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To: To Whom It May Concern  
RE: Week 4 Open Enrollment Update

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### **Summary**

Below you will find a summary of the Open Enrollment Period through week 4. The overview includes, but is not limited to:

- application
- plan selections
- new enrollees
- enrollees renewing coverage
- customer engagement center volume
- website traffic

### **Enrollment**

In week four of the 2022 Open Enrollment Period, over 37,000 New Mexicans have an active plan selection. This includes 4,698 existing enrollees who chose a new plan or actively chose to keep their current plan, 2,505 new consumers, and 30,509 passive re-enrollees. There were also 8,061 dental plan selections. Consistent with CMS, enrollment weeks are measured Sunday through Saturday.

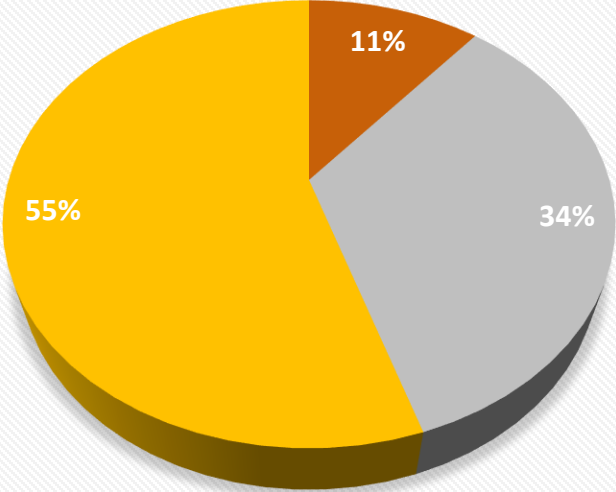
Passive enrollees were handled earlier for this year to support the transition from Healthcare.gov to New Mexico's solution. This offers additional time for payment to ensure that New Mexicans who have a plan stay covered. Individuals can still shop, compare, and change their plan.

The final number of plan selections associated with enrollment activity during a reporting period may change due to plan modifications or cancellations. In addition, the weekly snapshot only reports new plan selections and active plan renewals and does not report the number of consumers who have paid premiums to effectuate their enrollment. These metrics will be reported after associated deadlines.

