

HEALTH COVERAGE ENROLLMENT REPORT

NOVEMBER 2013

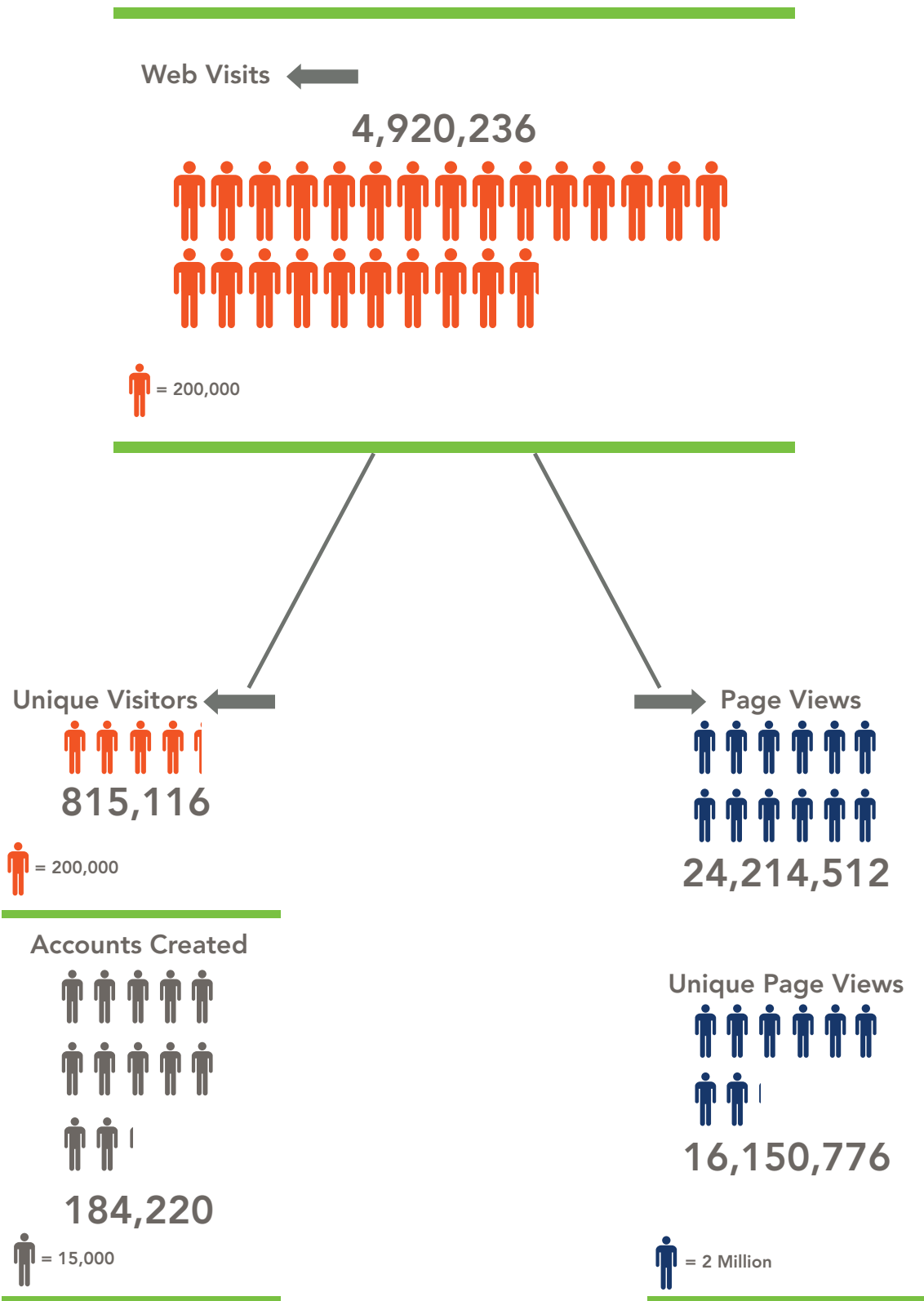
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*This report represents data taken from Oct. 1, 2013 through Nov. 30, 2013.



