



# HAWAI'I HEALTH CONNECTOR

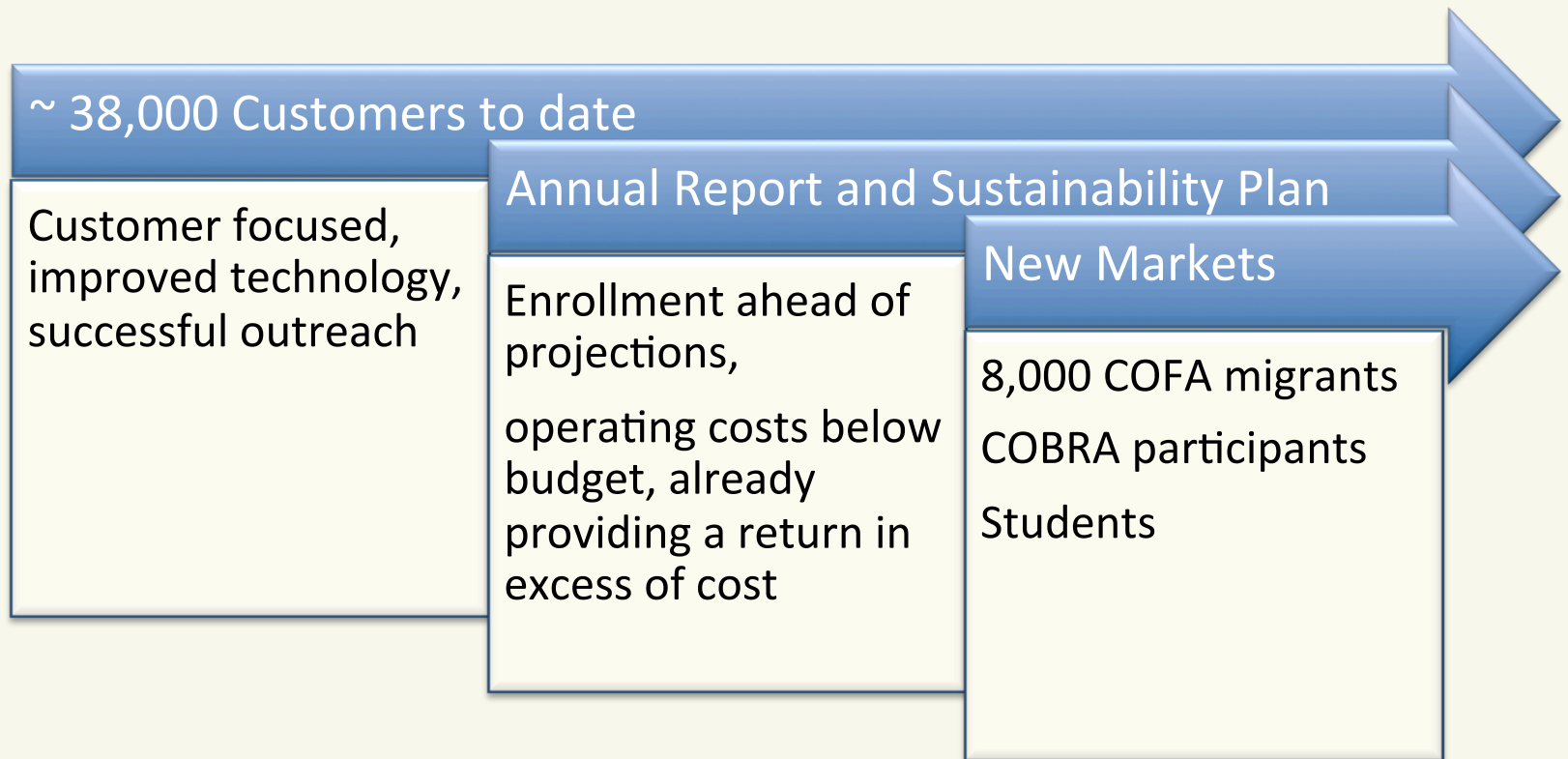
*The Hawai'i Health Connector, together with the Prepaid Health Care Act of 1974, provides access to affordable health care, wellness, and medicine to all residents of Hawai'i.*

