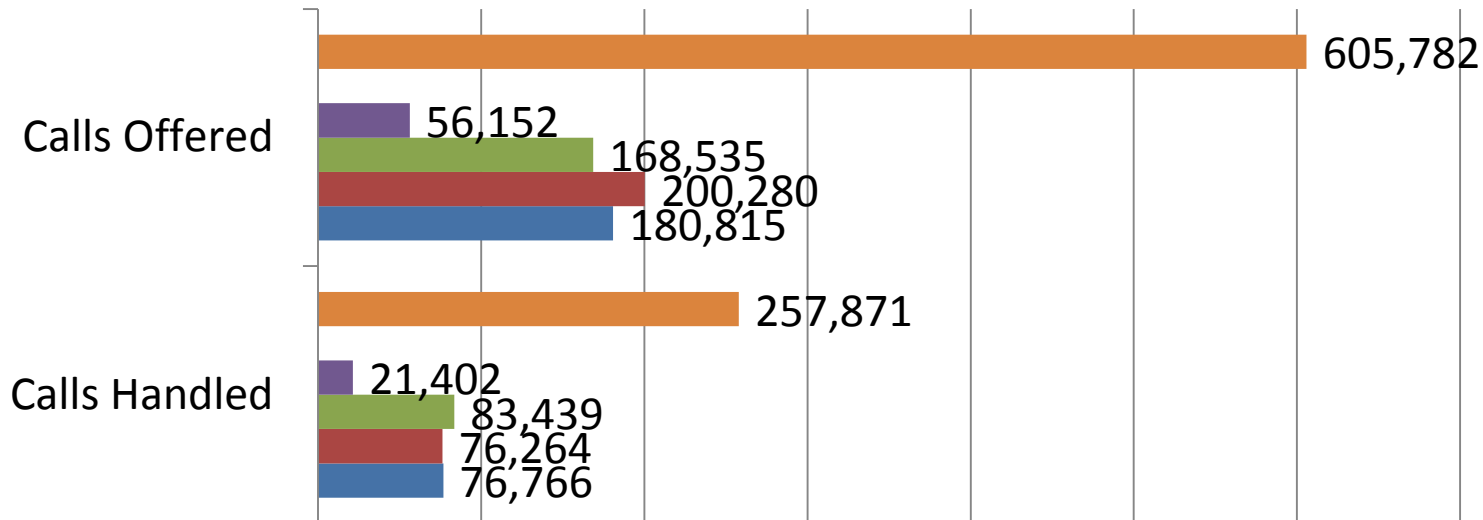


Consolidated Service Center



Total and monthly calls offered and handled for entire open enrollment period, November 1 through February 5, 2016

As of February 5, 2016



Activities completed through twelve weeks of open enrollment 2016

- 74,514 Contacts made with potential enrollees
- 19,905 in-person appointments completed
- 20,670 QHP enrollments completed
- 24,434 Medicaid enrollments completed
- Total of 45,104 enrollments assisted with!
- Average of 105 navigators per month assisting

Broker Assisted Transfer Pilot Program (BAT Phone)

Since the beginning of open enrollment

- Answered 3,156 calls
- Performed 2,041 enrollments
- Overall conversion rate of 64%
- Logged over 6880 hours in the queue
- Spent over 971 hours talking to consumers
- Supported extended call center hours evenings / weekends



Questions?