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To: To Whom It May Concern  
RE: Week 5 Open Enrollment Update

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### **Summary**

Below you will find a summary of the Open Enrollment Period through week 5. The overview includes, but is not limited to:

- plan selections
- customer engagement center volume
- website traffic

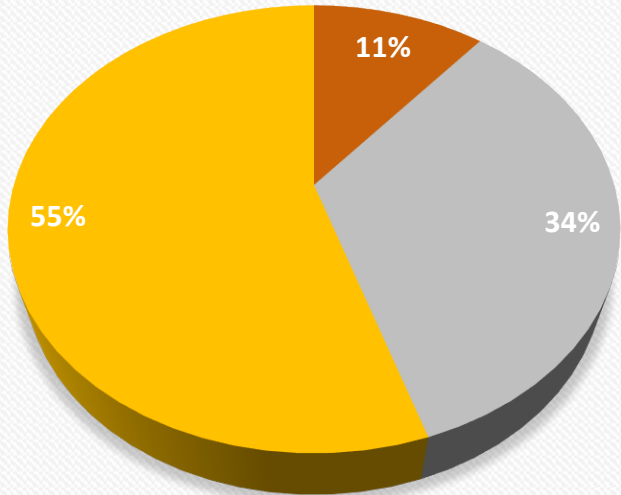
### **Enrollment**

In week five of the 2022 Open Enrollment Period, approximately 39,200 New Mexicans have a plan selection. In an effort to ensure the accuracy of all numbers, new consumers and re-enrollees are not being reported on this week. A return of these fields is anticipated soon.

As a reminder, 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 until January 15<sup>th</sup>, 2022.

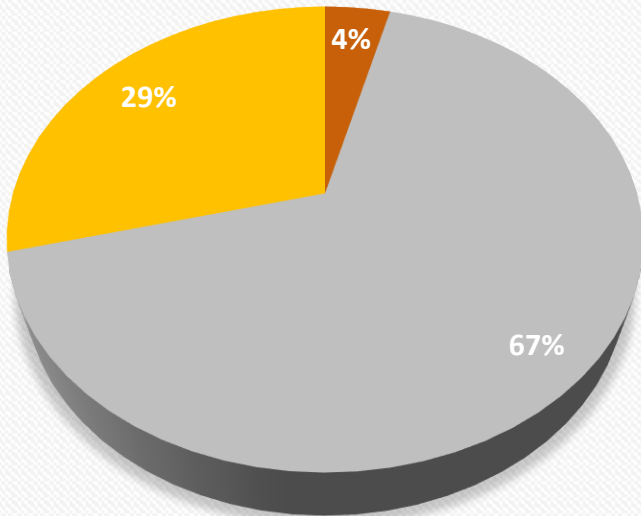
Final numbers, where accounts have been reviewed for errors or duplication, will be reported at the appropriate time after Open Enrollment.

