

To: To Whom It May Concern
 RE: Week 11 Open Enrollment Update

Summary

Below you will find a summary of the Open Enrollment Period through week 11. The overview includes, but is not limited to:

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

Enrollment

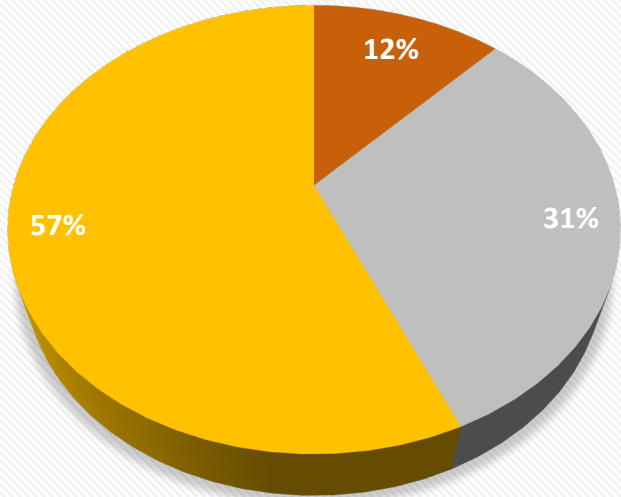
In week eleven of the 2022 Open Enrollment Period, over 45,000 New Mexicans have a plan selection, representing year-over-year growth. Over 36% of enrollees had in-person assistance (agents, brokers, or enrollment counselors). Individuals have until January 15th to enroll, and can opt in for coverage to start in January of February.

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.	45,664
	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.	12,331
	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	33,333

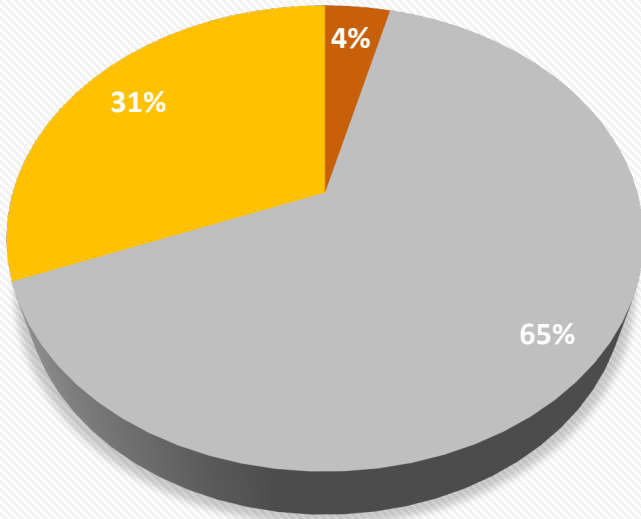
Priority Metrics			medical coverage. Count does not include plans that were canceled or terminated.	
	4	Active Re-enrollees (net)	Count of unique individuals who returned to the Marketplace to actively select a (PY) 2022 Marketplace medical plan, where the consumer had non-canceled (PY) 2021 Marketplace medical coverage on or after 11/1/2021. Count does not include plans that were canceled or terminated.	12,287
	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.	21,046
	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.	38,671
	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.	52,948
	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.	5,478
	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.	47,469
	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).	39,355

