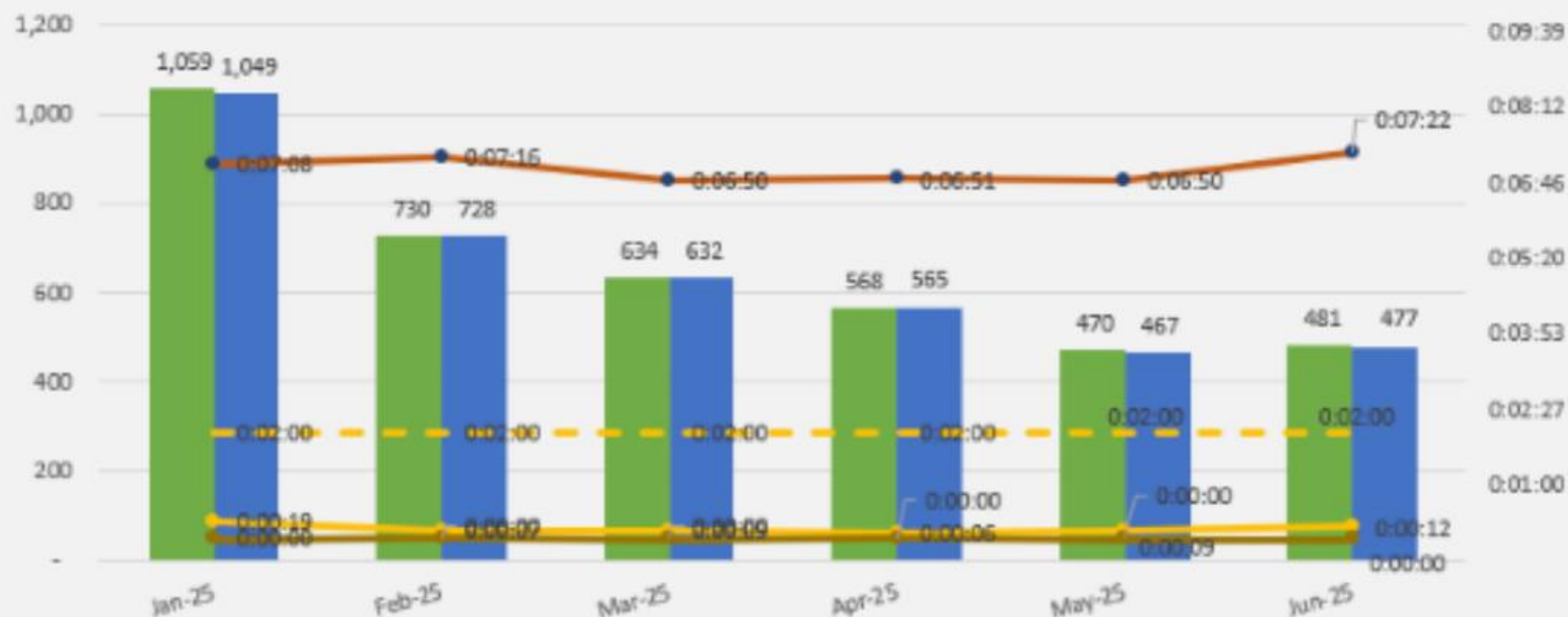


Call Center Metrics

01/01/2025-12/31/2025

Service Levels by Month



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Calls Offered	1,059	730	634	568	470	481
Calls Handled	1,049	728	632	565	467	477
Avg Wait Time (Minutes)	0:00:19	0:00:07	0:00:09	0:00:06	0:00:09	0:00:12
Wait Time SLA (Minutes)	0:02:00	0:02:00	0:02:00	0:02:00	0:02:00	0:02:00
Avg Handle Time (Minutes)	0:07:08	0:07:16	0:06:50	0:06:51	0:06:50	0:07:22
Avg Hold Time (Seconds)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

