



2023 Open Enrollment Report

Week 7

Summary

This report provides a summary of information for week seven of the beWellnm health insurance individual Marketplace Open Enrollment Period for plan year 2023 (OEP 2023). The report contains data from the beWellnm eligibility and enrollment platform for OEP 2023, and includes an overview of the following:

- applications
- plan selections
- new enrollees
- enrollees renewing coverage
- Customer Engagement Center call volumes
- website traffic

Enrollment

This section contains enrollment data through December 20, 2022.

1	Total Plan Selections (net)	Count of unique individuals who have selected a Plan Year (PY) 2023 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.	37,056
2	New Consumers (net)	Count of unique individuals who have selected a (PY) 2023 Marketplace medical plan, where the consumer did not have (PY) 2022 Marketplace medical coverage on or after 11/1/2022. Count does not include plans that were canceled or terminated.	5,197

3	Total Re-enrollees (net)	Count of unique individuals who have selected a (PY) 2023 Marketplace medical plan, where the consumer had non-canceled (PY) 2022 Marketplace medical coverage on or after 11/1/2022. Count includes consumers who either returned to the Marketplace and actively selected a (PY) 2023 Marketplace medical coverage or were automatically enrolled into a (PY) 2023 Marketplace medical coverage. Count does not include plans that were canceled or terminated.	31,859
4	Active Re-enrollees (net)	Count of unique individuals who returned to the Marketplace to actively select a (PY) 2023 Marketplace medical plan, where the consumer had non-canceled (PY) 2022 Marketplace medical coverage on or after 11/1/2022. Count does not include plans that were canceled or terminated.	13,872
5	Automatic Re-enrollees (net)	Count of unique individuals who were automatically re-enrolled into a (PY) 2023 Marketplace medical plan, where the consumer had non-canceled (PY) 2022 Marketplace medical coverage on or after 11/1/2022. Count does not include plans that were canceled or terminated.	17,987
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.	29,712
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.	42,920

Customer Engagement Center Call Volume

The following table reflects Customer Engagement Center call volumes and related information from December 14 – December 20, 2022.

Date	Calls	Abandoned Calls	Average Speed to Answer (minutes)	Average Handle Time (minutes)
12/14/22 – 12/20/22	3,254	7	.35	8.85

Website Traffic

The following table reflects website activity from December 14 – December 20, 2022.

Users	New Users	Sessions	Number of Sessions per User
19,262	15,134	25,992	1.35