Metallic Choice-Overall



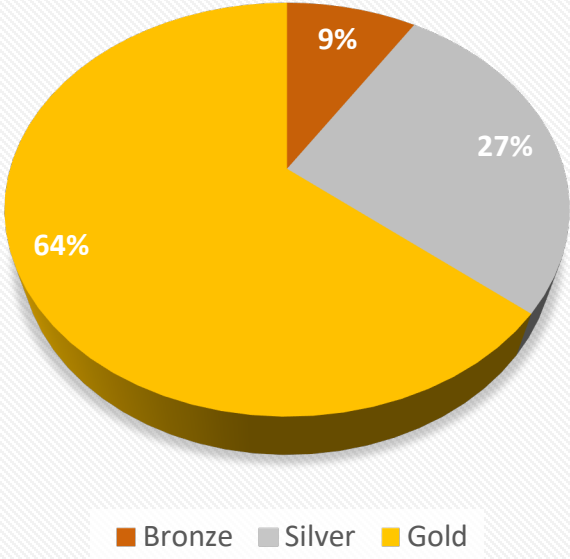
■ Bronze ■ Silver ■ Gold

Metallic Choice-138-200% FPL

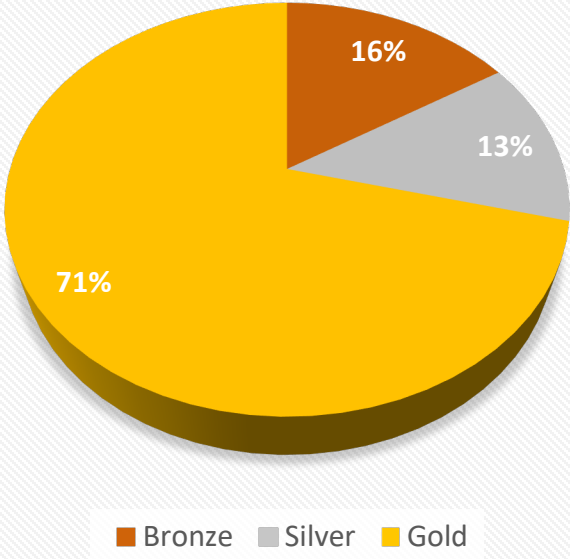


■ Bronze ■ Silver ■ Gold

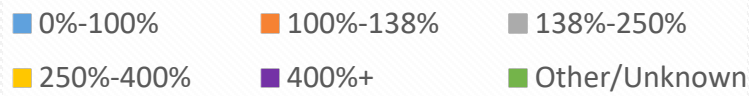
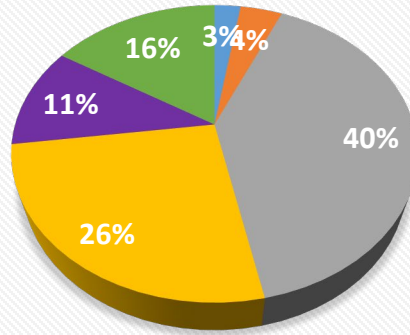
Metallic Choice-200-250% FPL



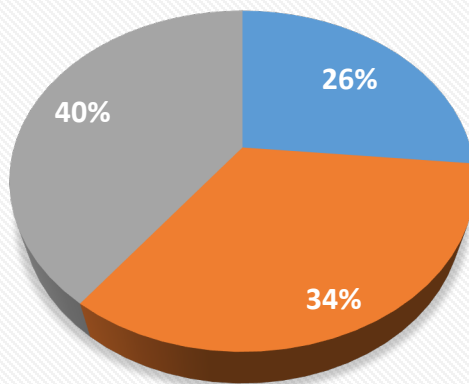
Metallic Choice-250+% FPL

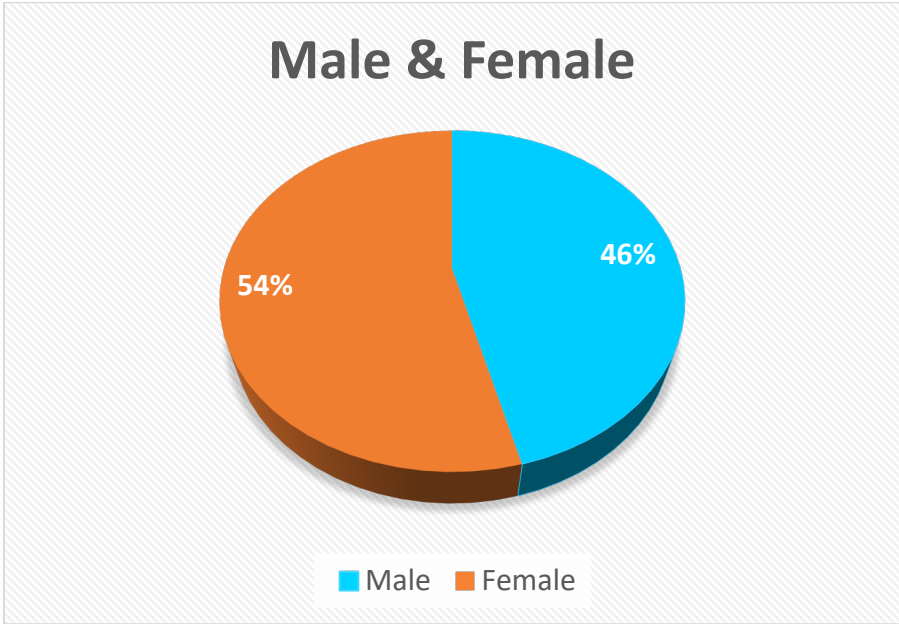


Federal Poverty Level



Age





County Market Share

Location	Percent	Location	Percent
BERNALILLO	34%	LUNA	1%
SANTA FE	14%	COLFAX	1%
DONA ANA	12%	ROOSEVELT	1%
SANDOVAL	7%	LOS ALAMOS	1%
TAOS	3%	TORRANCE	1%
CHAVES	3%	SIERRA	1%
LEA	3%	CIBOLA	1%
OTERO	3%	SOCORRO	<1%
VALENCIA	3%	QUAY	<1%
EDDY	2%	CATRON	<1%
SAN JUAN	2%	GUADALUPE	<1%
CURRY	2%	MORA	<1%
LINCOLN	2%	UNION	<1%
GRANT	1%	DE BACA	<1%
RIO ARRIBA	1%	HIDALGO	<1%
SAN MIGUEL	1%	HARDING	<1%
MCKINLEY	1%		