	1	<b>Total Plan Selections (net)</b>	Count of unique individuals who have selected a Plan Year (PY) 2022 Marketplace medical plan. Count includes all new and re-enrolling consumers (defined in Indicators 2 and 3), regardless of whether the consumer has paid the first month premium. Count does not include plans that were canceled or terminated.	37,712
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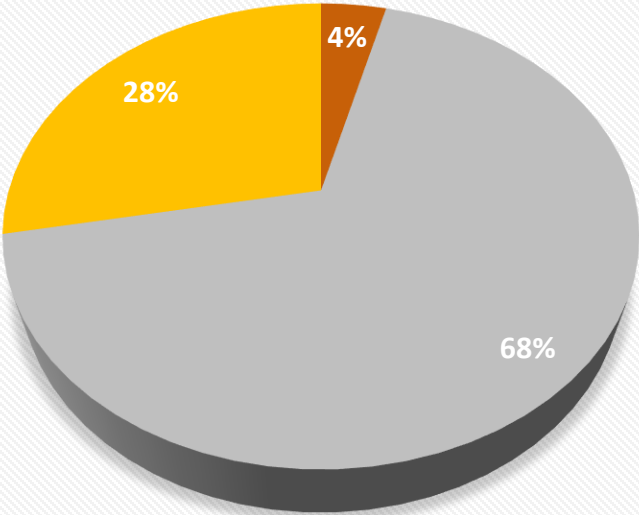
Priority Metrics	2	<b>New Consumers (net)</b>	Count of unique individuals who have selected a (PY) 2022 Marketplace medical plan, where the consumer did not have (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count does not include plans that were canceled or terminated.	2,505
	3	<b>Total Re-enrollees (net)</b>	Count of unique individuals who have selected a (PY) 2022 Marketplace medical plan, where the consumer had non-canceled (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count includes consumers who either returned to the Marketplace and actively selected a (PY) 2022 Marketplace medical coverage or were automatically enrolled into a (PY) 2022 Marketplace medical coverage. Count does not include plans that were canceled or terminated.	35,207
	4	<b>Active Re-enrollees (net)</b>	Count of unique individuals who returned to the Marketplace to actively select a (PY) 2022 Marketplace medical plan, where the consumer had non-canceled (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count does not include plans that were canceled or terminated.	4,698
	5	<b>Automatic Re-enrollees (net)</b>	Count of unique individuals who were automatically re-enrolled into a (PY) 2022 Marketplace medical plan, where the consumer had non-canceled (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count does not include plans that were canceled or terminated.	30,509
	6	<b>Number of Submitted Applications (gross)</b>	Total count of submitted electronic and paper applications. When a consumer is renewed into a plan, whether automatic or active, that should be counted as an application submission. Updated applications should not be counted as an additional application.	7,762
	7	<b>Consumers on Applications Submitted (gross)</b>	Total count of individuals requesting coverage on submitted applications. Both new consumers and consumers re-enrolling (automatic and active) in coverage should be counted.	12,630
	8	<b>Consumers Determined Eligible for Medicaid/CHIP (gross)</b>	Count of individuals on submitted applications who are determined or assessed eligible for enrollment in Medicaid or CHIP. Both new consumers and consumers re-enrolling (automatic and active) in coverage should be counted. This count is a subset of Consumers on Applications Submitted (Indicator 7). Eligibility for Medicaid/CHIP takes precedence over eligibility for a QHP without financial assistance. Individuals determined eligible for both Medicaid/CHIP and a non-financial QHP should be counted, but should not be counted in Indicator 9.	1,389
	9	<b>Consumers Eligible for QHP (gross)</b>	Count of individuals on submitted applications who were determined eligible for enrollment in a (PY) 2022 Marketplace medical plan, regardless of whether they applied for or are eligible for financial assistance. Both new consumers and consumers re-enrolling (automatic and active) in coverage should be counted. This count is a subset of Consumers on Applications Submitted (Indicator 7). Eligibility for Medicaid/CHIP takes precedence over eligibility for a QHP without financial assistance. Individuals determined eligible for both Medicaid/CHIP and a non-financial QHP should not be counted.	11,238
	9.1	<b>Consumers Eligible for QHP, with Financial Assistance (gross)</b>	Count of individuals on submitted applications who were determined eligible for enrollment in a (PY) 2022 Marketplace medical plan and eligible to receive APTC and/or CSRs. Both new consumers and consumers re-enrolling (automatic and active) in coverage should be counted. This count is a subset of Consumers Eligible for QHP (Indicator 9).	9,337