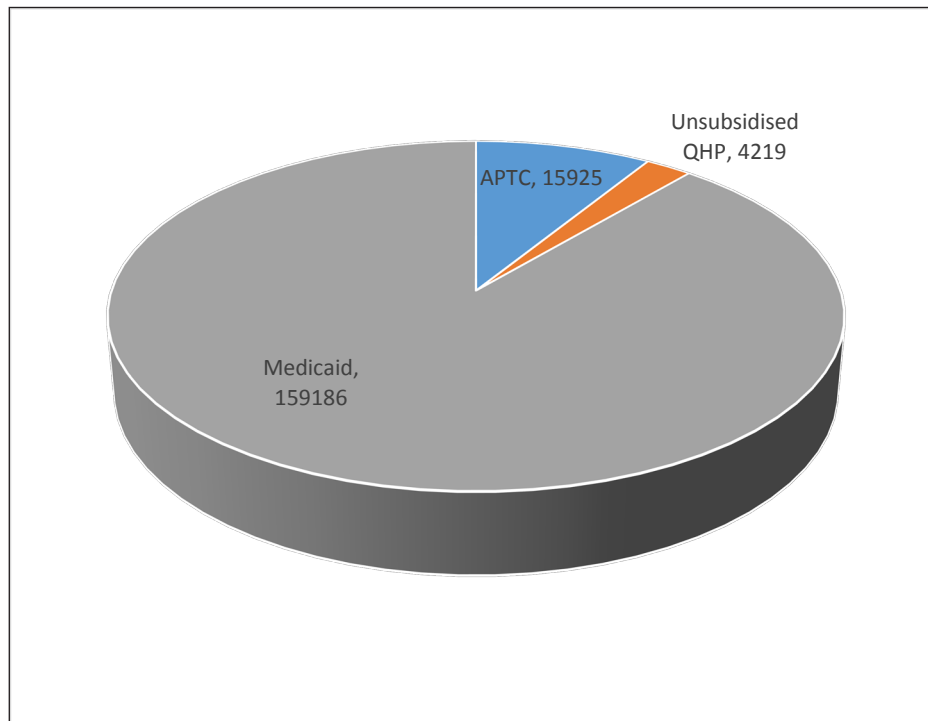
Website Statistics



Enrollment Status of Applications

Enrollments Completed

Enrolled in	Total
QHP (Tax Credit)	15,925
QHP (No Tax Credit)	4,219
Medicaid	159,186
Total	179,330



QHP – Tax Credit: Includes individuals who have purchased a qualified health plan (private health plan) that qualified for a tax credit to lower their monthly insurance premiums.

QHP – No Tax Credit: Includes individuals who purchased a qualified health plan that either did not qualify for a tax credit or did not apply for financial help.

Medicaid: Includes Individuals who have qualified and enrolled in a Medicaid Plan.

In Process Applications

Application Status	Total
QHP (Need To Pay)	53,913
In Process	72,136
Total	126,049

QHP (Need to Pay): Includes individuals who have completed an application for a Qualified Health Plan that is awaiting payment due by Dec. 23, 2013 for coverage that begins on Jan. 1, 2014.

In Process: Includes individuals who have started applications or completed applications that need to be finalized.

