



DATA REPORT

SEPTEMBER 30, 2018

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SUMMARY DASHBOARD

Period is from start of open enrollment Nov. 1 to the end date on report cover.

SYSTEM DASHBOARD

Applications
172,125
associated to users

Completed
93,335

Determined
20,307

Enrollment in Progress
16,687

Enrollment Started
11,475

Other
30,321

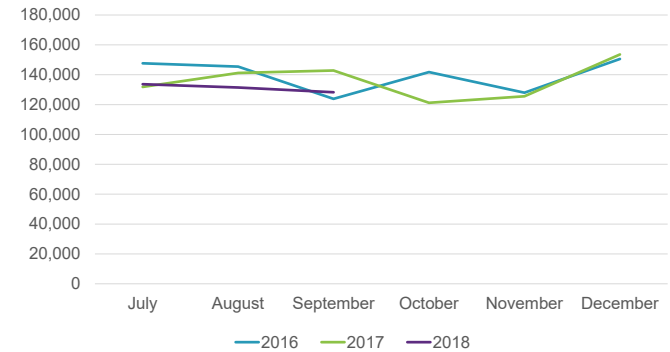
Other includes: blank status, inactive, cancelled, denied, in process, partially enrolled and submitted.



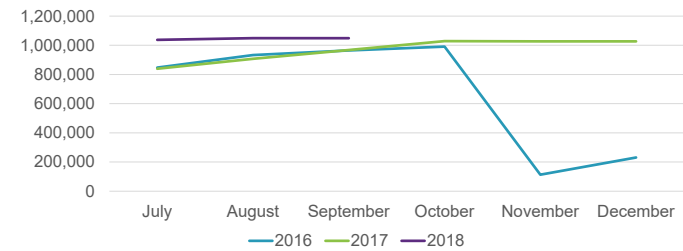
Qualified Health Plans (QHP) vs. Medicaid Enrollment



Enrolled in QHP **128,271**



Enrolled in Medicaid **1,048,577**



MAGI Medicaid enrollments (based Modified Adjusted Growth Income), covered in chart above, go through Maryland Health Connection. Non-MAGI Medicaid, about 300,000 enrollments with other eligibility criteria, go through the Maryland Department of Health (MDH).

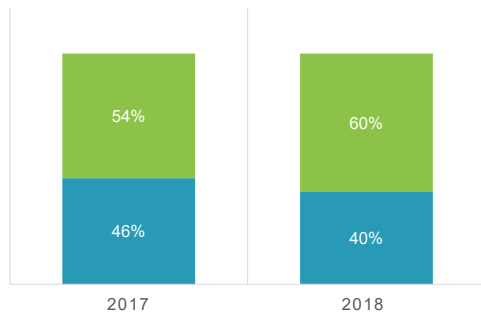
QUALIFIED HEALTH PLANS DASHBOARD

Period is from start of open enrollment Nov. 1 to the end date on report cover.

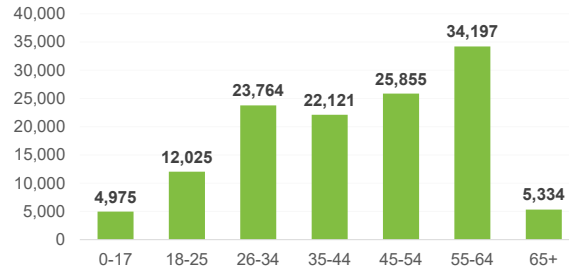
Total QHP Enrollees

128,271

■ New ■ Renewal



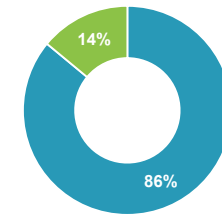
QHP Consumers by Age Group



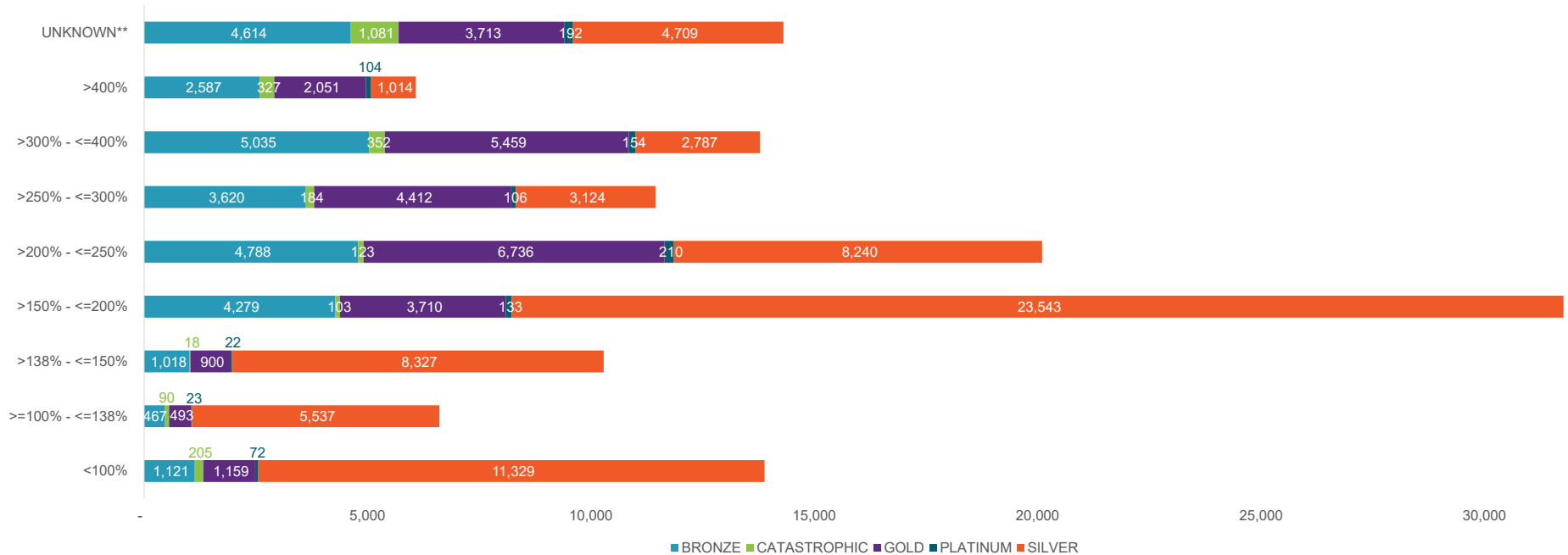
Target Enrollment for 18-34-year-olds: **30%**
 Current Enrollment for 18-34-year-olds: **28%**

