

Metric Identifier	Metric Name	Metric Value
Metric Scope: Active Status	Consumers who enrolled in a Plan Year 2025 insurance plan and have a non-cancelled, non-terminated enrollment in an insurance plan (i.e., currently enrolled) or have an enrollment awaiting confirmation from the insurance carrier (i.e., pending).	
Health Enrollee		
VA-HE-01	Health Enrollees	388,856
VA-H-02	Health New Enrollees	69335
VA-H-03	Health Re-enrollees	319,521
VA-H-04	Health Re-enrollees - Automatic	256790
VA-HE-05	Health Enrollees with Agent or Assister assistance	50%
VA-HE-06	Health Enrollees with Advance Premium Tax Credit (APTC)	335255
VA-HE-07	Health Enrollees with Cost Sharing Reduction (CSR)	126,652
VA-HE-10.1	Health Enrollees with Metal Level Plan - Platinum	3846
VA-HE-10.2	Health Enrollees with Metal Level Plan - Gold	101,503
VA-HE-10.3	Health Enrollees with Metal Level Plan - Silver	133925
VA-HE-10.4	Health Enrollees with Metal Level Plan - Bronze	147,875
VA-HE-10.5	Health Enrollees with Metal Level Plan - Catastrophic	1707
VA-HE-11.01	Health Enrollees by Insurance Carrier - Aetna Health Inc.	17,094
VA-HE-11.02	Health Enrollees by Insurance Carrier - CareFirst BlueChoice	6172
VA-HE-11.03	Health Enrollees by Insurance Carrier - Group Hospitalization and Medical Services, Inc.	921
VA-HE-11.04	Health Enrollees by Insurance Carrier - Cigna Health and Life Insurance Company	44081
VA-HE-11.05	Health Enrollees by Insurance Carrier - HealthKeepers, Inc.	126,315
VA-HE-11.06	Health Enrollees by Insurance Carrier - Innovation Health Plan, Inc.	30897
VA-HE-11.07	Health Enrollees by Insurance Carrier - Kaiser Permanente	31,229
VA-HE-11.08	Health Enrollees by Insurance Carrier - Optimum Choice, Inc.	26230
VA-HE-11.09	Health Enrollees by Insurance Carrier - Oscar Insurance Company	277
VA-HE-11.10	Health Enrollees by Insurance Carrier - Sentara Health Plans	105640
VA-HE-12.01	Health Enrollees by Region - 01	4,953
VA-HE-12.02	Health Enrollees by Region - 02	9827
VA-HE-12.03	Health Enrollees by Region - 03	4,544
VA-HE-12.04	Health Enrollees by Region - 04	6742
VA-HE-12.05	Health Enrollees by Region - 05	3,197

Metric Identifier	Metric Name	Metric Value
VA-HE-12.06	Health Enrollees by Region - 06	12216
VA-HE-12.07	Health Enrollees by Region - 07	61,993
VA-HE-12.08	Health Enrollees by Region - 08	13397
VA-HE-12.09	Health Enrollees by Region - 09	60,633
VA-HE-12.10	Health Enrollees by Region - 10	164826
VA-HE-12.11	Health Enrollees by Region - 11	4,767
VA-HE-12.12	Health Enrollees by Region - 12	41761
VA-HE-12A.01	Health Enrollees as Percentage of Region Population - 01	3%
VA-HE-12A.02	Health Enrollees as Percentage of Region Population - 02	4%
VA-HE-12A.03	Health Enrollees as Percentage of Region Population - 03	4%
VA-HE-12A.04	Health Enrollees as Percentage of Region Population - 04	5%
VA-HE-12A.05	Health Enrollees as Percentage of Region Population - 05	3%
VA-HE-12A.06	Health Enrollees as Percentage of Region Population - 06	5%
VA-HE-12A.07	Health Enrollees as Percentage of Region Population - 07	4%
VA-HE-12A.08	Health Enrollees as Percentage of Region Population - 08	4%
VA-HE-12A.09	Health Enrollees as Percentage of Region Population - 09	4%
VA-HE-12A.10	Health Enrollees as Percentage of Region Population - 10	6%
VA-HE-12A.11	Health Enrollees as Percentage of Region Population - 11	4%
VA-HE-12A.12	Health Enrollees as Percentage of Region Population - 12	4%
Dental Enrollee		
VA-DE-01	Dental Enrollees	83,341
Application		
VA-AP-01	Consumers Determined or Assessed Eligible for Medicaid or FAMIS	39,853
Health Enrollee Cost		
VA-HEC-01	Average Health Enrollee Monthly Advance Premium Tax Credit (APTC) Amount	\$410
VA-HEC-02	Median Health Enrollee Monthly Advance Premium Tax Credit (APTC) Amount	\$348
VA-HEC-03	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC)	\$87
VA-HEC-04.01	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income < 100%	\$17

