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To: To Whom It May Concern
 RE: Week 6 Open Enrollment Update

Summary

Below you will find a summary of the Open Enrollment Period through week 6. 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 six 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.

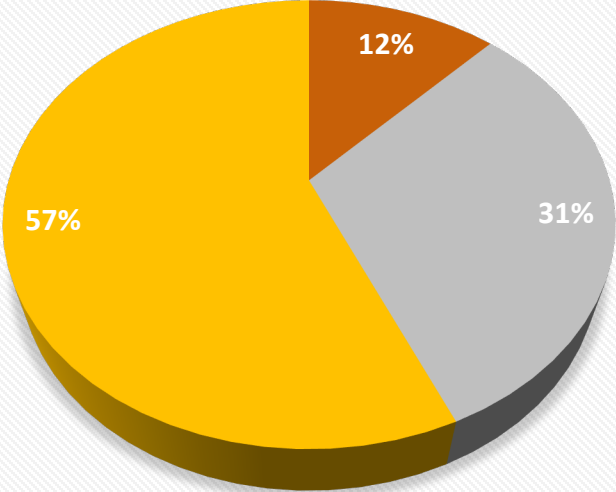
As a reminder, passive enrollees were handled earlier for this year to support the transition from Healthcare.gov to New Mexico’s solution. This offers additional time for payment to ensure that New Mexicans who have a plan stay covered. Individuals can still shop, compare, and change their plan.

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

	1	Total Plan Selections (net)	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.	39,039
	2	New Consumers (net)	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.	4,565

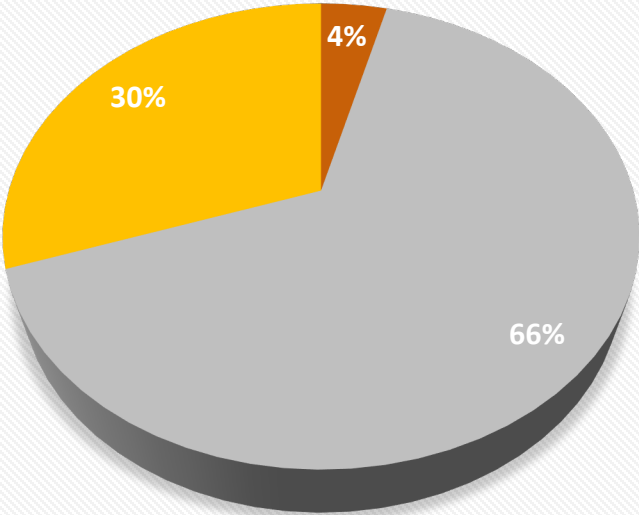
Priority Metrics	3	Total Re-enrollees (net)	Count of unique individuals who have selected a (PY) 2022 Marketplace medical plan, where the consumer had non-canceled (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count includes consumers who either returned to the Marketplace and actively 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.	34,474
	4	Active Re-enrollees (net)	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.	7,742
	5	Automatic Re-enrollees (net)	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.	26,732
	6	Number of Submitted Applications (gross)	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.	31,044
	7	Consumers on Applications Submitted (gross)	Total count of individuals requesting coverage on submitted applications. Both new consumers and consumers re-enrolling (automatic and active) in coverage should be counted.	42,727
	8	Consumers Determined Eligible for Medicaid/CHIP (gross)	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.	2,325
	9	Consumers Eligible for QHP (gross)	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.	40,272
	9.1	Consumers Eligible for QHP, with Financial Assistance (gross)	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).	33,919