Enrollment by County

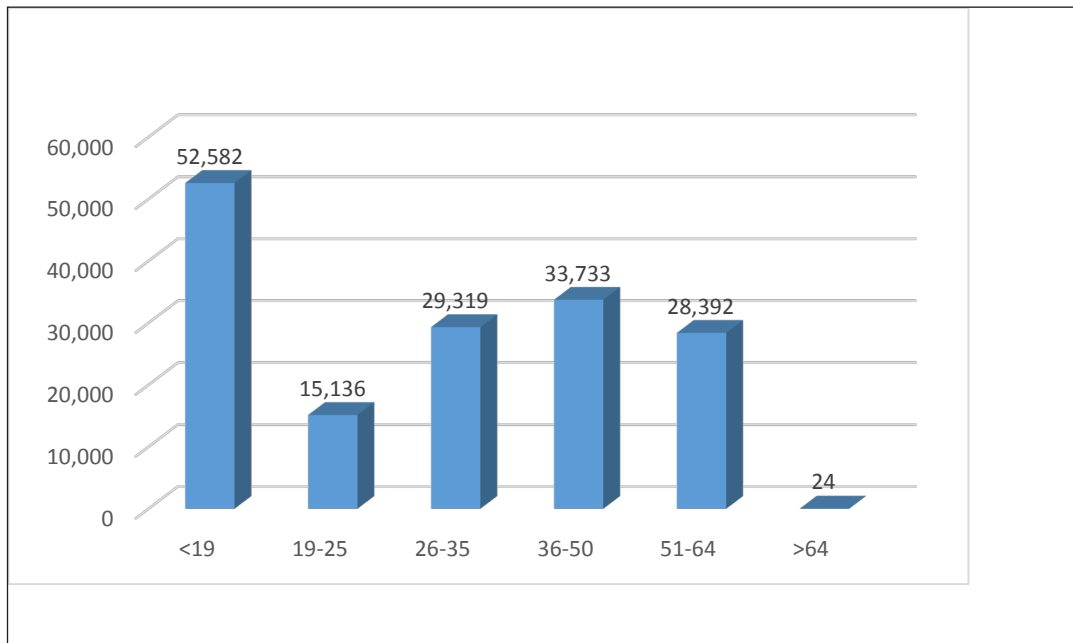
COUNTY	QHP (Tax Credit)*	QHP (No Tax Credit)	Medicaid**	% of Total Enrolled
KING	4404	1759	39,148	25.26%
PIERCE	1275	291	17,373	10.56%
SNOHOMISH	1420	445	15,639	9.76%
SPOKANE	1224	276	13,932	8.60%
CLARK	1070	125	9,832	6.15%
YAKIMA	335	74	8,024	4.70%
THURSTON	629	145	5,943	3.75%
WHATCOM	797	159	5,557	3.63%
KITSAP	555	180	5,102	3.25%
BENTON	310	79	4,141	2.53%
SKAGIT	370	82	2,956	1.90%
COWLITZ	202	37	2,965	1.79%
LEWIS	209	25	2,412	1.48%
GRANT	139	15	2,417	1.43%
CHELAN	251	68	2,213	1.41%
FRANKLIN	133	11	2,362	1.40%
CLALLAM	436	69	1,948	1.37%
GRAYS HARBOR	204	19	2,137	1.32%
ISLAND	265	83	1,363	0.95%
OKANOGAN	160	30	1,446	0.91%
MASON	157	28	1,426	0.90%
STEVENS	150	15	1,300	0.81%
WALLA WALLA	141	28	1,262	0.80%
DOUGLAS	85	11	1,160	0.70%
JEFFERSON	221	44	973	0.69%
KITTITAS	124	24	974	0.63%
PACIFIC	161	13	742	0.51%
KLICKITAT	83	11	648	0.41%
WHITMAN	46	8	683	0.41%
SAN JUAN	123	28	488	0.35%
ADAMS	38	8	590	0.35%
ASOTIN	39	9	547	0.33%
PEND OREILLE	36	4	405	0.25%
LINCOLN	30	5	277	0.17%
SKAMANIA	37	7	264	0.17%
FERRY	20	0	191	0.12%
WAHKIAKUM	27	4	121	0.10%
COLUMBIA	12	0	122	0.10%
GARFIELD	3	0	51	0.05%
Total	15,925	4,219	159,186	179,330

*QHP (Tax Credit) enrollment includes 4 additional enrollees in "Other" County.