Metric Identifier	Metric Name	Metric Value
VA-HEC-04.02	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income \geq 100% FPL and \leq 138% FPL	\$23
VA-HEC-04.03	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 138% FPL and \leq 150% FPL	\$28
VA-HEC-04.04	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 150% FPL and \leq 200% FPL	\$45
VA-HEC-04.05	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 200% FPL and \leq 250% FPL	\$74
VA-HEC-04.06	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 250% FPL and \leq 300% FPL	\$129
VA-HEC-04.07	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 300% FPL and \leq 350% FPL	\$198
VA-HEC-04.08	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 350% FPL and \leq 400% FPL	\$273
VA-HEC-04.09	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 400% FPL	\$385
VA-HEC-04.10	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income $>$ 500% FPL	\$453
VA-HEC-05.01	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 1	\$75
VA-HEC-05.02	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 2 or 3	\$105
VA-HEC-05.03	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 4 or 5	\$74
VA-HEC-05.04	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 6+	\$67
VA-HEC-06	Health Enrollee with Monthly Premium Amount after Advance Premium Tax Credit (APTC) \leq \$10	34%
VA-HEC-07	Health Enrollee with Monthly Premium Amount after Advance Premium Tax Credit (APTC) \leq \$25	42%
Health Enrollment Cost		

Metric Identifier	Metric Name	Metric Value
VA-HMC-01	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC)	\$173
VA-HMC-02.01	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income < 100%	\$27
VA-HMC-02.02	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income ≥ 100% FPL and ≤ 138% FPL	\$37
VA-HMC-02.03	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 138% FPL and ≤ 150% FPL	\$40
VA-HMC-02.04	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 150% FPL and ≤ 200% FPL	\$76
VA-HMC-02.05	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 200% FPL and ≤ 250% FPL	\$152
VA-HMC-02.06	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 250% FPL and ≤ 300% FPL	\$255
VA-HMC-02.07	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 300% FPL and ≤ 350% FPL	\$403
VA-HMC-02.08	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 350% FPL and ≤ 400% FPL	\$566
VA-HMC-02.09	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 400% FPL	\$855
VA-HMC-02.10	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage - Income > 500% FPL	\$1,008
VA-HMC-03.01	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 1	\$76

Metric Identifier	Metric Name	Metric Value
VA-HMC-03.02	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 2 or 3	\$193
VA-HMC-03.03	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 4 or 5	\$267
VA-HMC-03.04	Average Health Enrollment Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size - 6+	\$297
Marketplace Platform		
VA-MP-01	Active Consumers Accounts	259,310
VA-MP-02	Certified Agents	4826
VA-MP-03	Certified Assistors	135
Call Center		
VA-CC-01	Call Center Inbound Call Volume	175,835
VA-CC-02	Call Center Average Wait Time in Seconds	5
VA-CC-03	Customer Satisfaction Score Percentage	95%