Language Preference

Spoken Language	Percent
English	89.76%
Spanish	8.16%
Chinese - Mandarin	0.69%
Vietnamese	0.62%

Preferred Method of Communication

Preferred Method of Communication	Percent
Paper	70.36%
Email	26.20%
Text message	3.44%
Total	100.00%

Customer Engagement Center Volume

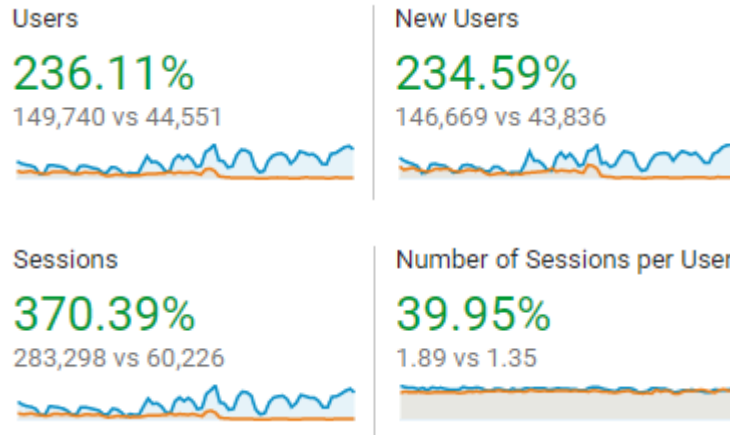
Below please find a summary of the customer engagement center volume, including Saturday. Customer Engagement Center numbers are not final but are provided here for consideration.

Timeframe	Calls	Average Handle Time
1/10/2022- 1/15/2022	CEC = 8,807	4.6 minutes

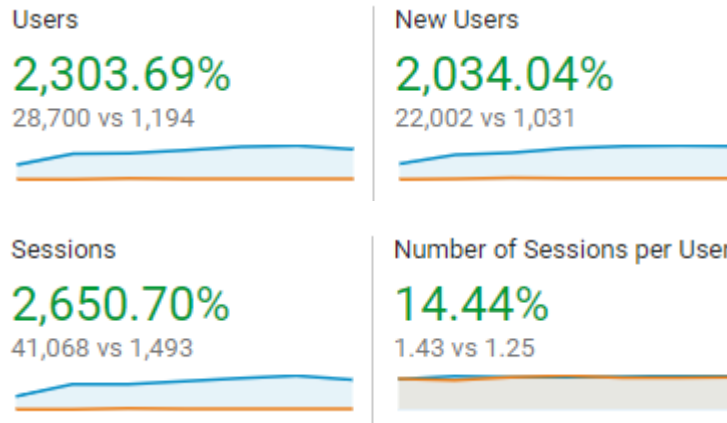
Website Volume

Website traffic data from November 1 to January 15

Users 2022 (Blue) vs 2021 (Orange)