Financial Help

■ With Tax Credits ■ Without Tax Credits



QHP Enrollment by Household Income and Metal Level

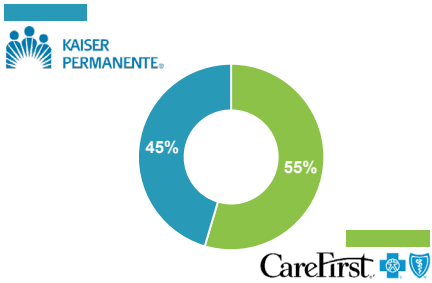


**Enrollees who did not submit household income information and thus were not eligible for financial help.
 Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

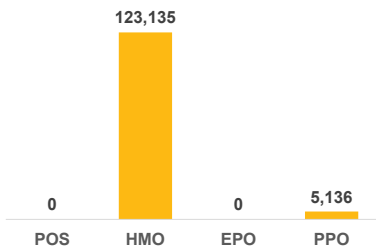
QUALIFIED HEALTH PLANS SELECTIONS

Period is from start of open enrollment Nov. 1 to the end date on report cover.

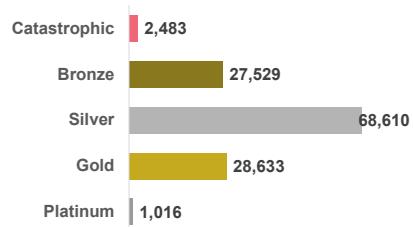
QHP Consumers by Carrier



Enrollment by Plan Type



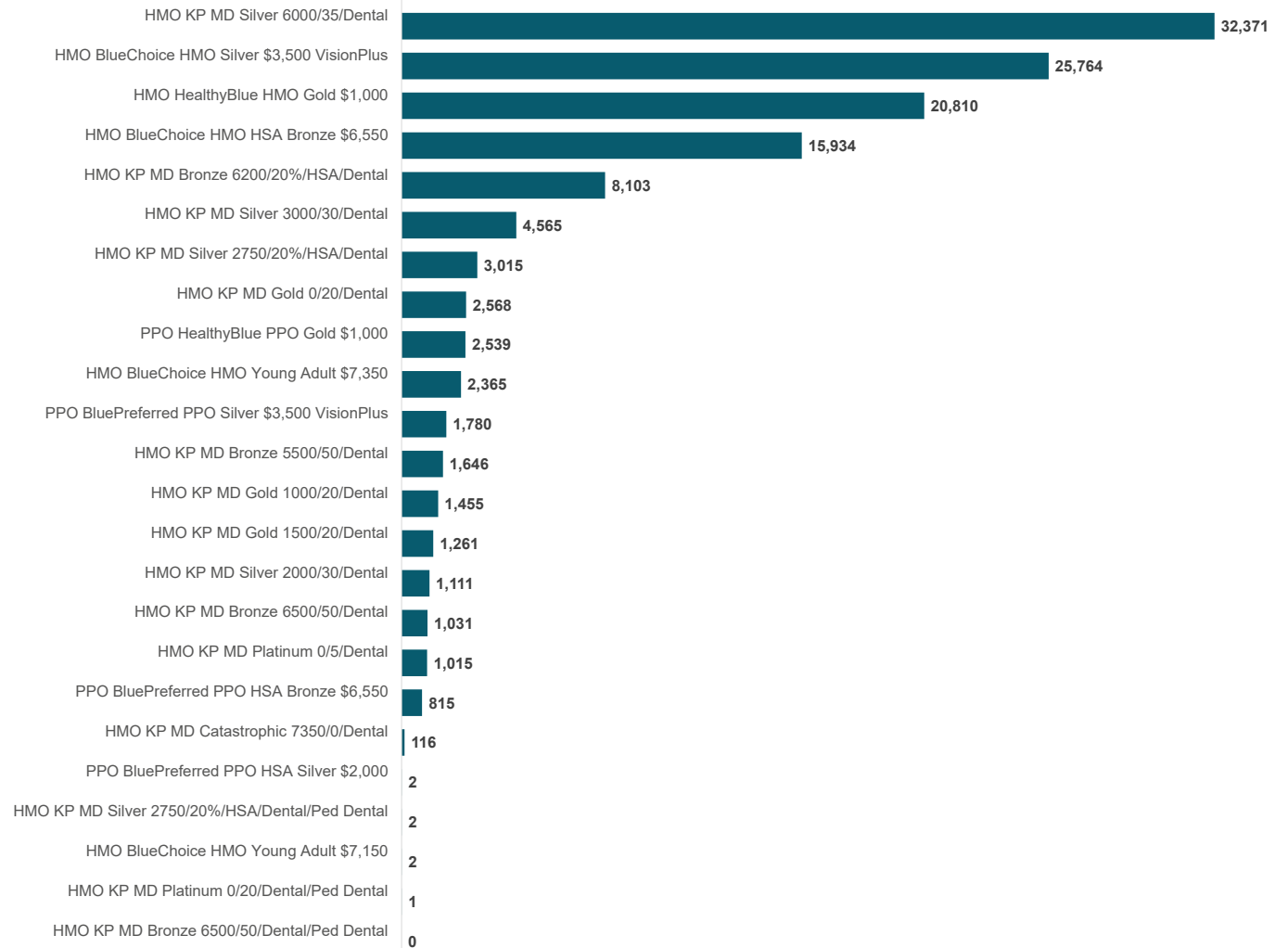
Enrollment by Metal Level