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Metric Scope: Active Status	Consumers who enrolled in a Plan Year 2025 insurance plan and have a non-cancelled, non-terminated enrollment in an insurance plan (i.e., currently enrolled) or have an enrollment awaiting confirmation from the insurance carrier (i.e., pending).	
Health Enrollee		
VA-HE-01	Health Enrollees	Count of unique individuals who have a Virginia Insurance Marketplace health plan for the specified plan year. This metric is the sum of metric New Health Enrollees and metric Health Re-enrollees.
VA-H-02	Health New Enrollees	Count of unique individuals who (1) have a Virginia Insurance Marketplace health plan for the specified plan year (PY), and (2) did not have a Virginia Insurance Marketplace health plan for the prior PY on or after the first day of the specified PY's open enrollment (typically November 1st). This metric must be less than or equal to metric Health Enrollees.
VA-H-03	Health Re-enrollees	Count of unique individuals who (1) have a Virginia Insurance Marketplace health plan for the specified plan year (PY), and (2) had a Virginia Insurance Marketplace health plan for the prior PY on or after the first day of the specified PY's open enrollment (typically November 1st). This metric must be less than or equal to metric Health Enrollees.
VA-H-04	Health Re-enrollees - Automatic	Count of unique individuals who were automatically re-enrolled a Virginia Insurance Marketplace health plan for the specified plan year (PY) and did not make a modification to their enrollment during open enrollment. This metric must be less than or equal to metric Health Re-enrollees. This metric is only provided for the open enrollment period.
VA-HE-05	Health Enrollees with Agent or Assister assistance	Percentage of Health Enrollees (VA-H-01) that designated an agent or assister to assist with their enrollment.
VA-HE-06	Health Enrollees with Advance Premium Tax Credit (APTC)	Count of unique individuals who have a Virginia Insurance Marketplace health plan where the consumer has elected to receive Advance Premium Tax Credit (APTC) in an amount greater than \$0 USD. This metric includes consumers who receive a Cost Sharing Reduction (CSR).
VA-HE-07	Health Enrollees with Cost Sharing Reduction (CSR)	Count of unique individuals with a Virginia Insurance Marketplace health plan where the consumer receives a Cost Sharing Reduction (CSR) in an amount greater than \$0. This metric includes (1) consumers not eligible to receive Advance Premium Tax Credit (APTC); (2) consumers who elected to receive APTC; and (3) consumers who are eligible for APTC and did not elect to receive APTC.

Metric Identifier	Metric Name	Metric Definition
VA-HE-10.#	Health Enrollees with Metal Level Plan	Count of unique individuals who have a Virginia Insurance Marketplace health plan at the specified metal level. Metal Levels are Platinum, Gold, Silver, Bronze (including Expanded Bronze), and Catastrophic. The sum of the set of metrics equals Health Enrollees.
VA-HE-11.##	Health Enrollees by Insurance Carrier	Count of unique individuals who have a Virginia Insurance Marketplace health plan with the listed insurance carrier. The sum of the set of metrics equals metric Health Enrollees.
VA-HE-12.##	Health Enrollees by Region	Count of unique individuals with a Virginia Insurance Marketplace health plan selection by the Geographic Rating Areas that insurance carriers use to set insurance plan rates. See Market Rules and Rate Review Final Rule (45 CFR Part 147) and https://www.cms.gov/ccio/programs-and-initiatives/health-insurance-market-reforms/state-gra for more details. The sum of the set of metrics equals metric Health Enrollees.
VA-HE-13.##	Health Enrollees as Percentage of Region Population	Percentage of population with a Virginia Insurance Marketplace health plan selection by the Geographic Rating Areas. Region Population source is U.S. Census Bureau, American Community Survey, 2022 Total Population Estimate (Table B01003), https://data.census.gov/table/ACSDT5Y2022.B01003?t=Population Total:Populations and People&g=040XX00US51\$05000000&tp=true
Dental Enrollee		
VA-DE-01	Dental Enrollees	Count of unique individuals who have a Virginia Insurance Marketplace dental plan. This metric contains individuals who are enrolled and not enrolled in a Virginia Insurance Marketplace health plan.
Application		
VA-AP-01	Consumers Determined Eligible for Medicaid or FAMIS	Count of individuals on submitted applications who are determined or assessed eligible for enrollment in Medicaid or Family Access to Medical Insurance Security Plan (FAMIS). FAMIS is the Children's Health Insurance Program (CHIP) in Virginia. This metric includes both new and re-enrolled consumers. This metric includes individuals who were also eligible for a qualified health plan (QHP) without Advance Premium Tax Credit (APTC) and Cost Sharing Reduction (CSR).
Health Enrollee Cost		
VA-HEC-01	Average Health Enrollee Monthly Advance Premium Tax Credit (APTC) Amount	Average Advance Premium Tax Credit (APTC) amount in USD for all individuals with a Virginia Insurance Marketplace health plan and who elected to receive an APTC amount greater than \$0.