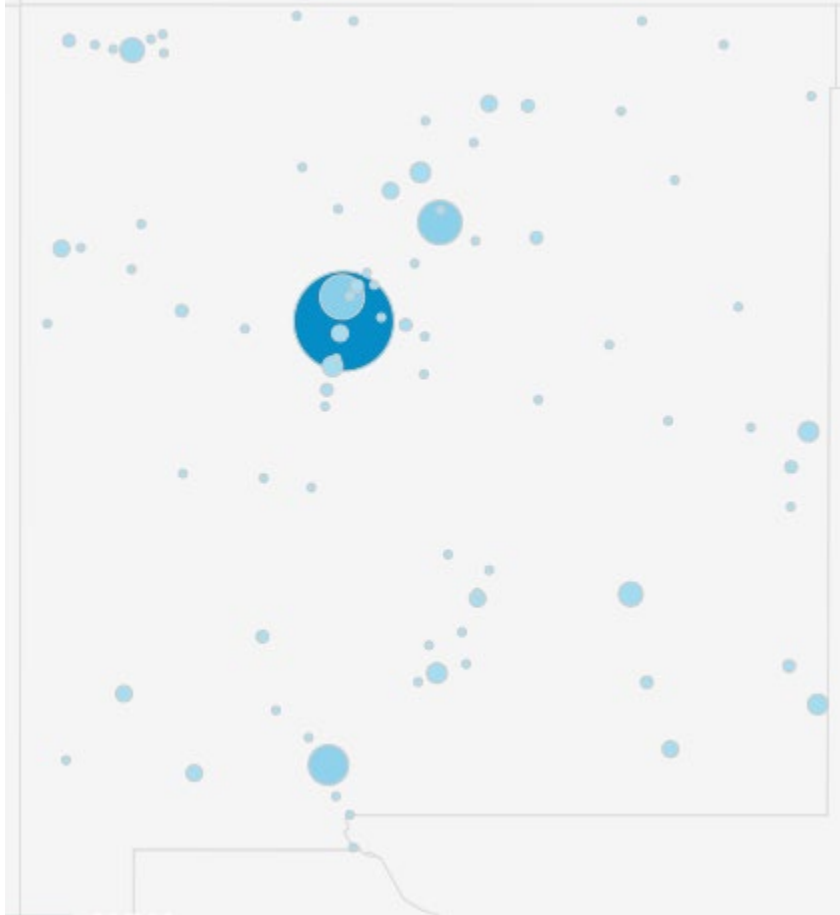


Website traffic data from January 9 to January 15

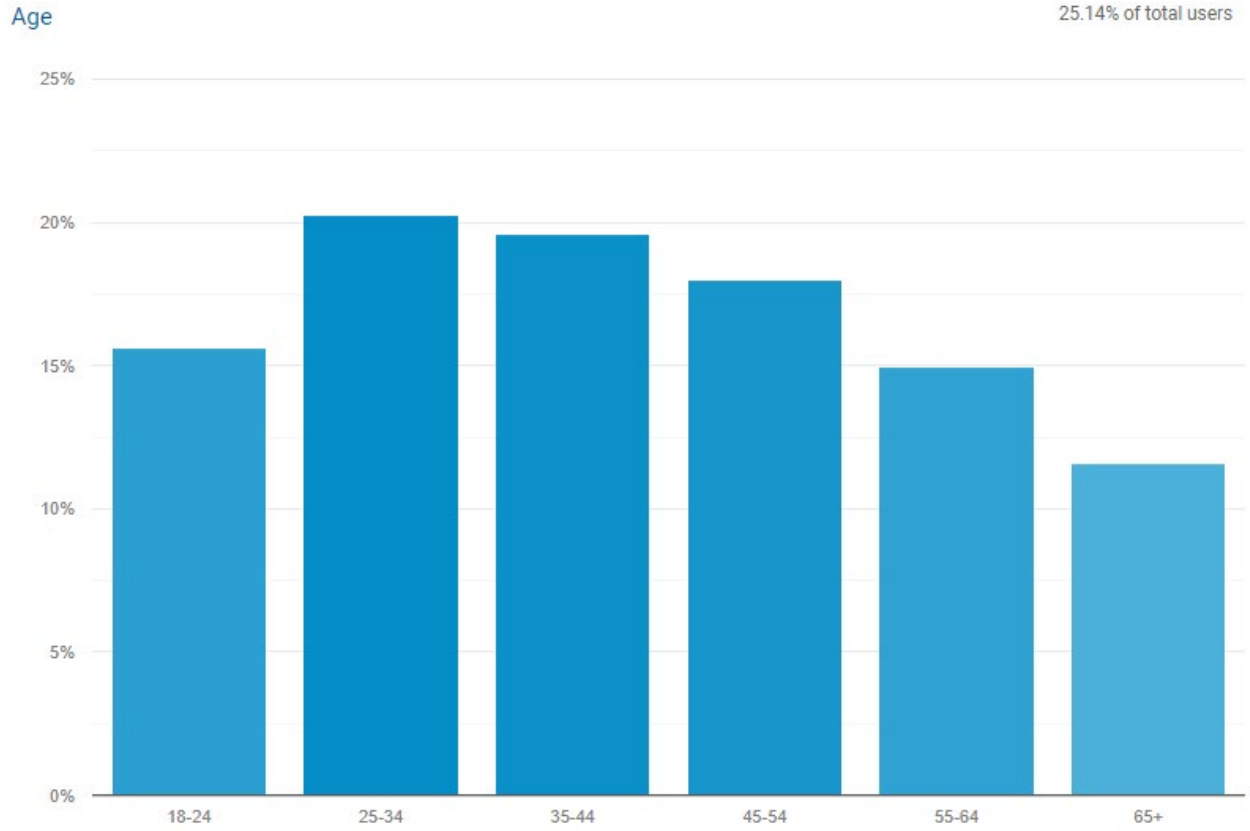


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Concentration of Users Across New Mexico November 1 to January 15



Age of Web Users November 1 to January 15



Male & Female Web Users November 1 to January 15

Gender

26.57% of total users