Metal levels (platinum, gold, silver, bronze) differ based on how you and the insurance company share the cost of your care. For example, insurance companies cover 90 cents on the dollar for platinum plans and 60 cents on the dollar for bronze plans. Financial help is only available through silver plans.

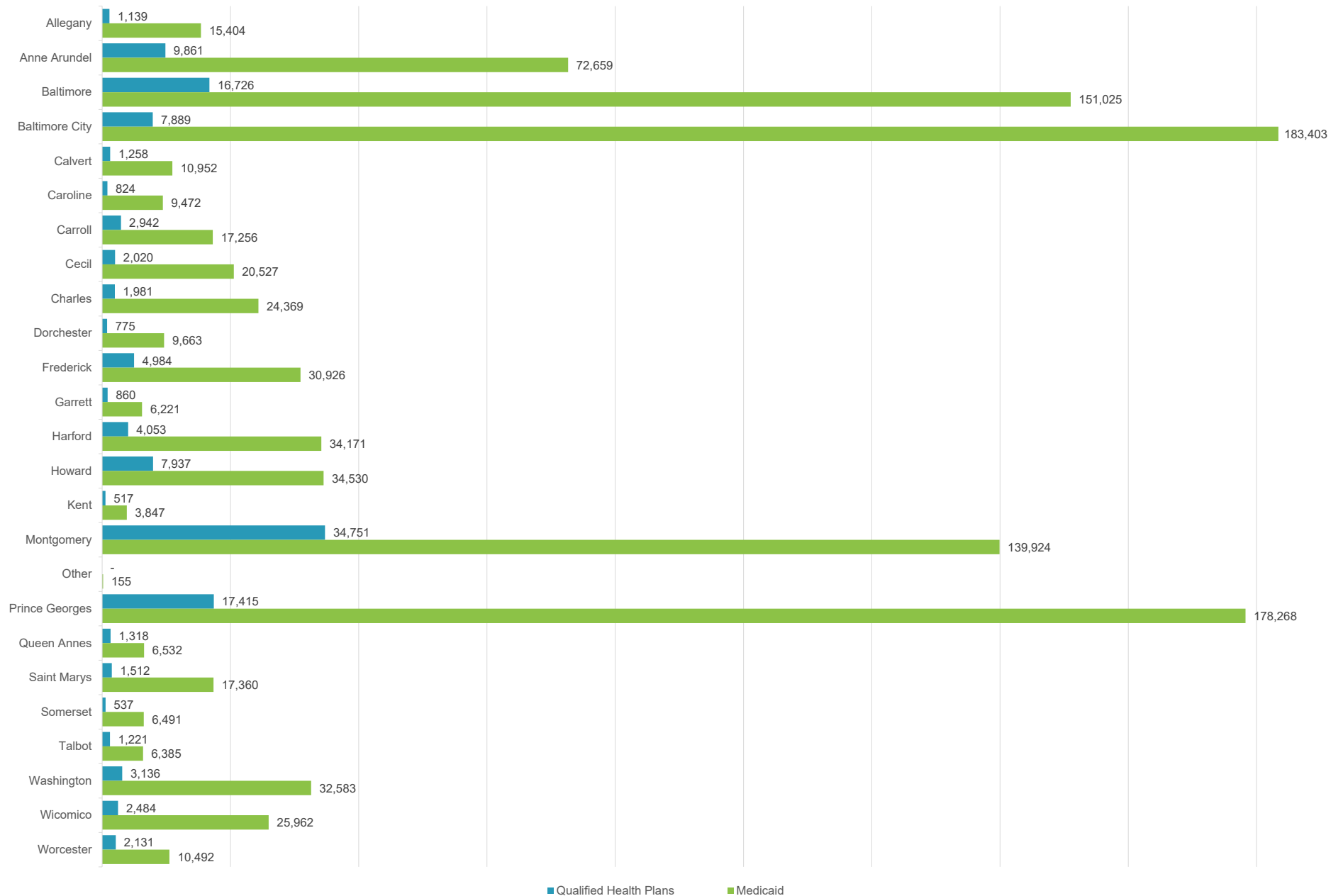
There are also different play types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.

Enrollment by Plan Choice



ENROLLMENT DISTRIBUTION BY COUNTY

Period is from start of open enrollment Nov. 1 to the end date on report cover.



"Other" enrollees may include dependents living out of state and residents of border counties whose mailing addresses may be in the ZIP code of a neighboring state.