### Metallic Choice-Overall



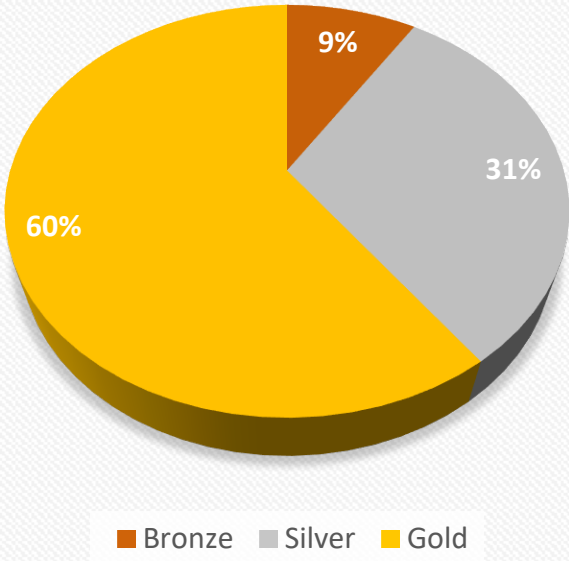
■ Bronze ■ Silver ■ Gold

### Metallic Choice-138-200% FPL

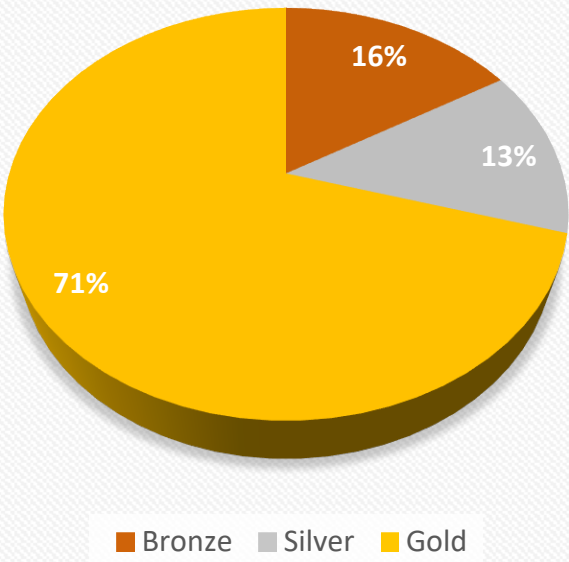


■ Bronze ■ Silver ■ Gold

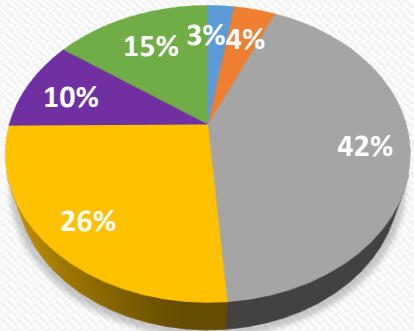
### Metallic Choice-200-250% FPL



### Metallic Choice-250+% FPL

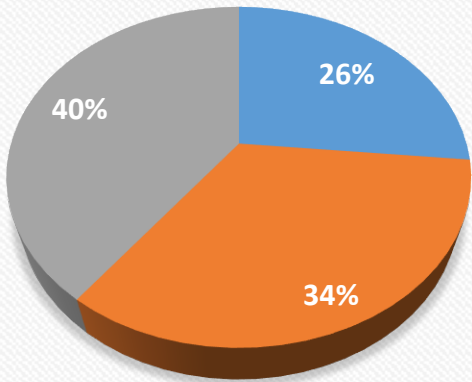


### Federal Poverty Level

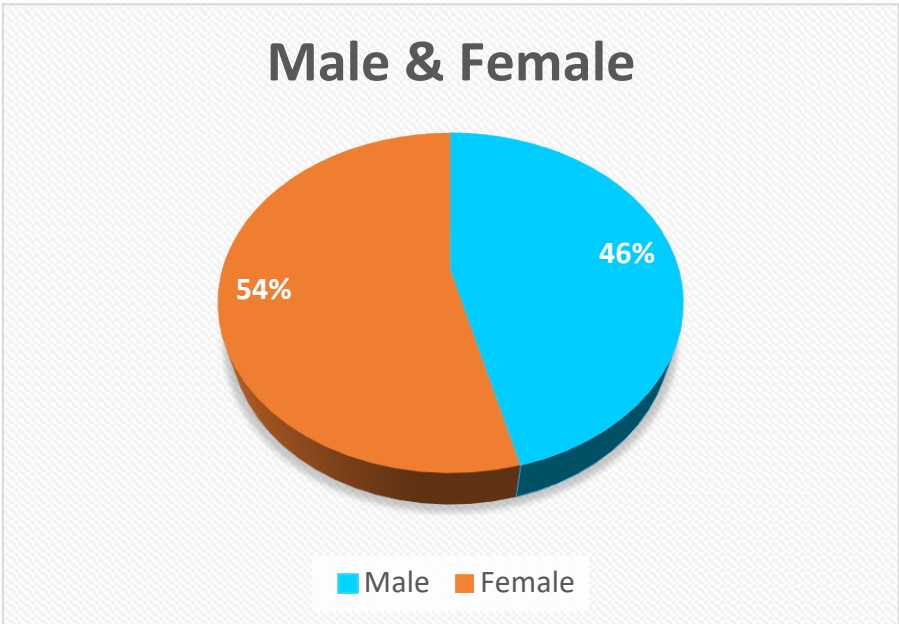


0%-100%	100%-138%	138%-250%
250%-400%	400%+	Other/Unknown

### Age



0-34	35-54	55-64
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**Customer Engagement Center Volume**