Open Enrollment Report  
Sustainability & Progress  
April 9, 2015

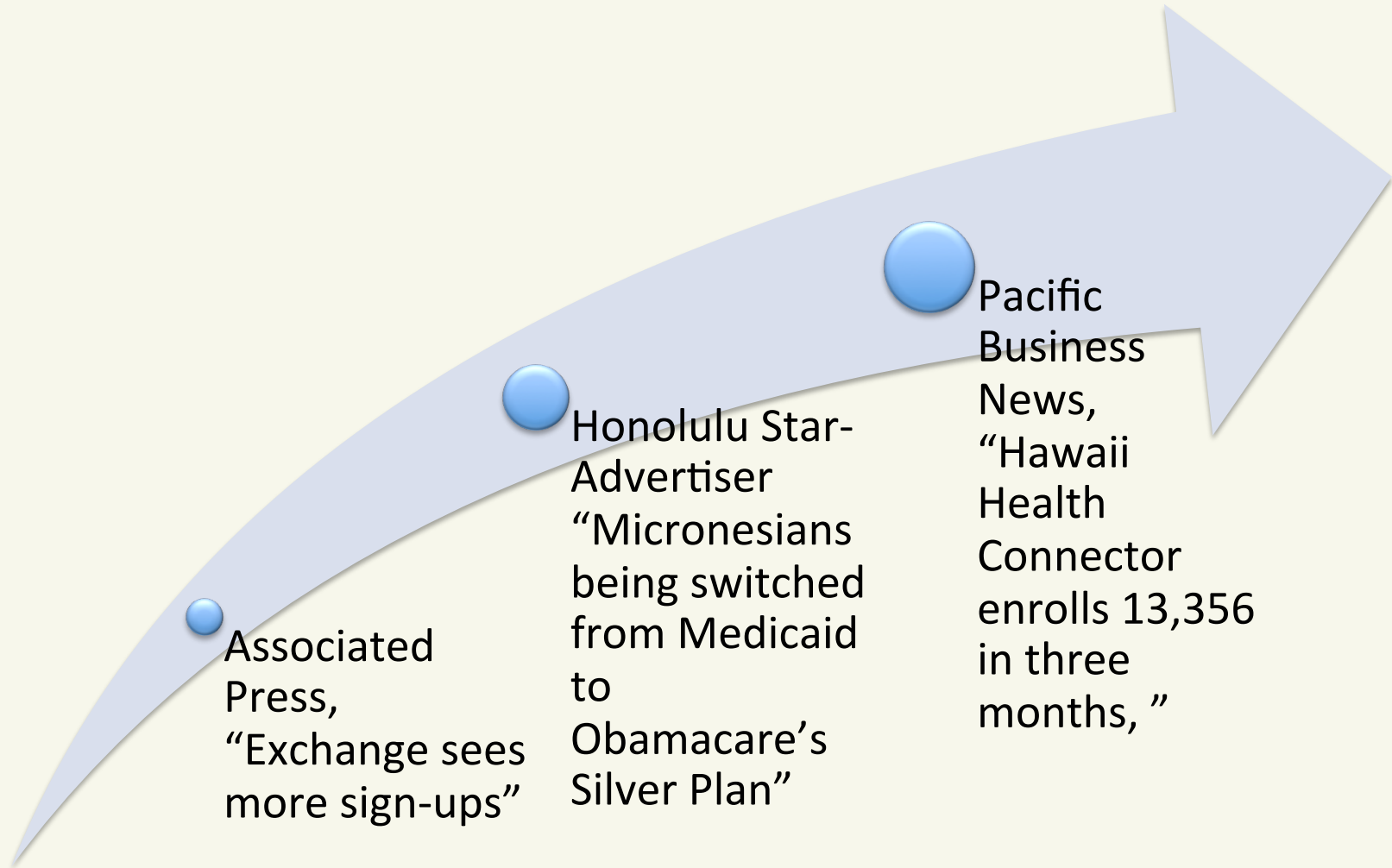
# Year-Over-Year Progress

	Open Enrollment 2014		Open Enrollment 2015
Enrollment	9,500	Plan Selection and Enrollment + Pending Applications	38,388
		Dental	467
		Effectuated	9,668
Functionality	120 seconds	Avg. Page Refresh Time	~ 4 seconds
	1-3 minutes	Avg. Response Time	~ 0.1 seconds
	Yes	Unplanned Downtime	Yes
Customer Experience	18 minutes 0 seconds	Avg Answer Speed	2 minutes 24 seconds
	41.0%	Calls Handled	92.3%
	18 minutes	Avg Handling Time	~ 10 minutes
	Unknown	Avg Time Spent in Enrollment Process	~ 10 minutes
	Online Only	Customer Service Training	In-Person and Online
	569	Customer Service Escalations	53
	20	On-Site Connector Walk Ins	793
Community Involvement	130	Certified Kōkua	220
	33	Marketplace Assister Organizations	25
	15	Languages Spoken by Kōkua	20
	0	Connector Licensed Agents	19
	286	Events	~ 790