QUALIFIED HEALTH PLANS BY COUNTY

Change compares period beginning with start of open enrollment Nov. 1 and ending on end date on the report cover with comparable time frame a year earlier (closest date available +/- 3 days).

Percent Enrollment Comparison by Month

Largest Growth by Month

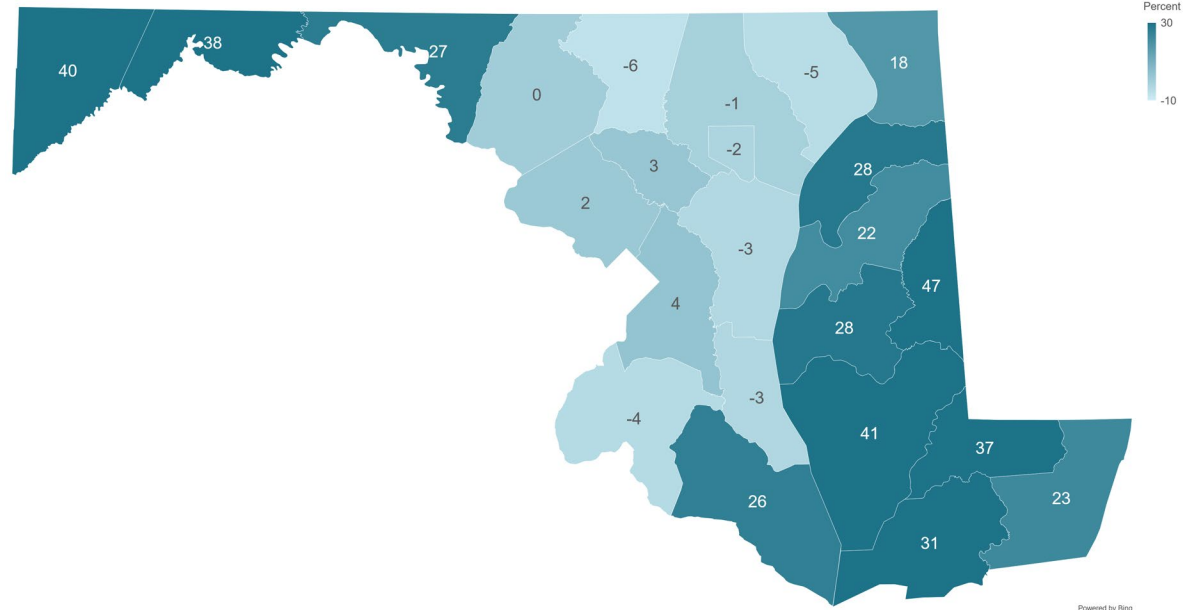
Caroline

47% change

Smallest Growth by Month

Carroll

-6% change



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Percent Enrollment Comparison by Year