**Medicaid enrollment includes 52 additional enrollees in "Other" County.

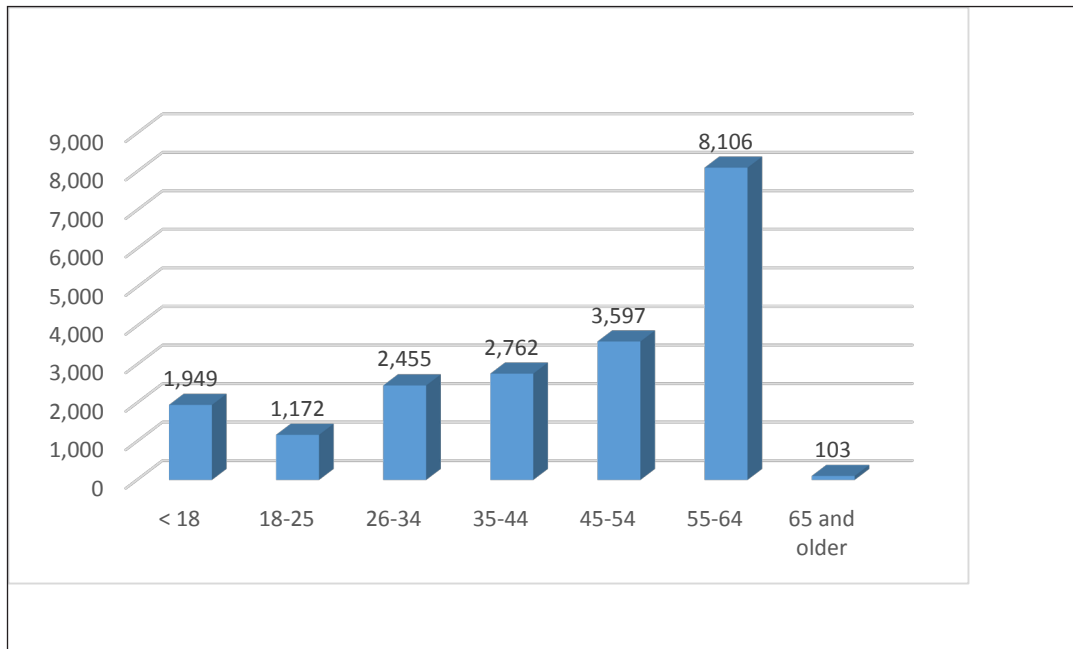
Medicaid Enrollment by Age

AGE	Enrollment	Percentage
<19	52,582	33.03%
19-25	15,136	9.51%
26-35	29,319	18.41%
36-50	33,733	21.19%
51-64	28,392	17.83%
>64	24	0.03%
Total	159,186	100%



Qualified Health Plan Enrollment by Age

AGE	Enrollment	Percentage
< 18	1,949	9.67%
18-25	1,172	5.81%
26-34	2,455	12.18%
35-44	2,762	13.71%
45-54	3,597	17.85%
55-64	8,106	40.24%
65 and older	103	0.54%
Total	20,144	100%



Note: Individuals who are eligible for Medicare are not eligible to enroll in health insurance coverage through Washington Healthplanfinder. Some individuals over the age of 65 may enroll through Washington Healthplanfinder if they are not eligible for Medicare.

Enrollment by Metal Level

Metal Level	Enrollment	Percentage
Bronze	5,845	29.02%
Catastrophic	10	0.04%
Gold	2,306	11.45%
Silver	11,983	59.49%
Total	20,144	100%

Gold Plans:

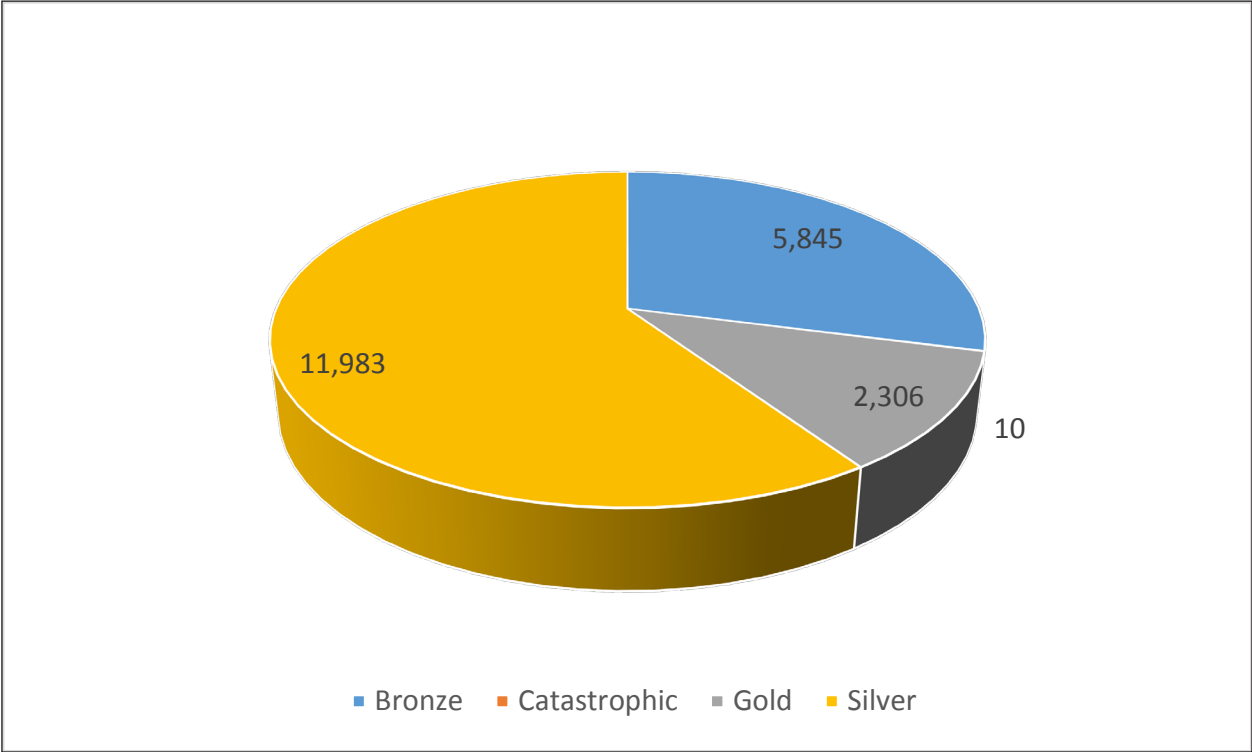
Cover 80 percent of the cost of essential health benefits, while the patient pays 20 percent.

Silver Plans:

Cover 70 percent of the cost of essential health benefits, while the patient pays 30 percent.

Bronze Plans:

Cover 60 percent of the cost of essential health benefits, while the patient pay 40 percent.

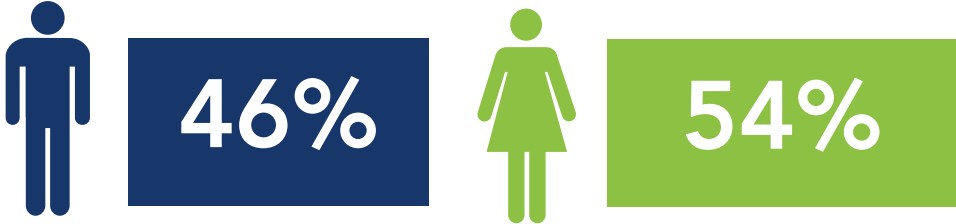


Note: Health insurance carriers in Washington did not submit any "Platinum" plans for regulatory approval to be offered in Washington Healthplanfinder.

