



## Fact sheet

# Federal Health Insurance Exchange Weekly Enrollment Snapshot: Week Six

Dec 18, 2020    Affordable Care Act

## Week Six, December 6 - December 15, 2020

In Week Six of the 2021 Open Enrollment period, 4,416,057 people selected plans using the HealthCare.gov platform or were automatically re-enrolled in a plan. While past snapshots this year have measured enrollment weeks Sunday through Saturday, this week's snapshot for week six also includes the final few days of the Open Enrollment Period.

This snapshot covers the period from December 6, 2020, to 11:59 p.m. Eastern on December 15, 2020. The plan selections reported in this snapshot are not final and do not include plan selections for consumers who enrolled in coverage between 12:00 a.m. and 5:00 a.m. Eastern on December 16, 2020, or consumers who left their contact information at the call center due to high volume. Similar to previous years, the Centers for Medicare & Medicaid Services (CMS) plans to release an updated snapshot during the second week of January with the final enrollment data.

Every week during Open Enrollment, the Centers for Medicare & Medicaid Services (CMS) releases enrollment snapshots for the HealthCare.gov platform, which is used by the Federally-facilitated Exchange and some State-based Exchanges. These snapshots provide point-in-time estimates of weekly plan selections, call center activity, and visits to HealthCare.gov or CuidadoDeSalud.gov.

As a reminder, New Jersey and Pennsylvania transitioned to their own State-based Exchange platforms for 2021, thus they are not on the HealthCare.gov platform for 2021 coverage. Those two states accounted for 578,251 plan selections or 7% of all plan selections during the 2020 Open Enrollment Period. These enrollees' selections will not appear in figures released by CMS until CMS announces combined plan selection information from the HealthCare.gov platform and the State-based Exchanges that operate their own enrollment platforms in 2021.

Definitions and details on the data are included in the glossary.

## HealthCare.gov Platform Snapshot

HealthCare.gov Platform Snapshot    Week 6: Dec. 6–    Cumulative: Nov. 1–

	Dec. 15	Dec. 15
Plan Selections	4,416,057	8,234,722
New Consumers	911,390	1,827,144
Consumers Renewing Coverage	3,504,667	6,407,578
Consumers on Applications Submitted	4,531,492	10,063,834
Call Center Volume	1,525,270	4,003,757
Calls with Spanish Speaking Representative	115,640	304,248
HealthCare.gov Users	6,767,133	17,508,958
CuidadoDeSalud.gov Users	196,358	562,684
Window Shopping HealthCare.gov Users	342,821	1,059,618
Window Shopping CuidadoDeSalud.gov Users	14,311	40,454

### HealthCare.gov State-by-State Snapshot

The state-by-state Snapshot provides cumulative individual market plan selections for the 36 states with Exchanges using the HealthCare.gov platform for the 2021 benefit year. Cumulative individual plan selections for the states using the HealthCare.gov platform include:

State	Cumulative Plan Selections Nov. 1 – Dec. 15
Alaska	18,132
Alabama	168,399
Arkansas	65,903

Arizona	154,265
Delaware	25,260
Florida	2,115,424
Georgia	514,641
Hawaii	22,758
Iowa	59,441
Illinois	291,159
Indiana	137,035
Kansas	88,497
Kentucky	78,017
Louisiana	83,177
Maine	59,915
Michigan	266,893
Missouri	215,188
Mississippi	110,519
Montana	44,713
North Carolina	536,270
North Dakota	22,713
Nebraska	88,762
New Hampshire	46,684

New Mexico	42,948
Ohio	201,167
Oklahoma	171,112
Oregon	140,846
South Carolina	230,033
South Dakota	31,283
Tennessee	211,474
Texas	1,284,524
Utah	207,371
Virginia	261,906
Wisconsin	192,183
West Virginia	19,426
Wyoming	26,684

### *Glossary*

**Plan Selections:** The cumulative metric represents the total number of people who have submitted an application and selected a plan, net of any cancellations from a consumer or cancellations from an insurer that have occurred to date. The weekly metric represents the net change in the number of non-cancelled plan sections over the period covered by the report.

Plan selections include those consumers who were automatically re-enrolled into a plan.

To have their coverage effectuated, consumers generally need to pay their first month's health plan premium. This release does not report the number of effectuated enrollments.

**New Consumers:** A consumer is considered to be a new consumer if they did not have 2020 Exchange coverage through December 31, 2020, and had a 2021 plan selection.

**Renewing Consumers:** A consumer is considered to be a renewing consumer if they have

**Renewing Consumers:** A consumer is considered to be a renewing consumer if they have 2020 Exchange coverage through December 31, 2020, and either actively select the same plan or a new plan for 2021.

**Exchange:** Generally, this report refers to 36 states with Exchanges that use the HealthCare.gov platform for the 2021 benefit year. The states with Exchanges using the HealthCare.gov platform for the individual market Exchange are Alabama, Alaska, Arizona, Arkansas, Delaware, Florida, Georgia, Hawaii, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Michigan, Mississippi, Missouri, Montana, Nebraska, New Hampshire, New Mexico, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, West Virginia, Wisconsin, and Wyoming.

**HealthCare.gov States:** The 36 states with Exchanges that use the HealthCare.gov platform for the 2021 benefit year, including the Federally-facilitated Exchange and some State-based Exchanges.

**Consumers on Applications Submitted:** This includes a consumer who is on a completed application submitted to the Exchange using the HealthCare.gov platform. If determined eligible for Exchange coverage, a consumer still needs to pick a health plan (i.e., plan selection) and pay their premium to get covered (i.e., effectuated enrollment). Because families can submit a single application, this figure tallies the total number of people on a submitted application (rather than the total number of submitted applications).

**Call Center Volume:** The total number of calls received by the call center for the 36 states with Exchanges that use the HealthCare.gov platform for the 2021 benefit year over the time period covered by the snapshot. Calls with Spanish speaking representatives are not included.

**Calls with Spanish-Speaking Representative:** The total number of calls received by the call center for the 36 states with Exchanges that use the HealthCare.gov platform for the 2021 benefit year over the time period covered by the snapshot where consumers chose to speak with a Spanish-speaking representative. These calls are not included within the Call Center Volume metric.

**HealthCare.gov Users or CuidadoDeSalud.gov Users:** These user metrics total how many unique users viewed or interacted with HealthCare.gov or CuidadoDeSalud.gov, respectively, over the course of a specific date range. For cumulative totals, a separate report is run for the entire Open Enrollment period to minimize users being counted more than once during that longer range of time and to provide a more accurate estimate of unique users. Depending on an individual's browser settings and browsing habits, a visitor may be counted as a unique user more than once.

**Window Shopping HealthCare.gov Users or CuidadoDeSalud.gov Users:** These user metrics total how many unique users interacted with the window-shopping tool at HealthCare.gov or CuidadoDeSalud.gov, respectively, over the course of a specific date range. For

cumulative totals, a separate report is run for the entire Open Enrollment period to minimize

users being counted more than once during that longer range of time and to provide a more accurate estimate of unique users. Depending on an individual's browser settings and browsing habits, a visitor may be counted as a unique user more than once. Users who window-shopped are also included in the total [HealthCare.gov](#) or [CuidadoDeSalud.gov](#) user total.

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