

Start-up Outcomes Metrics – Quarterly Reports

Data Element/ Category	Data Specifics
Current health insurance coverage (only applies to applicants for financial assistance)	Number and percent of individuals applying for APTC who are currently enrolled in: Medicaid, CHIP, Medicare, TRICARE, Peace Corps, VA health care programs, Other, Uninsured; Number and percent of family applications who are currently enrolled in Medicaid, CHIP, Medicare, TRICARE, VA health care programs, Peace Corps, Employer Insurance, COBRA, Retiree Health Plan, Other, Uninsured
Assistance with QHP enrollment submission	Percent and number by web, phone, mail, in person, multiple channels; by assistance (Navigators, In-person assistors, CACs, Agents/Brokers, Web Brokers, Medicaid authorized reps, Other Assistant); Number of requests for language assistance/Number fulfilled; Time taken to provide language assistance; Form of language assistance (e.g., translated forms, individual assistance)
Timeliness of eligibility determinations	Percent of eligibility determinations made within the month that were completed in a single application session or within 24 hours; percent resolved within 7 days of intake; median time for eligibility determination per month
Number of customer complaints and grievances about eligibility and enrollment problems in Marketplace	Number of individuals and families submitting eligibility application/enrollees in QHPs; Customer complaints per capita regarding enrollment (categories in development)
Appeals - Number of QHP eligibility determination appeals per application (Categories and types of appeals is under development)	Number of QHP eligibility determination appeals/Number of QHP eligibility determinations
Percentage of initial QHP eligibility determinations upheld or reversed in an appeal	Upheld or reversed appeals/All appeals
Median time to resolve appeal for QHP eligibility determination	Median time to resolve from date of filing appeal to date of final disposition