Enrollment by Gender

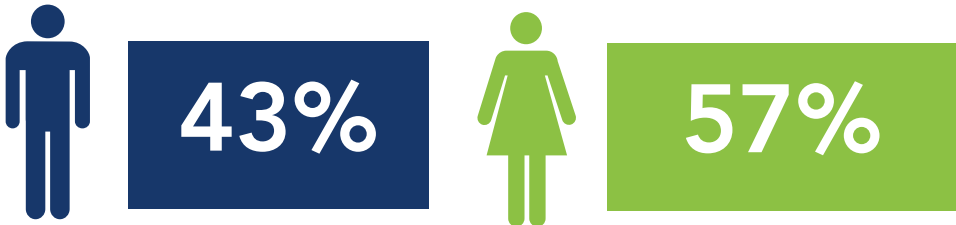
Medicaid Enrollments by Gender

Gender	Enrollment
Male	73,705
Female	85,481
Total	159,186



Qualified Health Plan Enrollments by Gender

Gender	Enrollment
Male	8,653
Female	11,491
Total	20,144



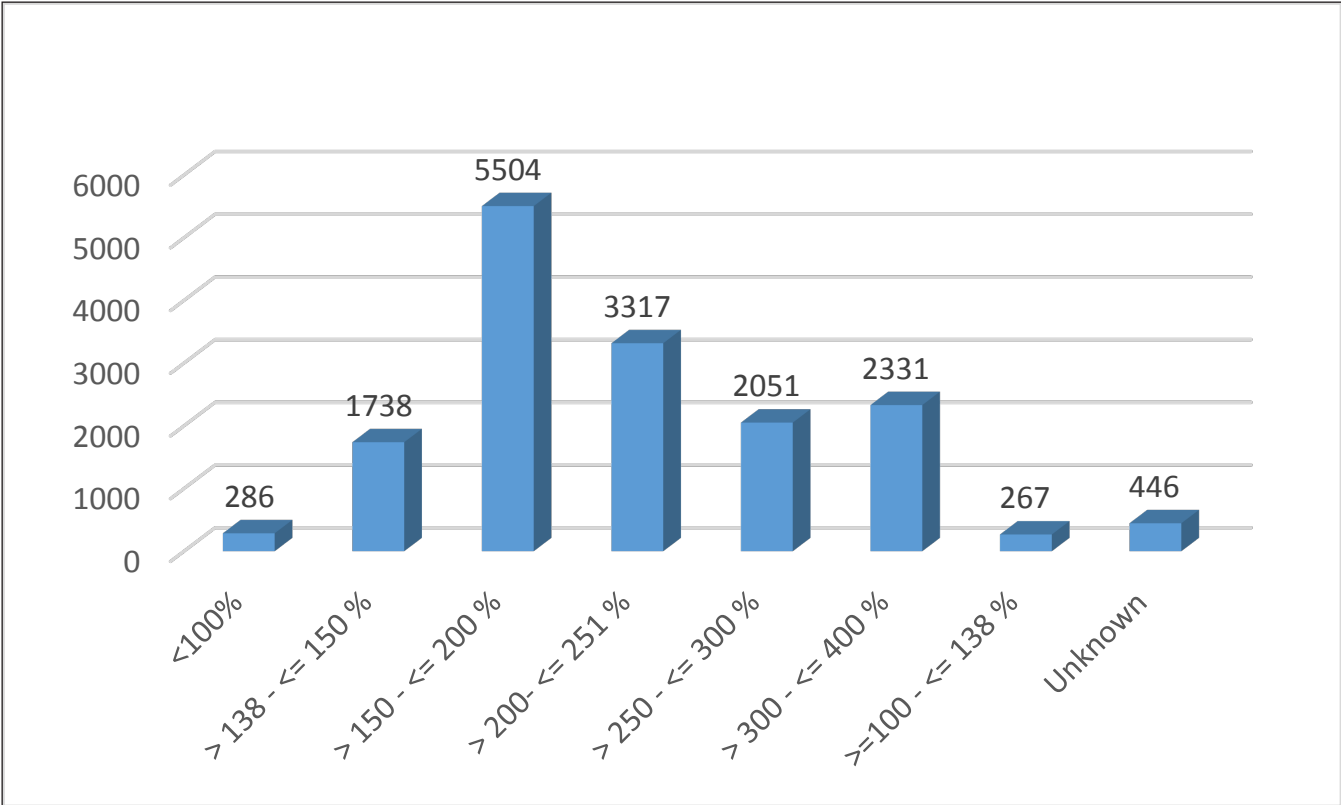
Family Size on Applications

Household Members	Applications
1	92,295
2	17,682
3	7,247
4	3,975
5	1,657
6	578
7	169
8	68
9	28
10	17
11	6
12	3
13	2
Total	179,330

The total applications on this chart includes applications for individuals who are fully enrolled.

Enrollments by Federal Poverty Level

FPL	Enrollment
<100%	286
> 138 - <= 150 %	1738
> 150 - <= 200 %	5504
> 200- <= 251 %	3317
> 250 - <= 300 %	2051
> 300 - <= 400 %	2331
>=100 - <= 138 %	267
Unknown	446
Total	15,925



Call Center Data

Call Center	Total
Total Call Volume	69,829
Total Handled Calls	34,614
Total Throttled Calls	157,797
Average Talk Time	20 minutes, 26 seconds
Total Spanish Language Calls	11,581 offered, 1,675 handled
Total Calls for other Languages other than Spanish and English	3,621 offered, 1,045 handled

Note: Data for enrollments through the toll-free Customer Support Center are not yet available.