### Metallic Choice-Overall



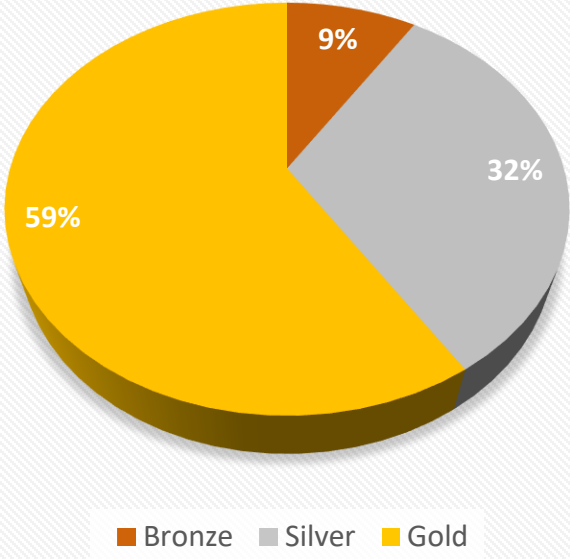
■ Bronze ■ Silver ■ Gold

### Metallic Choice-138-200% FPL

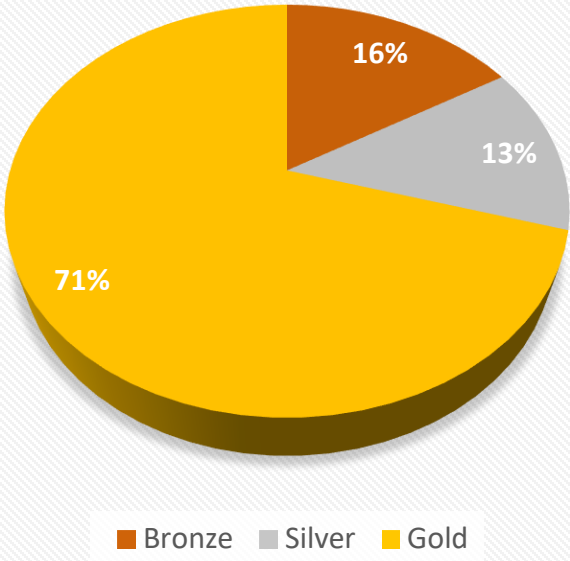


■ Bronze ■ Silver ■ Gold

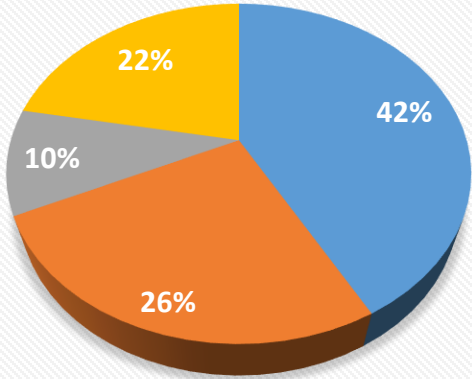
### Metallic Choice-200-250% FPL



### Metallic Choice-250+% FPL

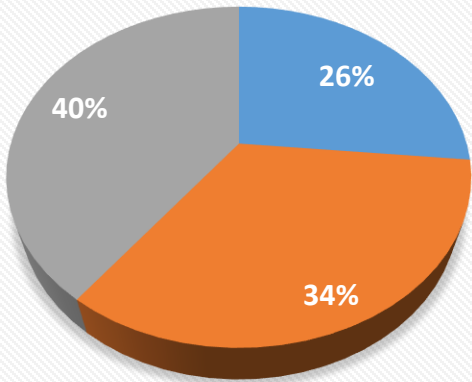


### Federal Poverty Level

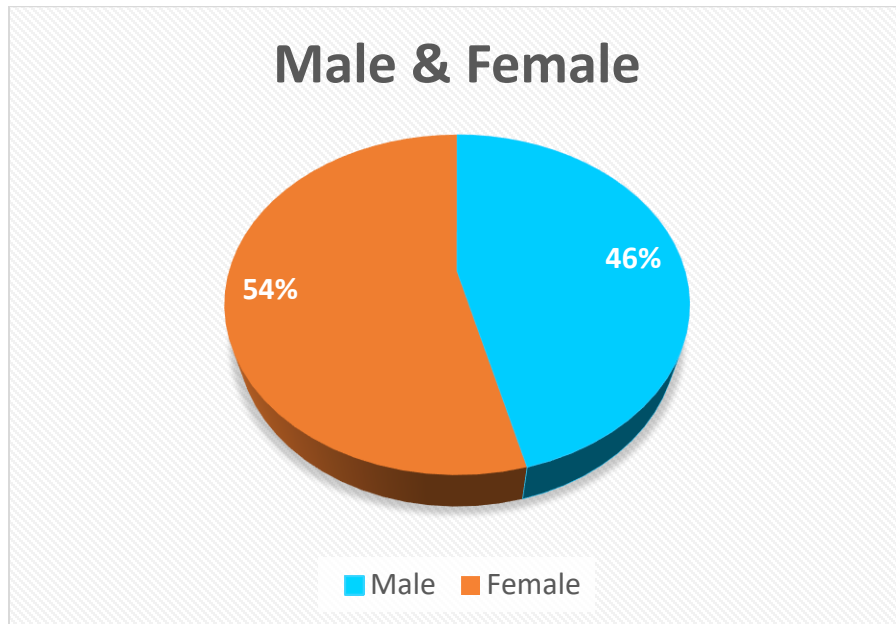


■ 138%-250% ■ 250%-400% ■ 400%+ ■ Other/Unknown

### Age



■ 0-34 ■ 35-54 ■ 55-64



#### **Customer Engagement Center Volume**

Below please find a summary of the customer engagement center volume. Data for Saturday is also included. Numbers are not final but are provided here for consideration. Subsequent reports will include weekly breakdown.

<b>Timeframe</b>	<b>Calls</b>	<b>Average Handle Time</b>	<b>Average Wait Time</b>
11/1/2021- 11/27/2021	Total = 22,129 CEC = 17,641	10.69 minutes	4.58 minutes

#### **Website Volume**

Website traffic data is from November 1, 2021 to November 29, 2021. Subsequent reports will include weekly breakdown.

Users 2021 (Blue) vs 2020 (Orange)