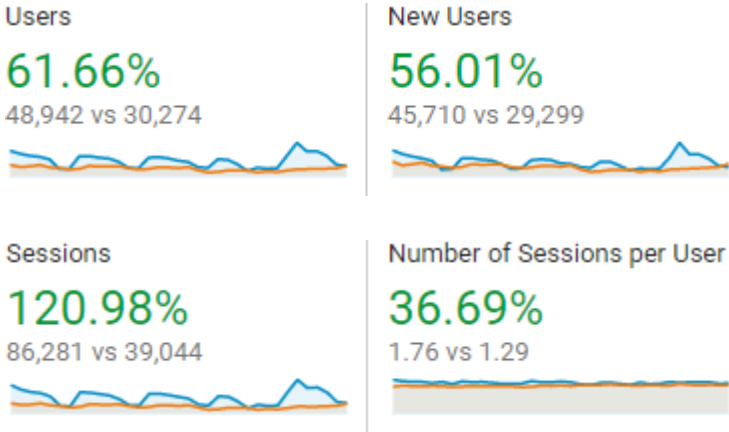
Below is a summary of the customer engagement center call volume, including Saturday. The customer engagement center numbers are not final but are provided here for consideration. Subsequent reports will include in a weekly breakdown.

<b>Timeframe</b>	<b>Calls</b>	<b>Average Handle Time</b>	<b>Average Wait Time</b>
11/29/2021-12/5/2021	CEC = 4,149	10.3 minutes	5.2 minutes

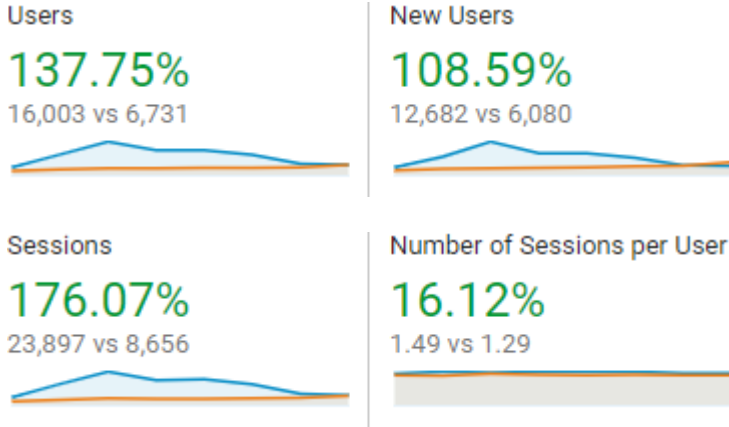
**Website Volume**

Website traffic data from November 1, 2021 to December 5, 2021

Users 2021 (Blue) vs 2020 (Orange)

