

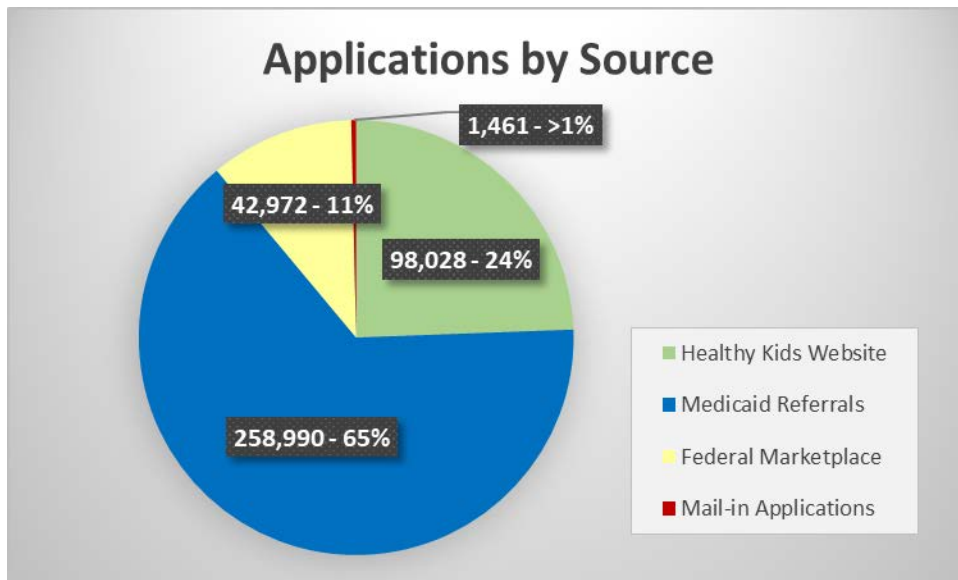
Key Statistics

Third Party Administrator Vendor Forum

January 14, 2019

Applications

- Average of 33,454 applications received per month in 2018
- Of 401,451 total applications received, 98,028 were from the Florida Healthy Kids website alone. Other sources are shown in the graph below.
- Phone-assisted applications accounted for another 41,429, but are not necessarily original applications and are not counted above



Enrollment

- Total CHIP enrollment as of December 2018: 227,180
- Total full-pay enrollment as of December 2018: 23,251
- Enrollment grew by 14.7 percent over 2018
- 14 months of positive year-over-year gains across all programs for first-time enrollment
- Enrollment projected to grow approximately 6 percent per year over the next two years

Call Center

- A total of 1,679,035 calls were placed to the call center in 2018 (per IVR reporting)
- Average of 62,841 calls per month are offered to agents in 2018 with January and February being the highest months (80,275 and 73,227, respectively) and a low of 49,687 in June

Mail

- Between 100,000 and 110,000 letters are mailed each month (2018)
- About 40,000 additional letters are converted to PDF and made available to families through their online account (2018)