Users

**51.98%**

38,596 vs 25,395



New Users

**45.73%**

35,440 vs 24,319



Sessions

**109.48%**

66,884 vs 31,929



Number of Sessions per User

**37.83%**

1.73 vs 1.26



Pageviews

**73.84%**

101,855 vs 58,591



Avg. Session Duration

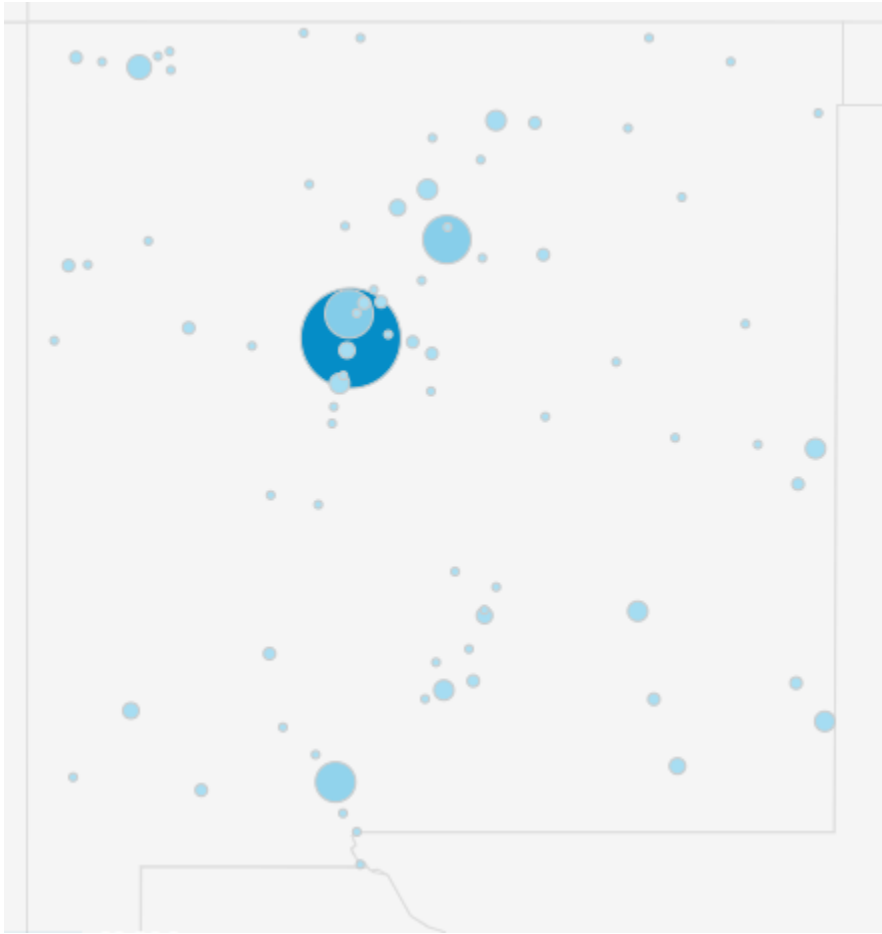
**67.37%**

00:02:07 vs 00:01:16



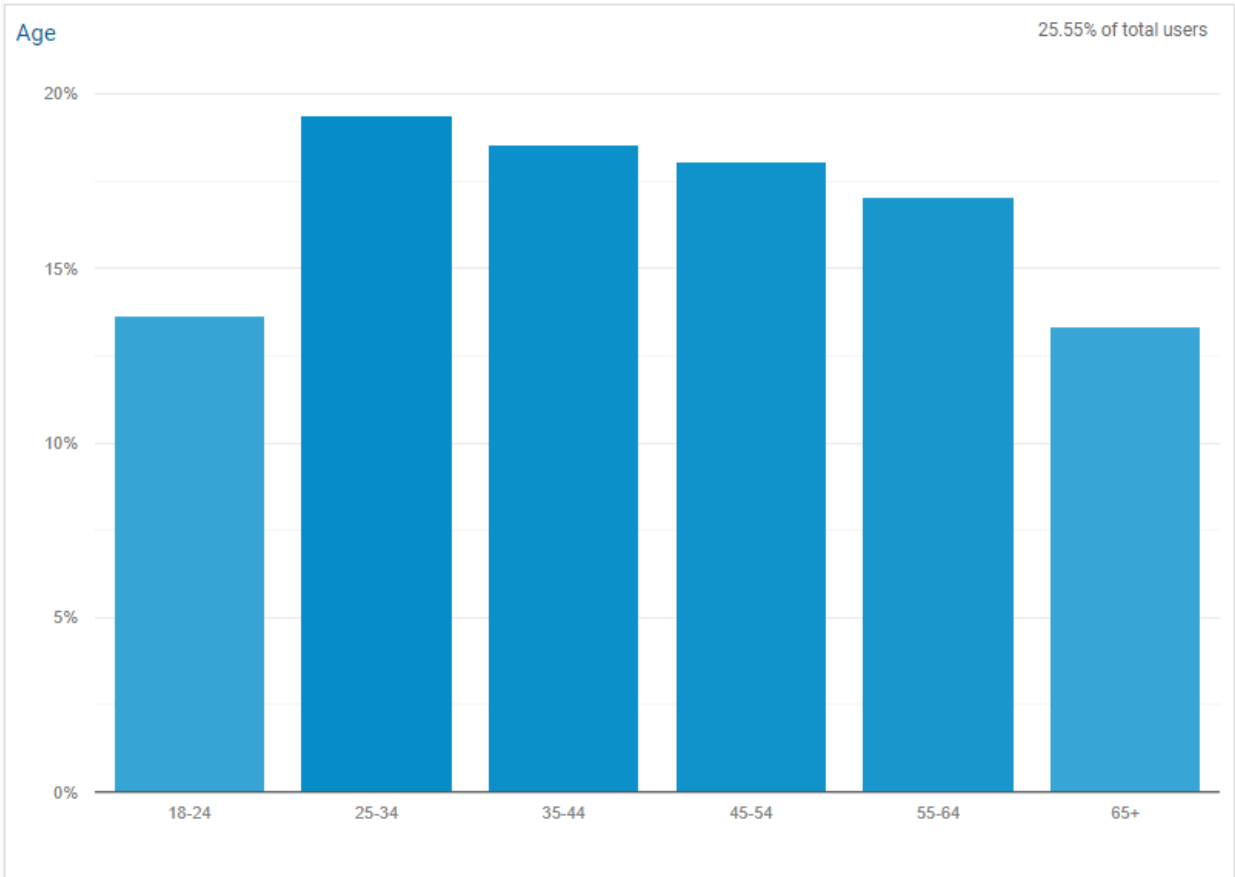
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Concentration of Users Across New Mexico





Age of Web Users



Male & Female Web Users