Largest Growth by Year

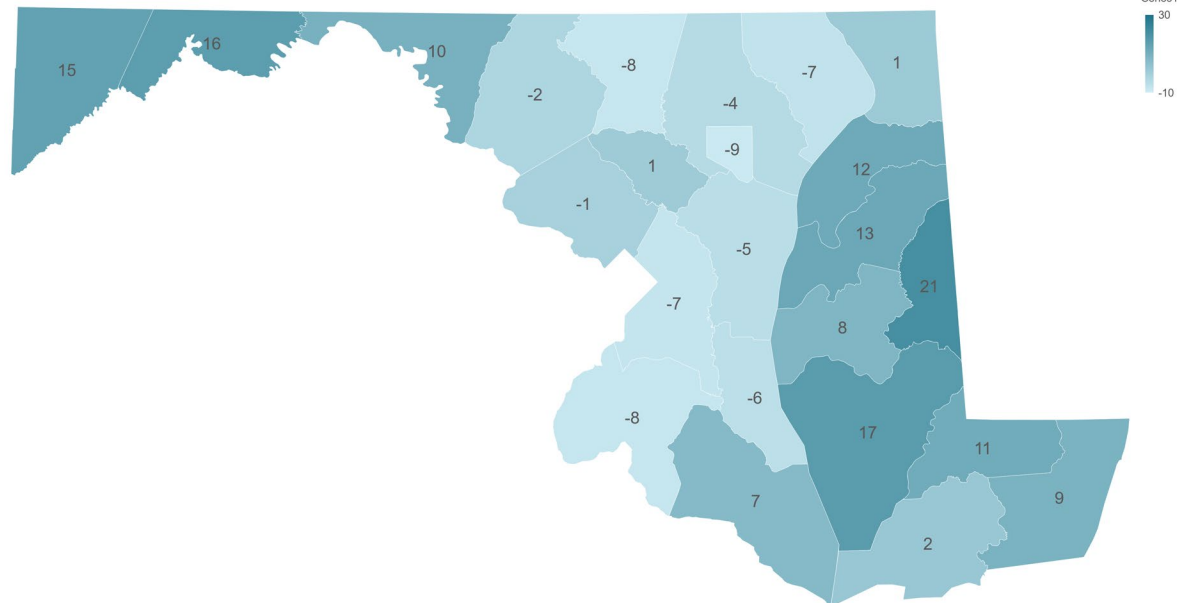
Caroline

21% change

Smallest Growth by Year

Baltimore City

-9% change



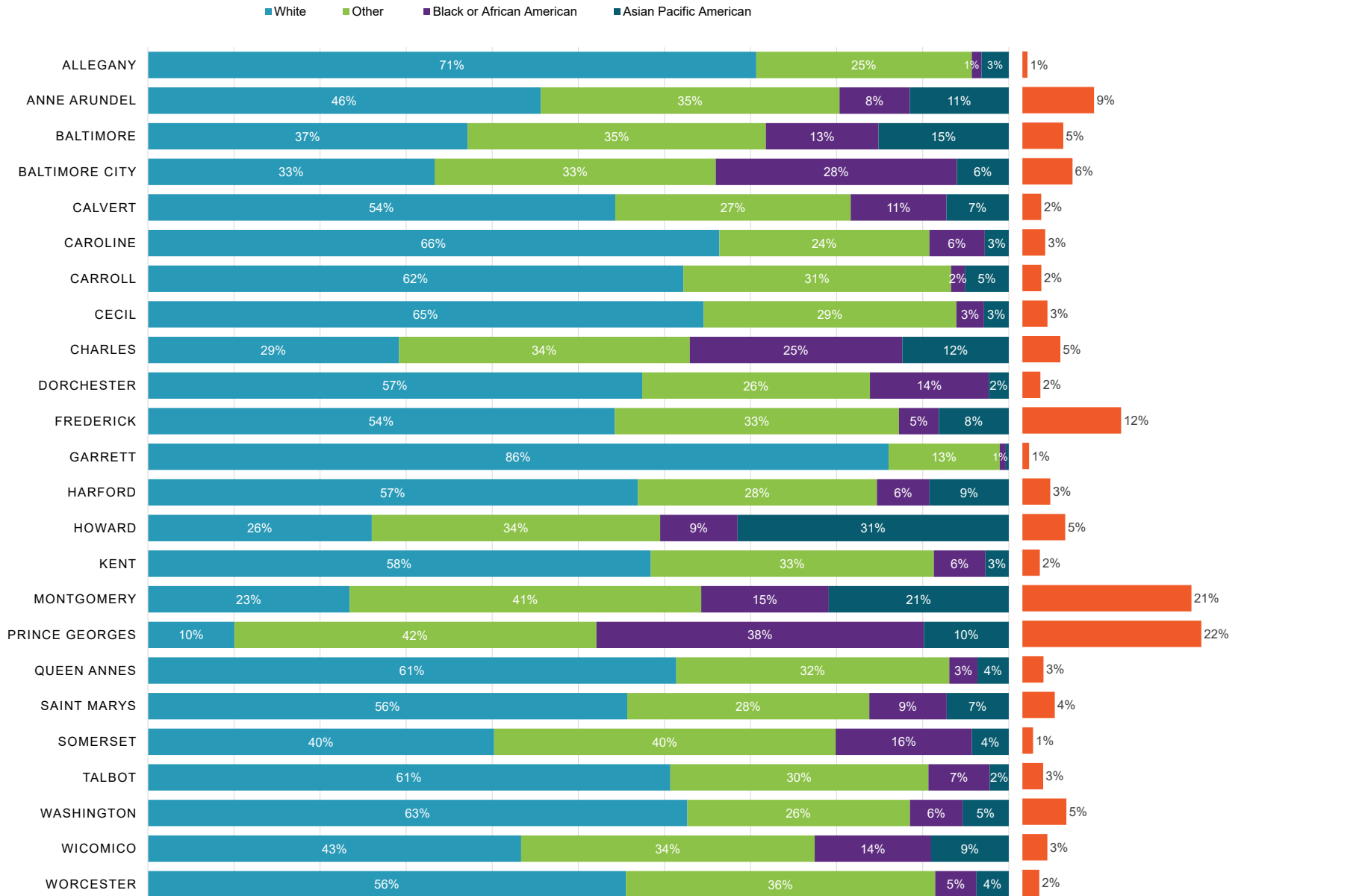
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County lines include bodies of water.

QUALIFIED HEALTH PLANS RACE AND ETHNICITY

Period is from start of open enrollment Nov. 1 to the end date on report cover.

Enrollment Percentages by Race by County



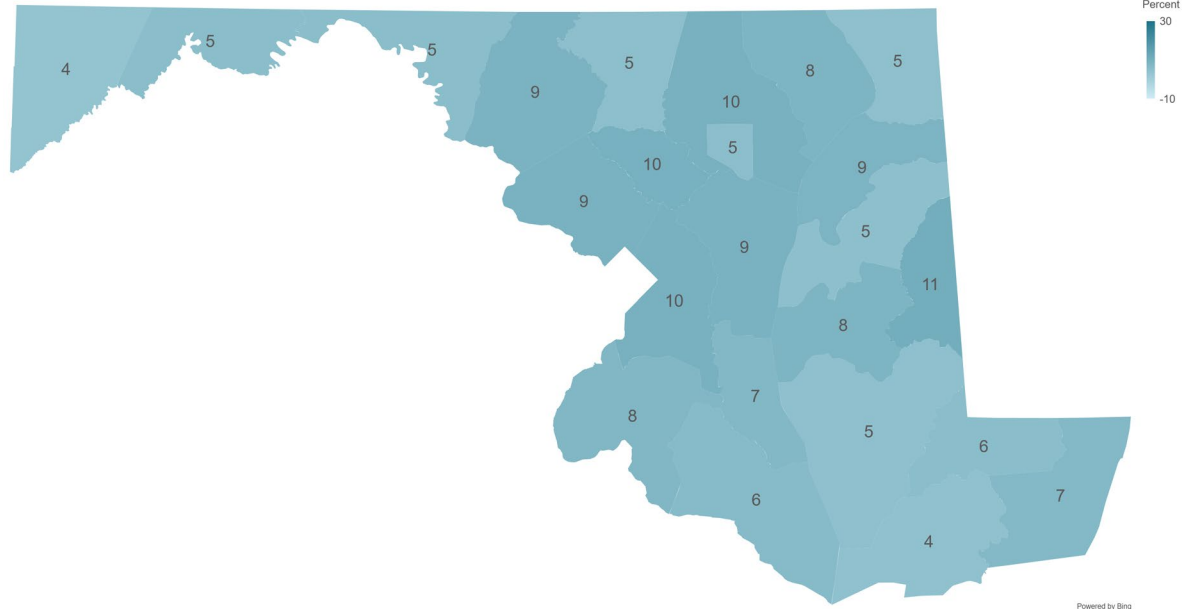
Race/ethnicity is reported voluntarily.

Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.

MEDICAID BY COUNTY

Change compares period beginning with Nov. 1 and ending on end date on the report cover with comparable time frame a year earlier.

Percent Enrollment Comparison by Month



Largest Growth by Month

Caroline

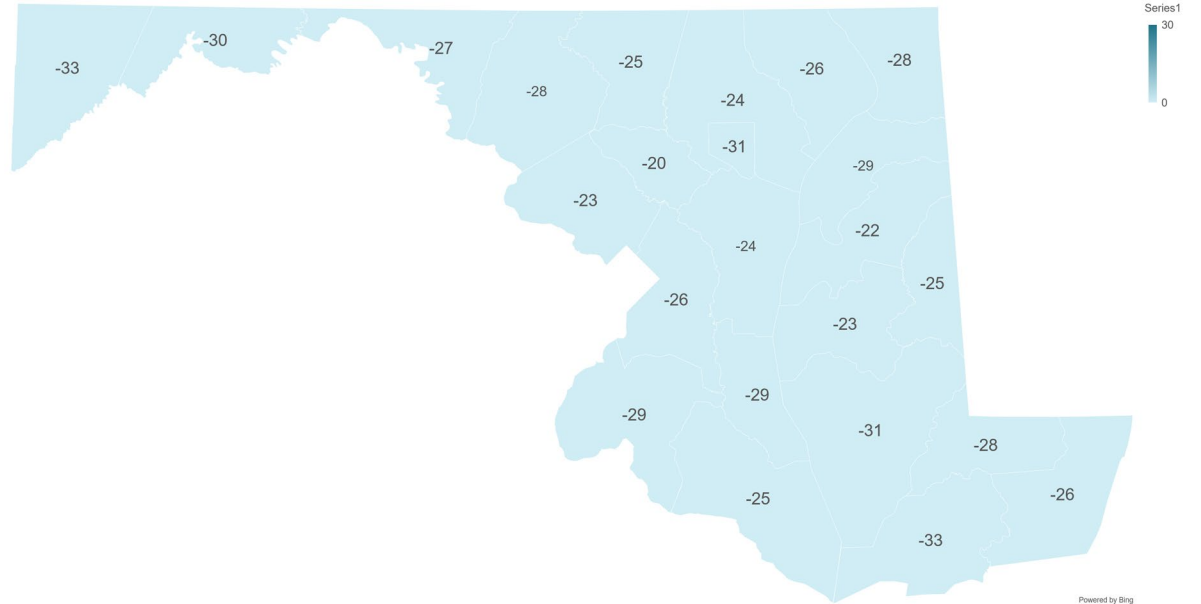
11% monthly growth

Smallest Growth by Month

Garrett

4% monthly growth

Percent Enrollment Comparison by Year



Largest Growth by Year

Howard

-20% yearly growth

Smallest Growth by Year:

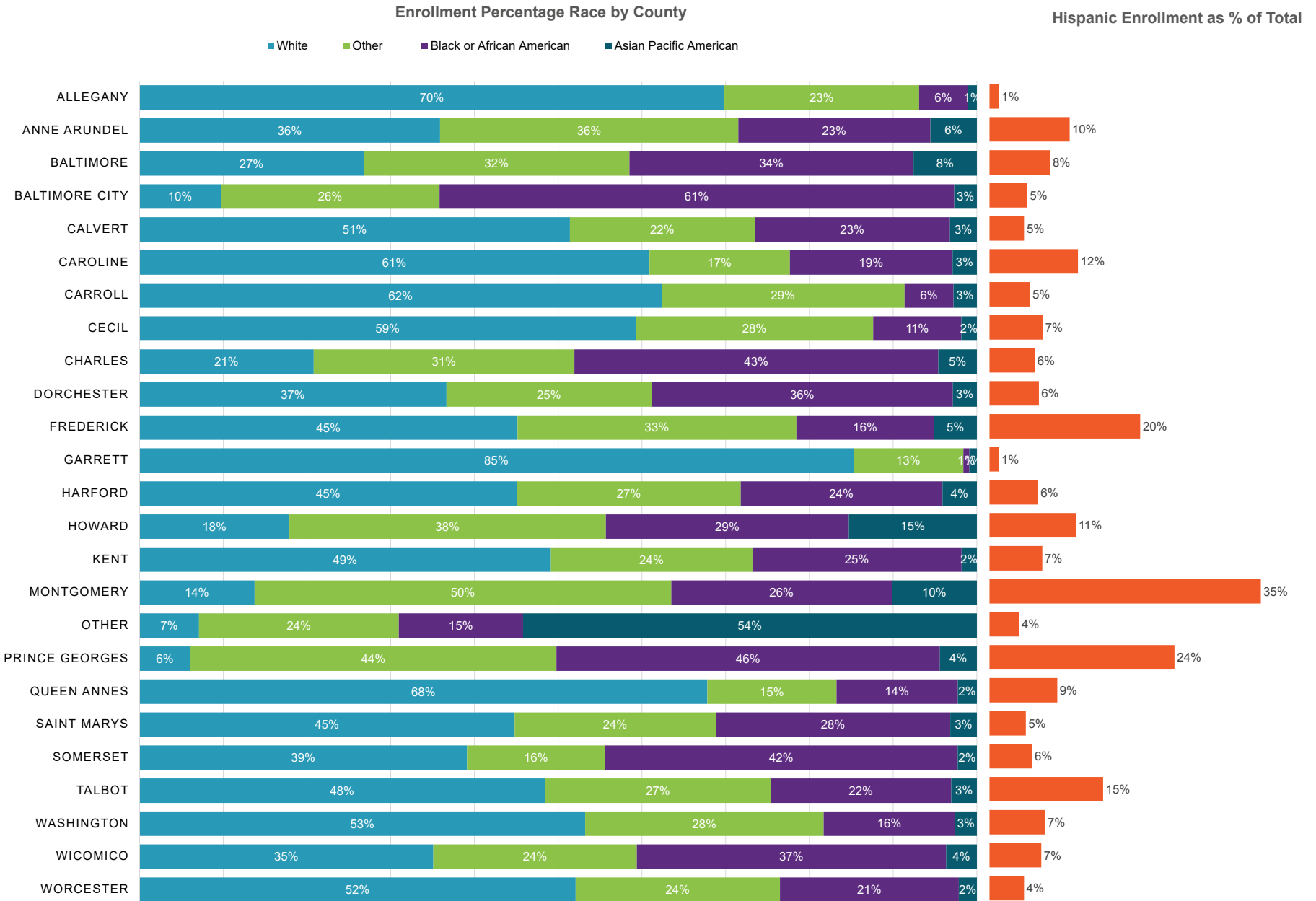
Somerset

-33% yearly growth

County lines include bodies of water.

MEDICAID RACE AND ETHNICITY

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Race/ethnicity is reported voluntarily.

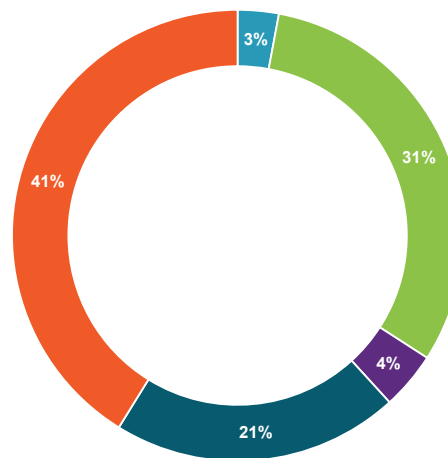
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SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP) ENROLLMENT

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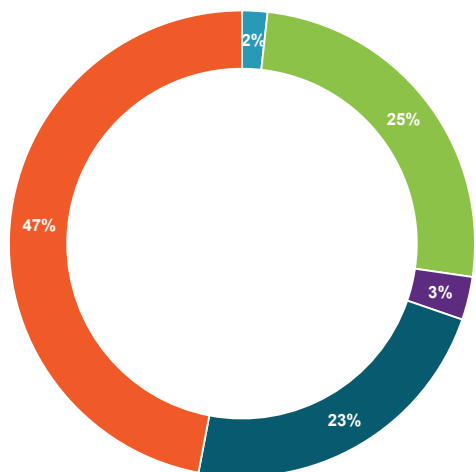


SHOP % Employers by Carrier

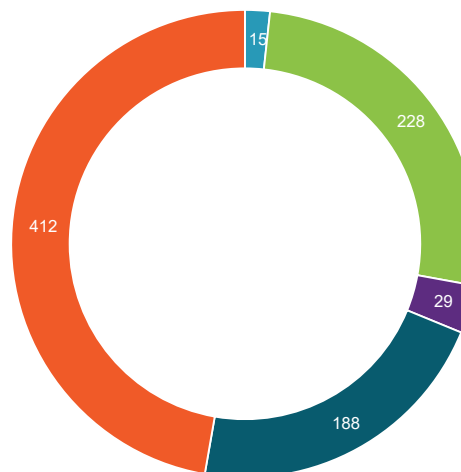


An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier



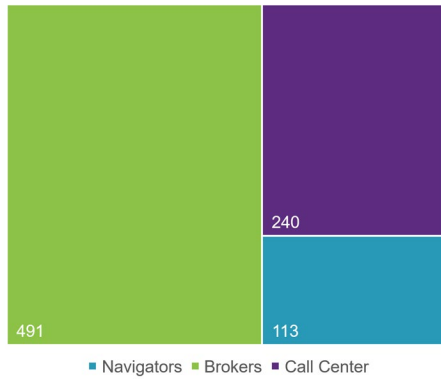
SHOP # Covered Lives by Carrier



CONSUMER ASSISTANCE

Change compares period from start of open enrollment Nov. 1 to the end date on report cover with comparable time frame a year earlier (closest date available +/- 3 days).

Number of Consumer Assistants



Calls Offered

82,547

23% from previous year.

Average Speed Answer

1:43 min

+ 0:05 from previous year.

Average Hold Time

1:25 min

- 8:54 from previous year.