Service Levels by Month

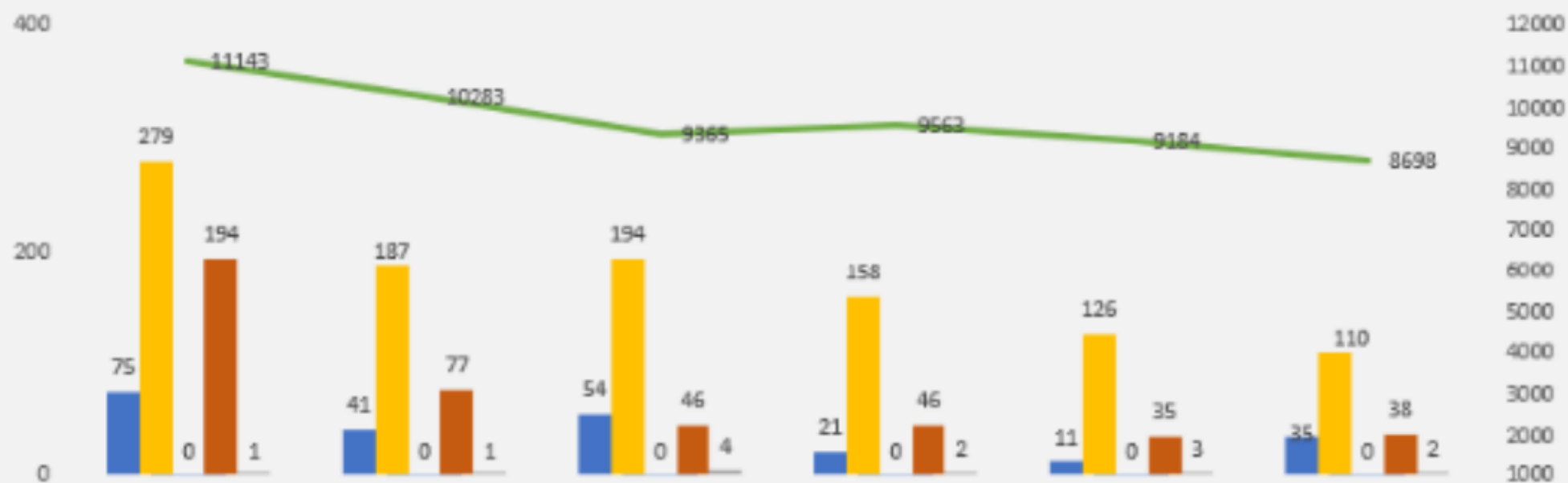


	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
■ Calls Offered	496	461	763	745	1,345	1,308
■ Calls Handled	495	459	749	728	1,313	1,286
—◆— Avg Wait Time (Minutes)	0:00:05	0:00:22	0:00:22	0:00:24	0:00:43	0:00:32
- - - Wait Time SLA (Minutes)	0:02:00	0:02:00	0:02:00	0:02:00	0:02:00	0:02:00
—●— Avg Handle Time (Minutes)	0:07:05	0:06:50	0:07:13	0:07:04	0:06:04	0:05:53
—●— Avg Hold Time (Seconds)	0:00:02	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

