

- + January 2017 membership ~ 591K (increase of 220K)
- + New sales ~ 250K, almost 5x higher than last year
 - On Exchange new sales ~ 101K
 - Off Exchange new sales ~ 9K
 - Mapped from Aetna and United Healthcare ~ 140K

- + Significantly fewer problems, no issues that affected large number of members
- + Big surge in members paying at last minute, 1/3 of payments came in during the last week in December
- + Final payment reminders
 - Sales Call Center continued outbound payment reminder calls for 1/31 due dates through mid-January
 - Sent deadline reminder letter or email to mapped customers and all others with On Exchange applications who haven't paid