



Connecticut's Official Health Insurance Marketplace

Open Enrollment & 1095-A

Open Enrollment Member Update as of 02-1-2016

Brand New QHP Customers	19,499
Increase in QHP Enrollment Since 11-1-15	20,462

Current QHP Enrollments	
APTC	30,910
APTC + CSR	59,705
No APTC	25,404
TOTAL	116,019

Medicaid Determinations	
New to Eligibility System - Medicaid	42,248
Total Medicaid Determinations During OE	258,577

Open Enrollment Update

November 1, 2015 - February 1, 2016

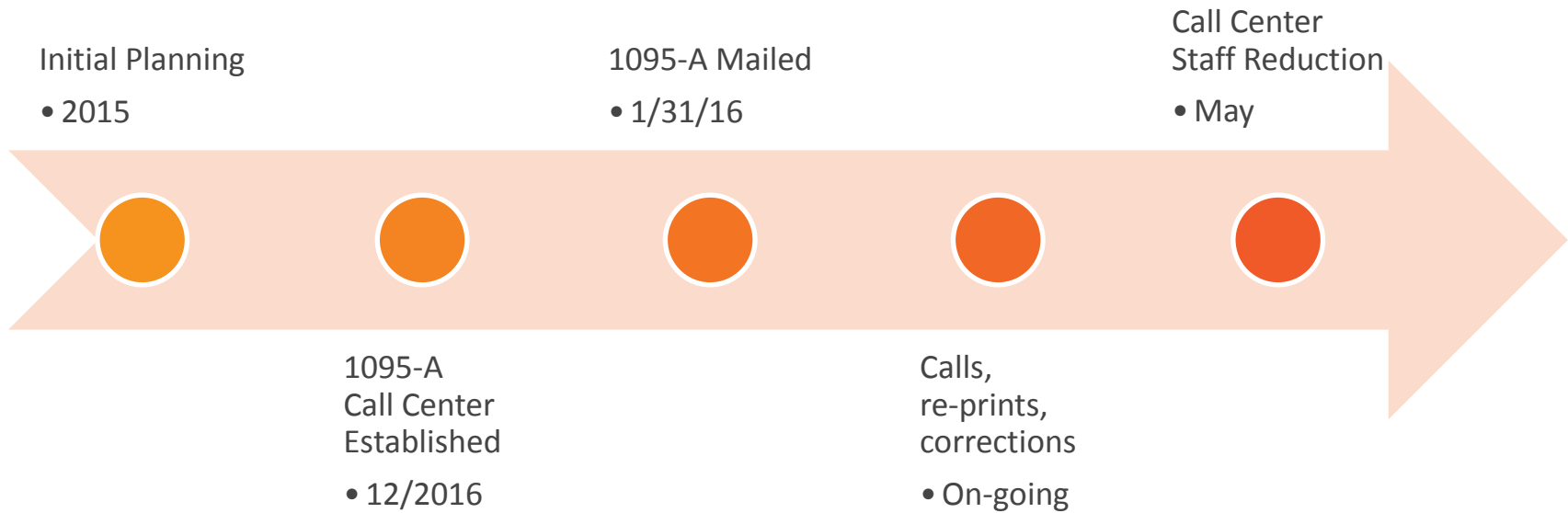
Metric	Volume
Calls Answered by Call Center	377,038
Store and CEP Visitors	11,125
Store and CEP QHP Enrollments	6,653
Store and CEP QHP Renewals	3,006
Store and CEP Medicaid Enrollments	3,647
Store and CEP Medicaid Renewals	1,980

1095 A

Form	Recipient	Accountable Party
1095 A	All QHP enrollees	The Market Place Exchange mailed to enrollees by 01/31/16

- AHCT sent over 98,000 1095-A forms
- The Call Center's staff has been trained to resolve basic 1095 inquiries (Tier 1)
- Complex inquiries will be transferred to an experienced team of AHCT employees (Tier 2). Most Tier 2 employees have prior experience during open enrollment at ACHT's storefronts and CEP sites.
- Dedicated Tier 2 staff members will have specific assignments regarding carrier relations to expedite any issues that arise
- Tier 2 staff have bilingual capabilities

Timeline



Call Center: 1-855-396-2428