Enrollment Activity

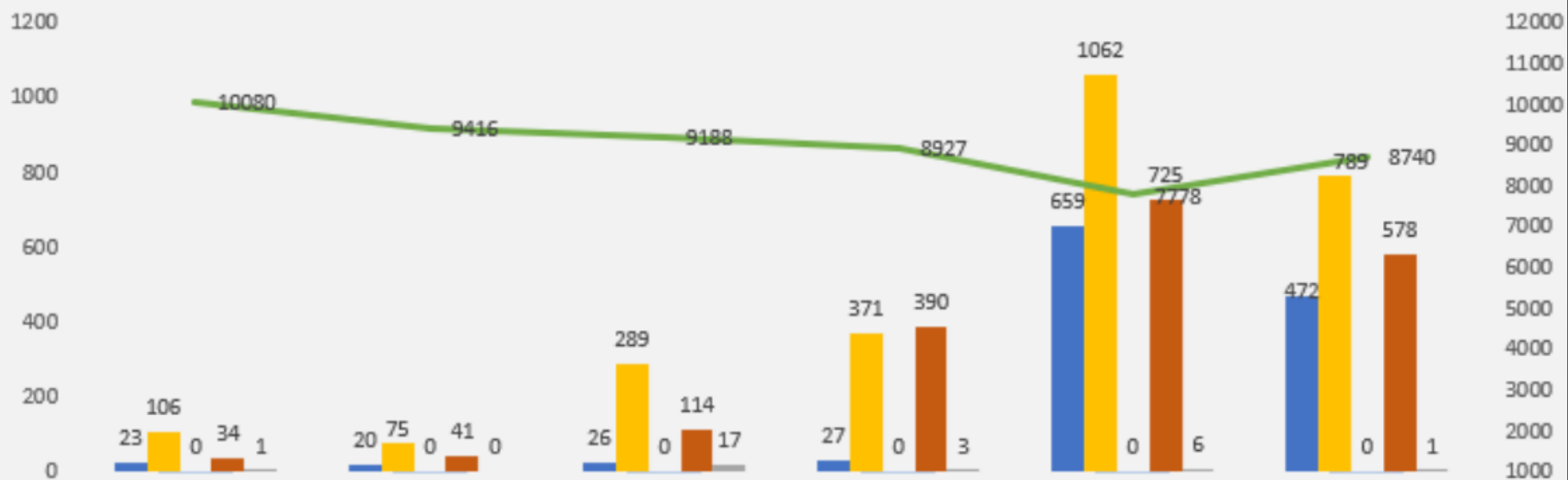
01/01/2025-12/31/2025

Enrollments by Origin by Month



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
MIMIS Generated	0	0	0	0	0	0
Web Portal	75	41	54	21	11	35
Call Center	279	187	194	158	126	110
IVR System	0	0	0	0	0	0
Mail / Fax	194	77	46	46	35	38
Live Chat	1	1	4	2	3	2
Auto Assignment	11143	10283	9365	9563	9184	8698