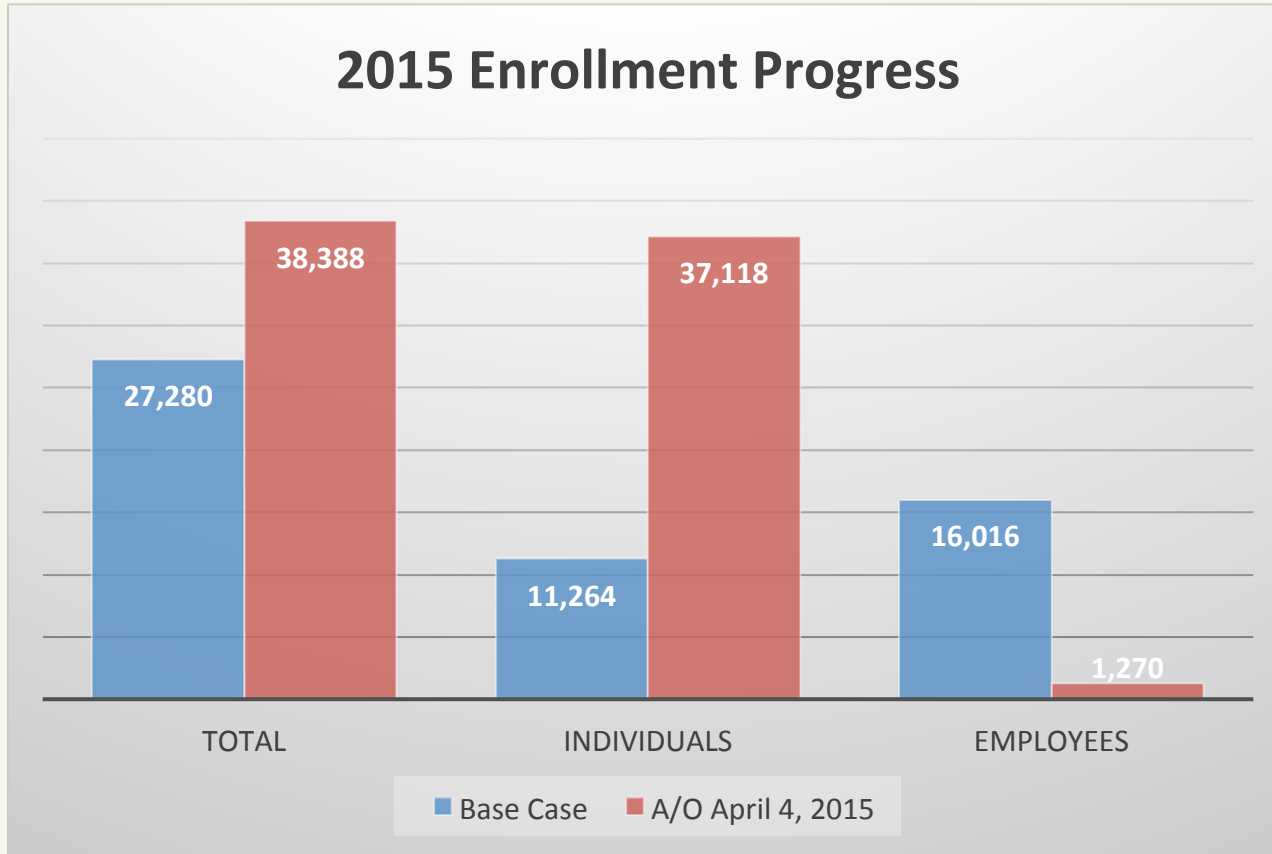
# Progress and Key Milestones



# Favorable Trend in Media Reports

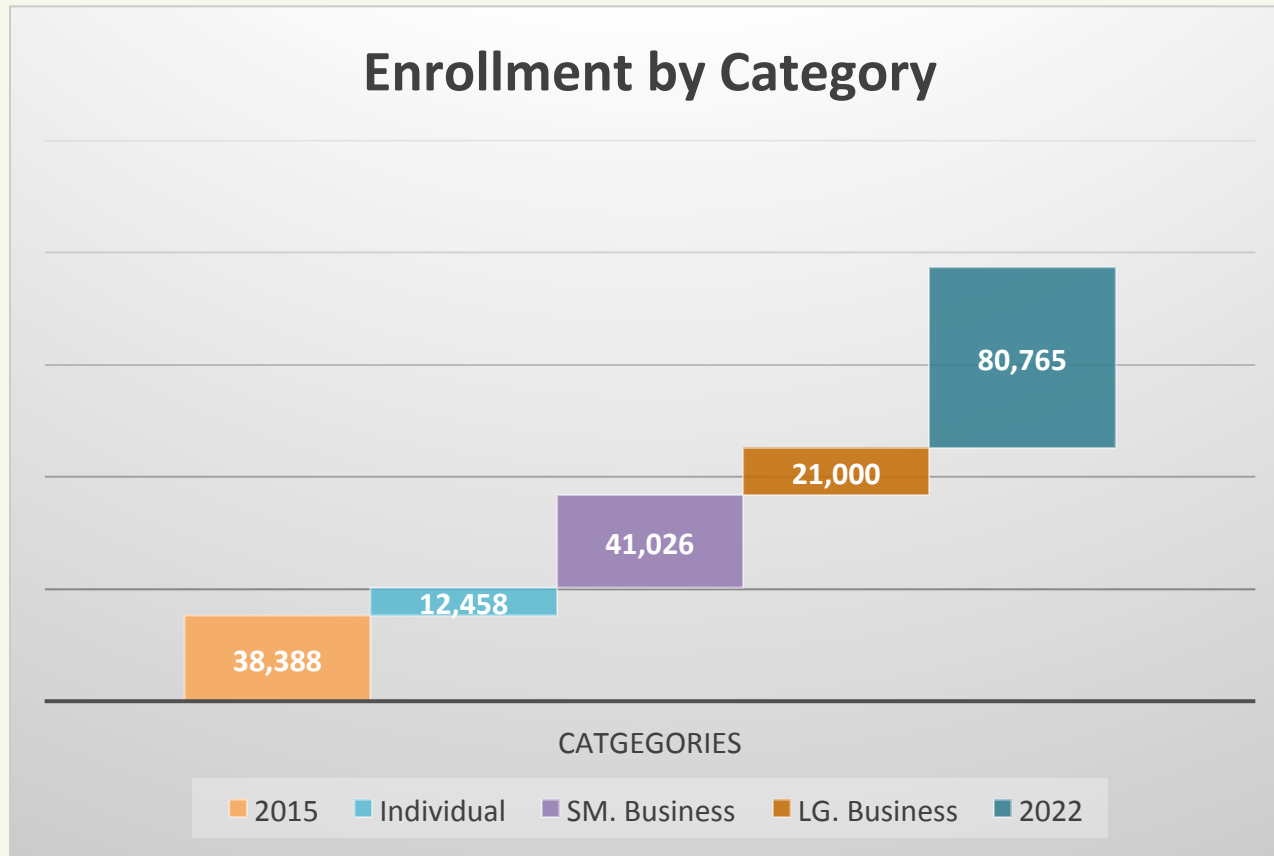


# 2015 Enrollment Goals

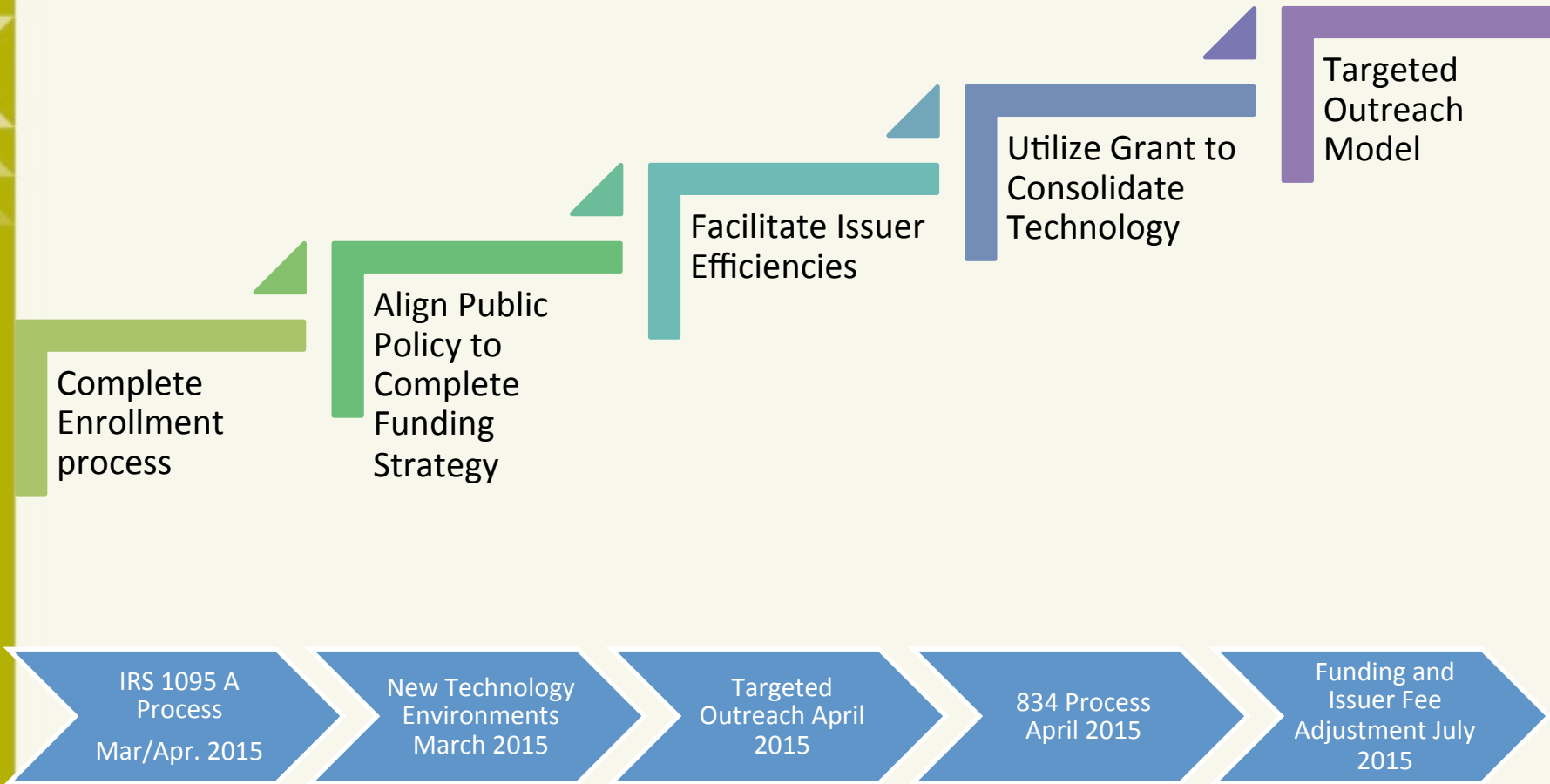


**Tracking ahead of the 2015 goal**

# 2022 Enrollment Breakdown



# Next Steps



# Conclusion

- With enrollment ahead of Base Case forecast; prospects for successful State Based Exchange greatly improved
- Opportunities to share technology with State and other State Based Exchanges could reduce costs substantially
- Hawaii is already receiving substantial benefits from the harmonization of the ACA with Prepaid



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