Metallic Choice-Overall



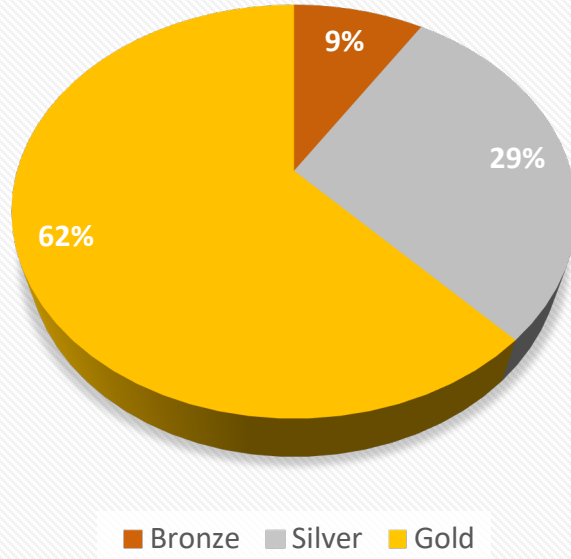
■ Bronze ■ Silver ■ Gold

Metallic Choice-138-200% FPL

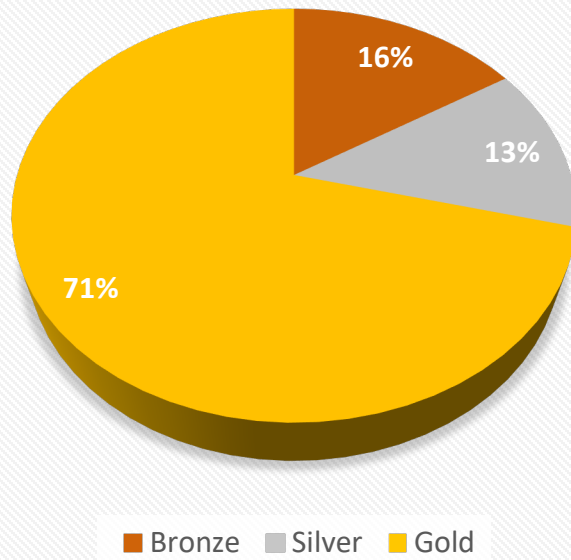


■ Bronze ■ Silver ■ Gold

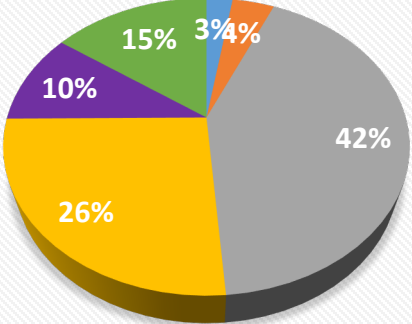
Metallic Choice-200-250% FPL



Metallic Choice-250+% FPL

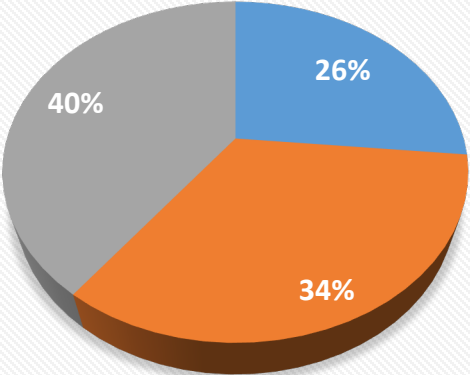


Federal Poverty Level

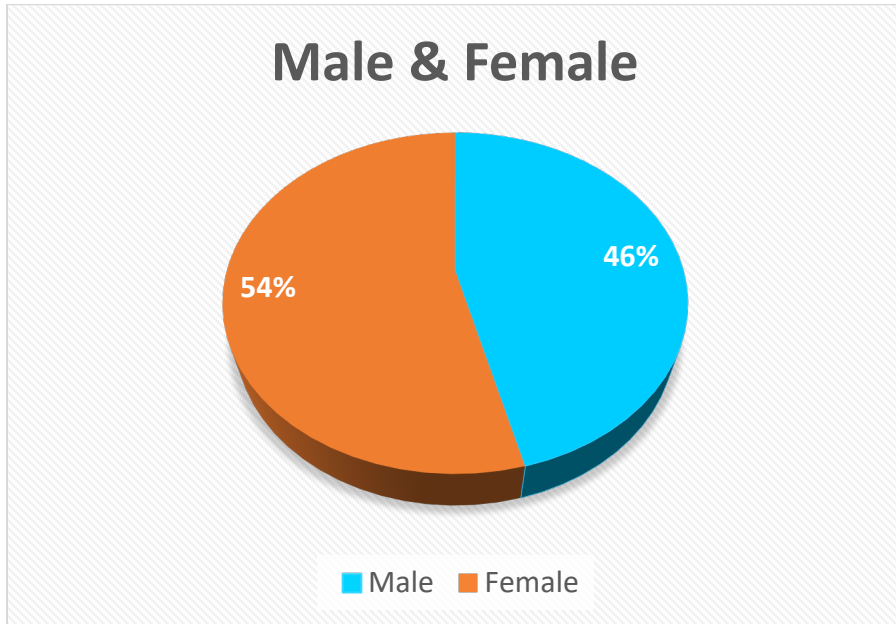


0%-100% 100%-138% 138%-250%
250%-400% 400%+ Other/Unknown

Age



0-34 35-54 55-64