Metric Identifier	Metric Name	Metric Definition
VA-HEC-02	Median Health Enrollee Monthly Advance Premium Tax Credit (APTC) Amount	Midpoint Advance Premium Tax Credit (APTC) amount in USD for all individuals with a Virginia Insurance Marketplace health plan and who elected to receive an APTC amount greater than \$0.
VA-HEC-03	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC)	Average monthly premium amount in USD after Advance Premium Tax Credit (APTC) applied for all individuals with a Virginia Insurance Marketplace health plan and who elected to receive an APTC amount greater than \$0.
VA-HEC-04.##	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Federal Poverty Level (FPL) Percentage	<p>Average monthly premium amount in USD after Advance Premium Tax Credit (APTC) applied for all individuals with a Virginia Insurance Marketplace health plan, who elected to receive an APTC amount greater than \$0, and their household income matches the listed Federal Poverty Level (FPL) range. Enrollments without income are not eligible for APTC.</p> <p>Income < 100%</p> <p>Income ≥ 100% FPL and ≤ 138% FPL</p> <p>Income > 138% FPL and ≤ 150% FPL</p> <p>Income > 150% FPL and ≤ 200% FPL</p> <p>Income > 200% FPL and ≤ 250% FPL</p> <p>Income > 250% FPL and ≤ 300% FPL</p> <p>Income > 300% FPL and ≤ 350% FPL</p> <p>Income > 350% FPL and ≤ 400% FPL</p> <p>Income > 400% FPL</p> <p>Income > 500% FPL [a subset of Income > 400% FPL]</p>

Metric Identifier	Metric Name	Metric Definition
VA-HEC-05.##	Average Health Enrollee Monthly Premium Amount after Advance Premium Tax Credit (APTC) by Household Size	<p>Average monthly premium amount in USD after Advance Premium Tax Credit (APTC) applied for all individuals with a Virginia Insurance Marketplace health plan, who elected to receive an APTC amount greater than \$0, and their household size matches the listed range. Enrollments without income are not eligible for APTC.</p> <p>Household Size - 1 Household Size - 2 or 3 Household Size - 4 or 5 Household Size - 6+</p>
VA-HEC-06	Health Enrollee with Monthly Premium Amount after Advance Premium Tax Credit (APTC) <= \$10	Percentage of all individuals with a Virginia Insurance Marketplace health plan where at least one month of their specified plan year enrollment has a premium less than or equal to \$10 after Advance Premium Tax Credit (APTC) is applied.
VA-HEC-07	Health Enrollee with Monthly Premium Amount after Advance Premium Tax Credit (APTC) <= \$25	Percentage of all individuals with a Virginia Insurance Marketplace health plan where at least one month of their specified plan year enrollment has a premium less than or equal to \$25 after Advance Premium Tax Credit (APTC) is applied.
Health Enrollment Cost		
VA-HMC-01	Average Health Enrollment Monthly Advance Premium Tax Credit (APTC) Amount	Average Advance Premium Tax Credit (APTC) amount in USD for all households with a Virginia Insurance Marketplace health plan and who elected to receive an APTC amount greater than \$0.

Metric Identifier	Metric Name	Metric Definition
VA-HEC-02.##		Average monthly premium amount in USD after Advance Premium Tax Credit (APTC) applied for all households with a Virginia Insurance Marketplace health plan, who elected to receive an APTC amount greater than \$0, and their household income matches the listed Federal Poverty Level (FPL) range. Enrollments without income are not eligible for APTC.
	Average Health	
	Enrollment Monthly	Income < 100%
	Premium Amount after	Income ≥ 100% FPL and ≤ 138% FPL
	Advance Premium Tax	Income > 138% FPL and ≤ 150% FPL
	Credit (APTC) by Federal	Income > 150% FPL and ≤ 200% FPL
	Poverty Level (FPL)	Income > 200% FPL and ≤ 250% FPL
	Percentage	Income > 250% FPL and ≤ 300% FPL
		Income > 300% FPL and ≤ 350% FPL
		Income > 350% FPL and ≤ 400% FPL
		Income > 400% FPL
		Income > 500% FPL [a subset of Income > 400% FPL]