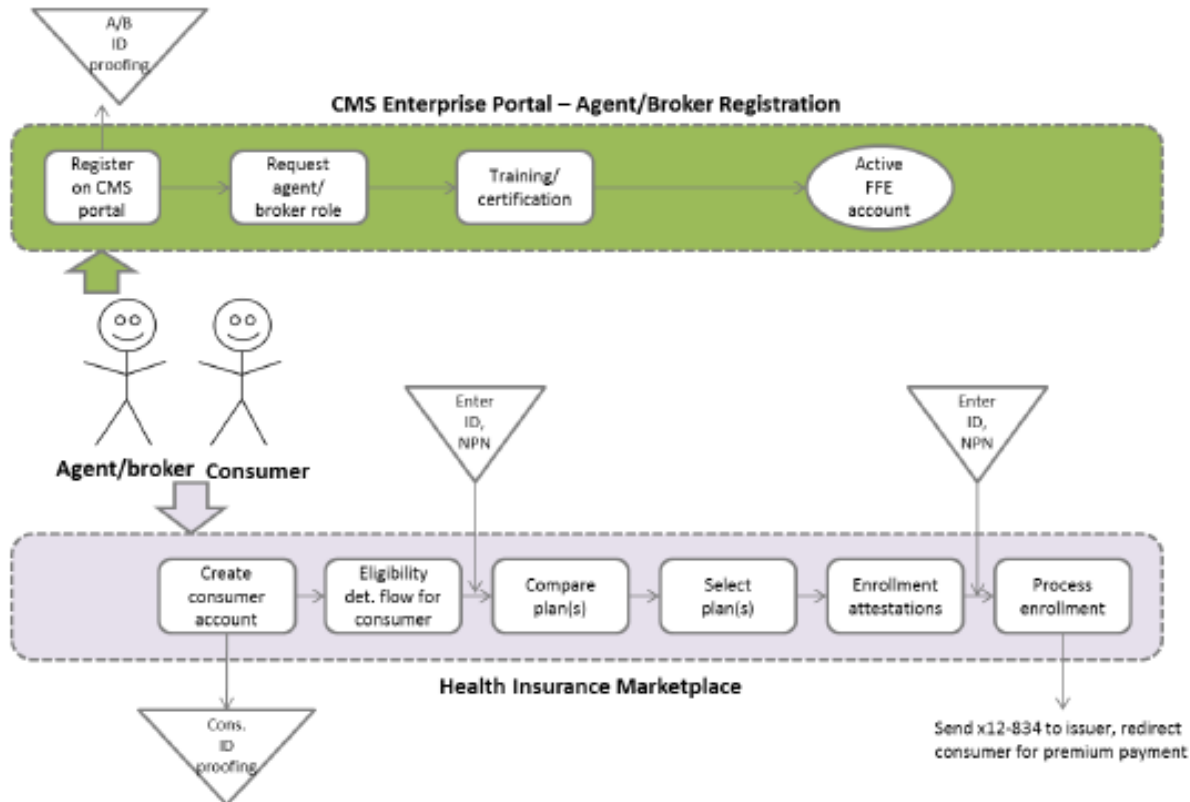


Exchange Overview

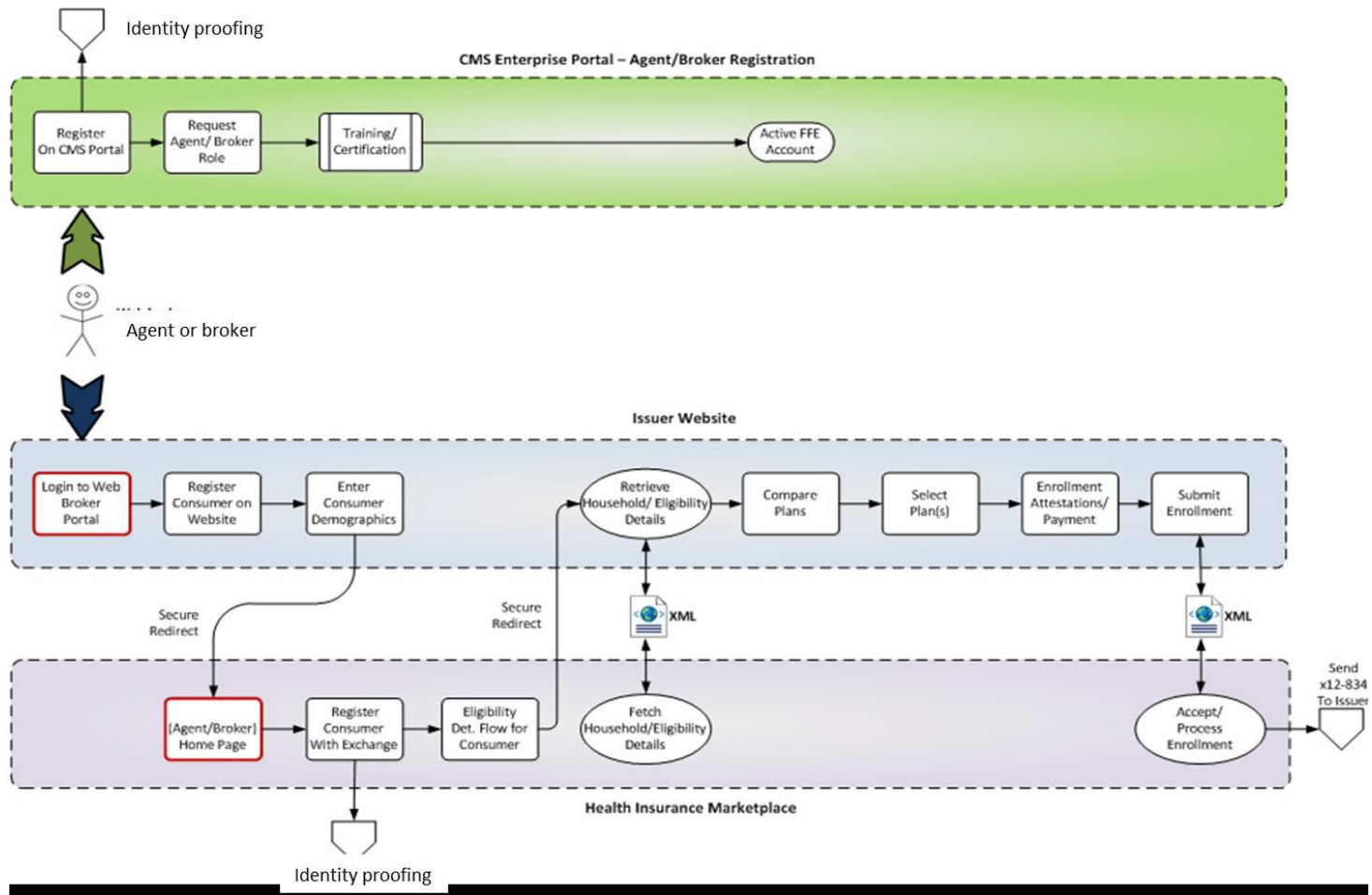
November 6, 2013

Marketplace Pathway



Source: CMS May 1, 2013 - Role of Agents, Brokers, and Web-Brokers in Health Insurance Marketplaces

Issuer Pathway – Direct Enrollment



Source: CMS May 1, 2013 - Role of Agents, Brokers, and Web-Brokers in Health Insurance Marketplaces

Known Issues

- Agent/Broker Portal – Not Live
- Issuer Pathway - Errors
- Data Issues within Enrollment
 - Relationships
 - Missing NPN
- SHOP – Electronic Enrollment Delayed