Enrollments by Origin by Month

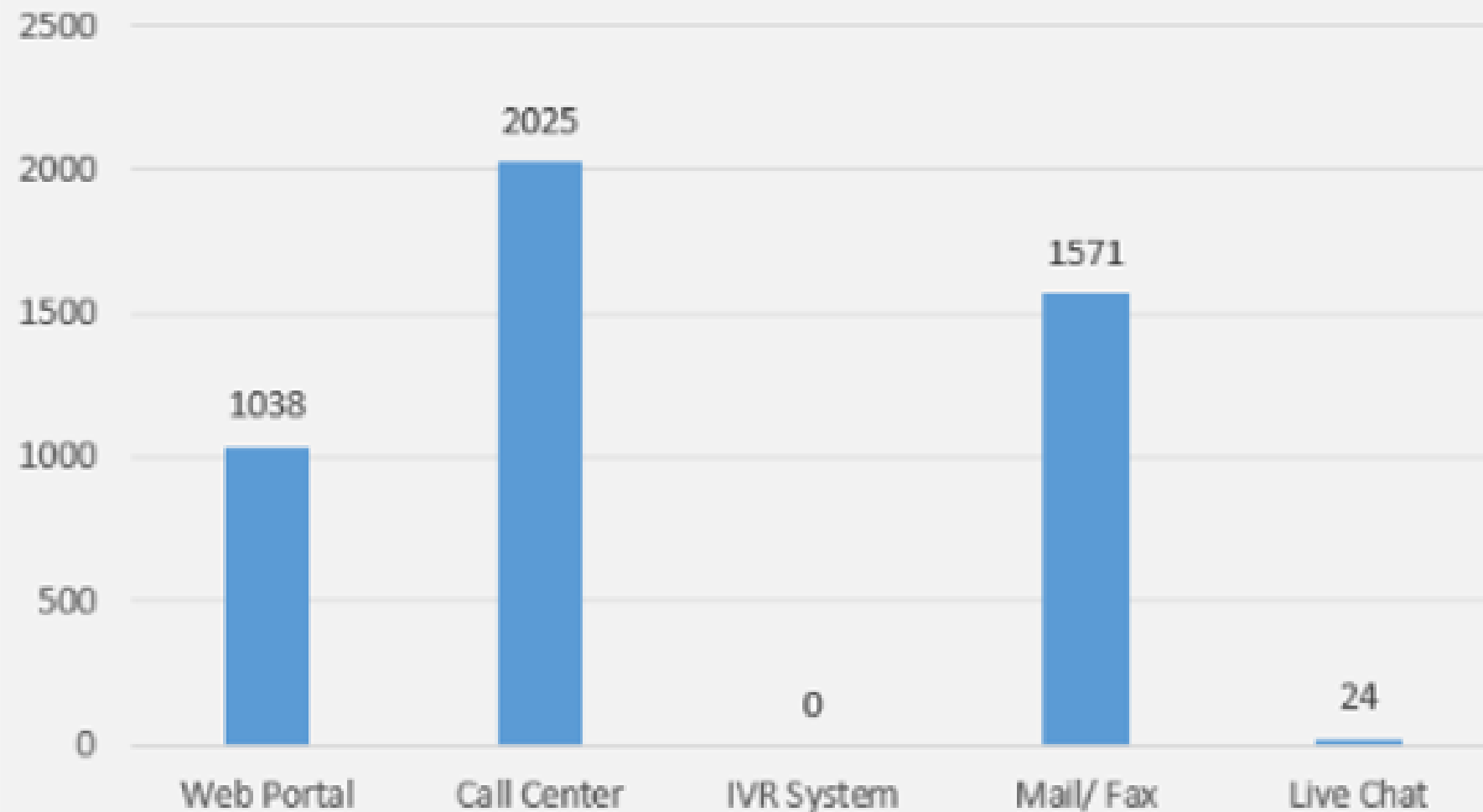


	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
MMIS Generated	0	0	0	18	71	80
Web Portal	23	20	26	27	659	472
Call Center	106	75	289	371	1062	789
IVR System	0	0	0	0	0	0
Mail/ Fax	34	41	114	390	725	578
Live Chat	1	0	17	3	6	1
Auto Assignment	10080	9416	9188	8927	7778	8740

Open Enrollment Activity

11/01/2025-12/15/2025

Open Enrollment Requests by Origin (Changed To)



Mailed Materials

01/01/2025-12/31/2025

MAIL TYPE	ENGLISH MEMBERS - YTD	SPANISH MEMBERS - YTD	TOTAL MEMBERS - YTD
Annual Open Enrollment Letter	301983	28441	330424
Authorized Representative Form	83	6	89
Enrollment Change	2368	227	2595
Enrollment Reinstatement	25268	2379	27647
Enrollment Welcome Packet	78395	7038	85433
Enrollment Welcome Packet Ext	182	0	182
For Cause Denial Notice	59	0	59
Grievance Notice	0	0	0
Member Guide	5	0	5
New Plan Transition Notice	0	0	0
Notice Annual of Enrollment	302257	28776	331033
Notice of Disenrollment	111481	11504	122985
Notice of Enrollment	0	0	0
Notice of Enrollment & Supplemental	0	0	0
OE Notice of Enrollment	4647	249	4896
Paper Enrollment Form	1	0	1
Reminder Notice	0	0	0
Retro Enrollment	3473	302	3775
Welcome Letter	0	0	0
Welcome Packet Only	0	0	0
TOTAL	830202	78922	909124

MAIL TYPE	ENGLISH ENVELOPES SENT - YTD	SPANISH ENVELOPES SENT - YTD	ENVELOPES SENT - YTD
Annual Open Enrollment Letter	176376	17175	193551
Authorized Representative Form	83	6	89
Enrollment Change	1652	184	1836
Enrollment Reinstatement	15956	1512	17468
Enrollment Welcome Packet	58620	5431	64051
Enrollment Welcome Packet Ext	96	0	96
For Cause Denial Notice	59	0	59
Grievance Notice	0	0	0
Member Guide	5	0	5
New Plan Transition Notice	0	0	0
Notice Annual of Enrollment	174933	17341	192274
Notice of Disenrollment	111481	11504	122985
Notice of Enrollment	0	0	0
Notice of Enrollment & Supplemental	0	0	0
OE Notice of Enrollment	2607	152	2759
Paper Enrollment Form	1	0	1
Reminder Notice	0	0	0
Retro Enrollment	2836	253	3089
Welcome Letter	0	0	0
Welcome Packet Only	0	0	0
TOTAL	544705	53558	598263

Returned Mail

Month	Number of Mail Returned
January	2,837
February	946
March	711
April	1,117
May	1,163
June	1,240
July	970
August	1,328
September	798
October	2,114
November	6,820
December	1,647
Total	21,691

Approximately
2.38% of
Mailed
Materials were
returned in
2025