Calls Handled Time

10:57 min

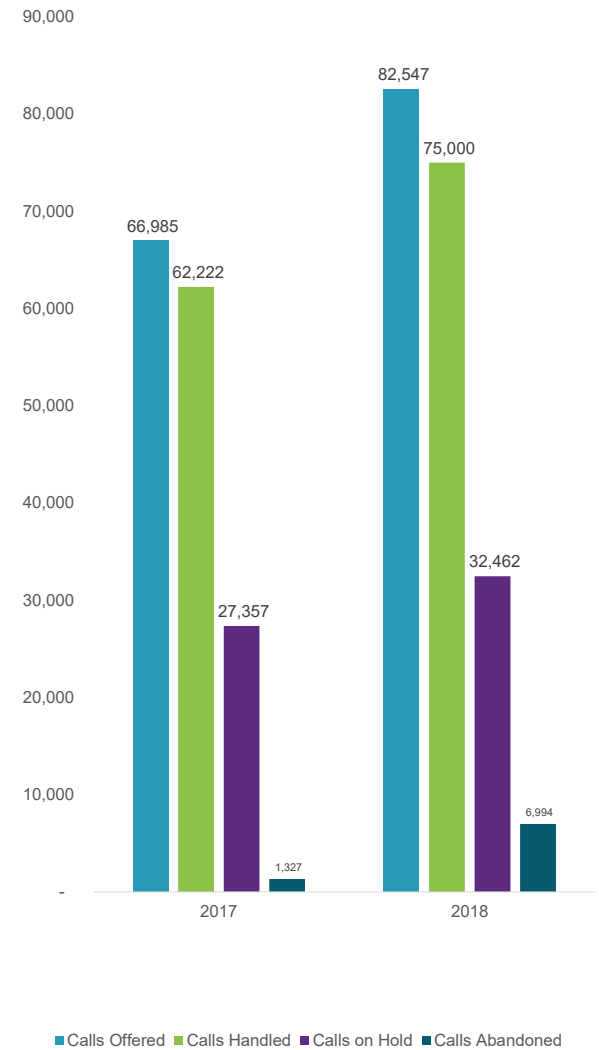
- 1:15 from previous year.

Average Quality Percent Rating

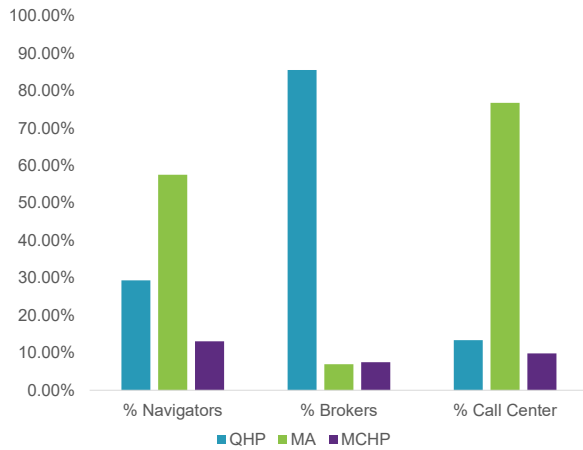
92%

1% from previous year.

Call Center Volumes



% QHP vs. Medicaid vs. CHIP Enrollments by Type of Consumer Assister



WEBSITE AND MOBILE

Period is from start of open enrollment Nov. 1 to the end date on report cover.

Website Visitors

1,419,643

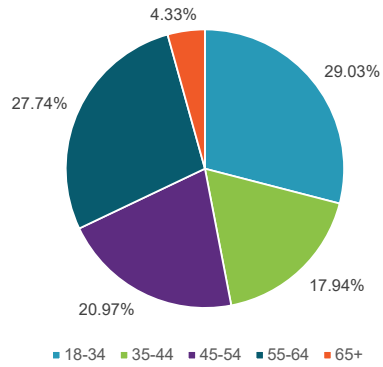
Mobile App Downloads

150,917

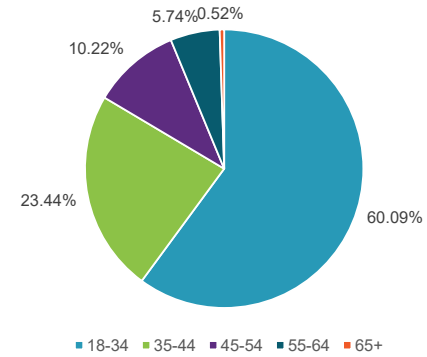
Enrollments Completed By Mobile App

28,393

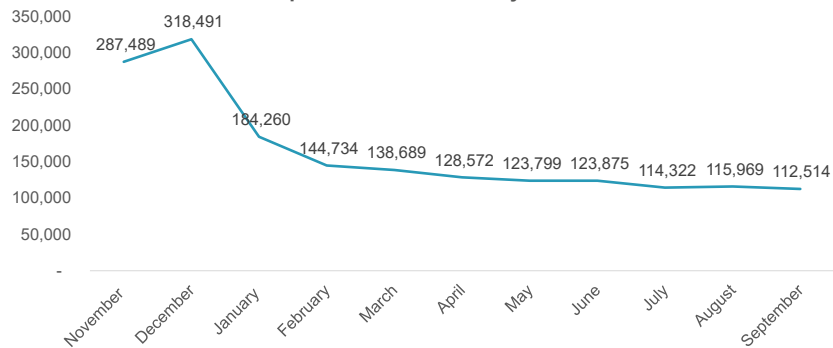
Website Enrollment By Age



Mobile Enrollment By Age



Unique Website Visitors By Month



Website vs Mobile App Enrollment

