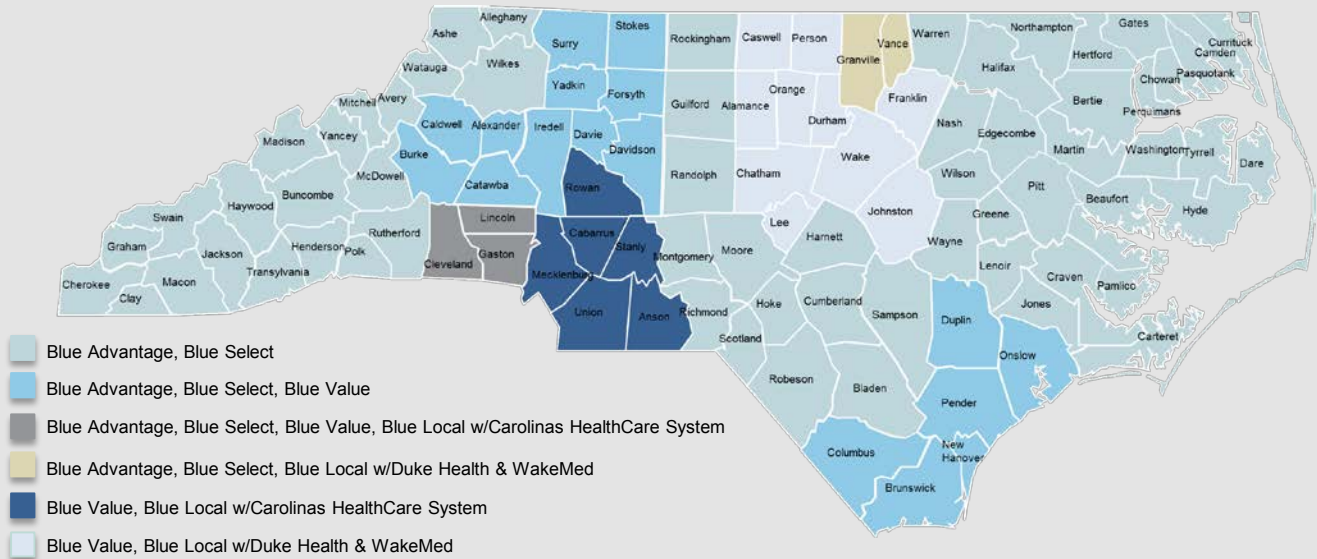


2018 OPEN ENROLLMENT WRAP UP

NC Get Covered
January 19, 2018

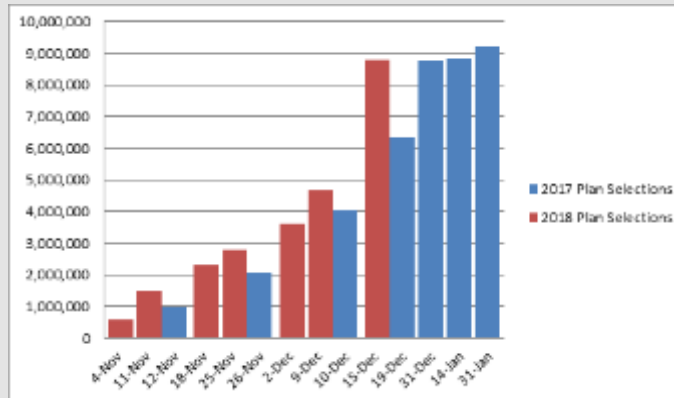
2018 INDIVIDUAL U65 PORTFOLIO SALES AREAS



OPEN ENROLLMENT PRELIMINARY #S



- According to a CMS release on 12/28/17, approximately 8.7M people selected or were automatically re-enrolled in plans using the HealthCare.gov platform during the 2018 open enrollment period.
- Plan selections for North Carolina during open enrollment were 519,803.
- Last year's total open enrollment plan selections for healthcare.gov was 9.2M.
- CMS plans to release a detailed enrollment report that includes effectuated (paid) enrollments in March.



SUCCESSSES



In addition to high enrollment numbers, the following were positive outcomes of this OEP:

- + In their press release, CMS highlights the stability, capacity and efficiency of their systems in handling such a large bandwidth in the shortened enrollment period.
- + They report that Healthcare.gov was only down for 21.5 hours during open enrollment, that they did not need to deploy online waiting rooms despite high traffic, and that call center satisfaction rates averaged 90% throughout open enrollment.

CHALLENGES



- As typical, gap in time between CMS enrollment transactions and issuer data system processing
- Member confusion (CSR elimination, repeal & replace efforts)
- Binder payment required for enrollment
- Consumers dually enrolled in Medicare and QHPs
- Grandfathered business discontinuance

Thank You!