Customer Engagement Center Volume

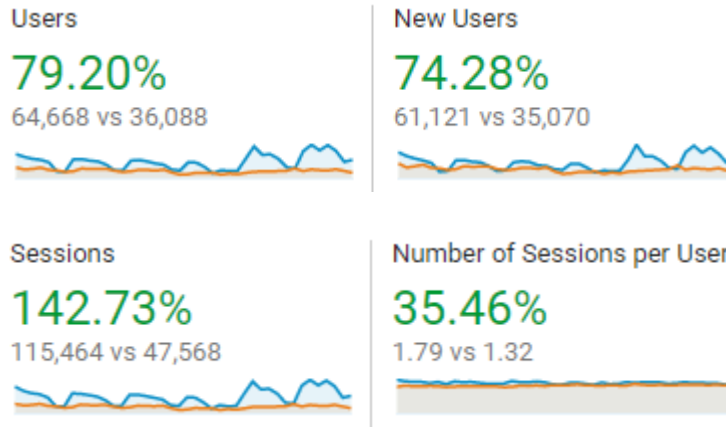
Below please find a summary of the customer engagement center volume, including Saturday. Customer Engagement Center numbers are not final but are provided here for consideration.

Timeframe	Calls	Average Handle Time	Average Wait Time
12/6/2021-12/12/2021	CEC = 4,803	9.1 minutes	6.4 minutes

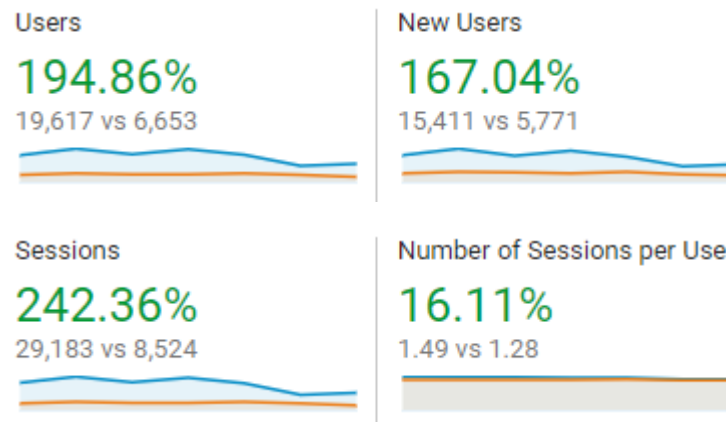
Website Volume

Website traffic data from November 1 to December 12

Users 2021 (Blue) vs 2020 (Orange)