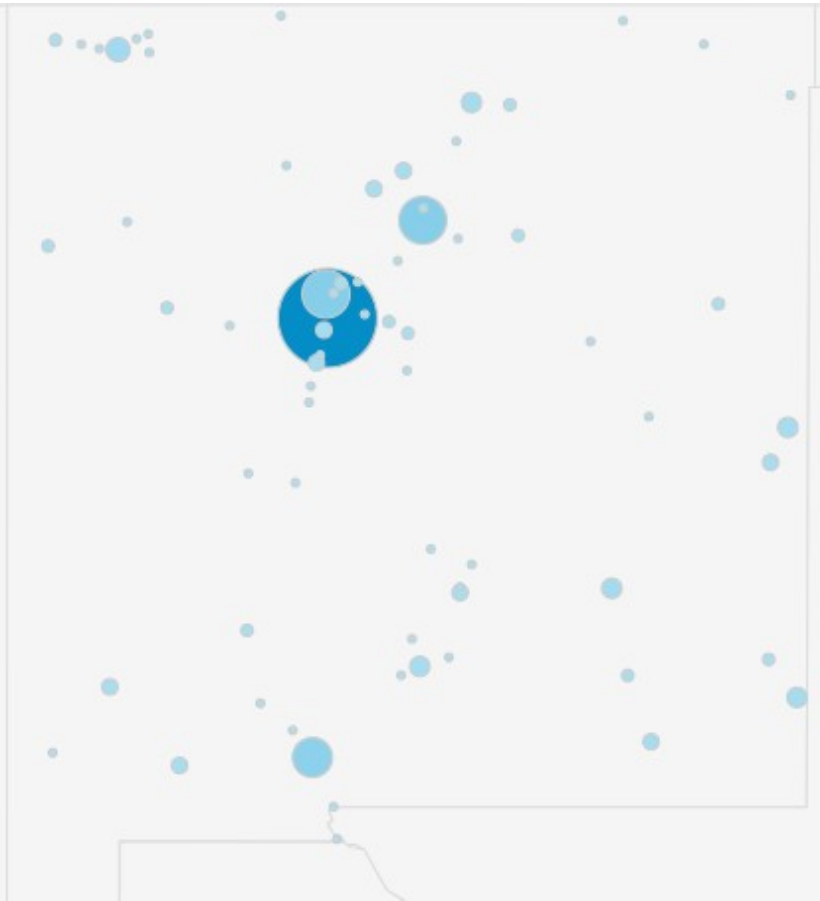


Website traffic data from November 28, 2021 to December 5, 2021

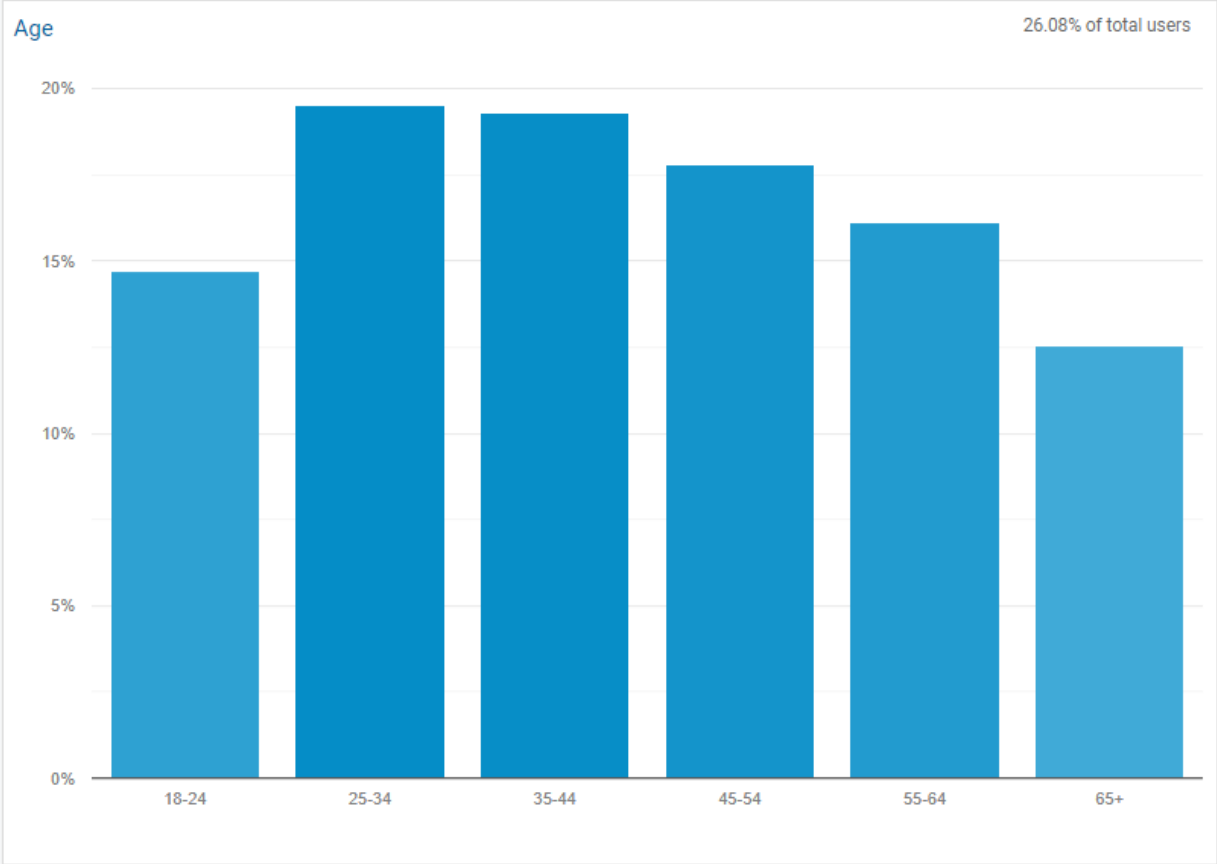


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Concentration of Users Across New Mexico November 28, 2021 to December 5, 2021



Age of Web Users November 28, 2021 to December 5, 2021





Male & Female Web Users November 28, 2021 to December 5, 2021