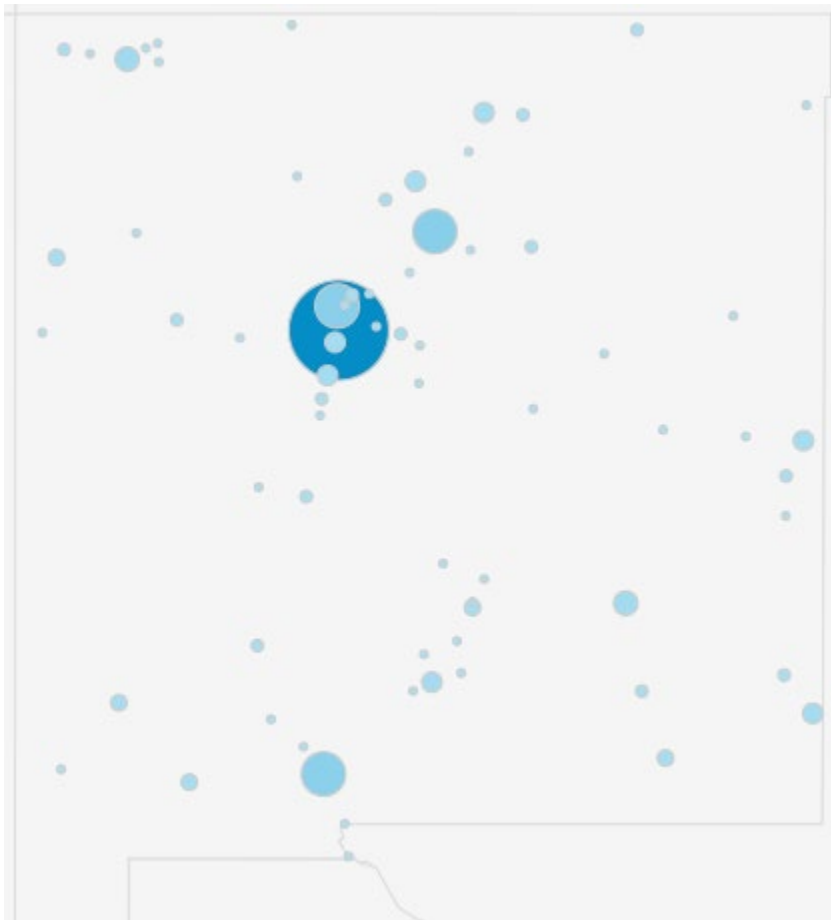


Website traffic data from December 6 to December 12

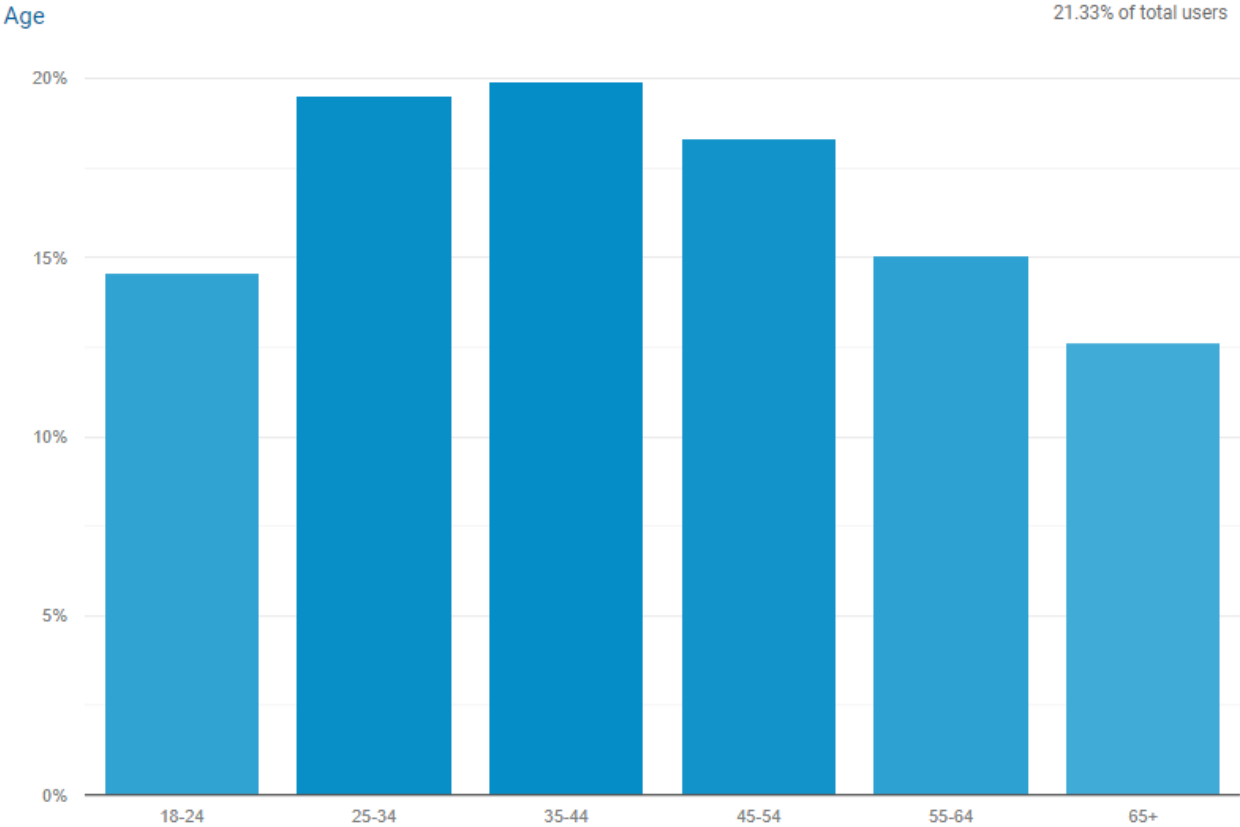


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Concentration of Users Across New Mexico December 6 to December 12



Age of Web Users December 6 to December 12



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

Gender

23.14% of total users

