CCA Board Report Metrics

MASSACHUSETTS HEALTH CONNECTOR
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Total Non-Group Medical Enrollment: Current Rolling Quarter**

April — Adds: 690, 1,510, 12,748 | Terms: (10,190), (2,338), (1,096) | Enrollment as of Report Date: 274,775 | Enrollment as of Initial Report Date: 274,644

May — Adds: 754, 1,631, 12,238 | Terms: (9,616), (2,038), (1,005) | Enrollment as of Report Date: 276,742 | Enrollment as of Initial Report Date: 280,932

June — Adds: 703, 2,102, 11,024 | Terms: (5,735), (1,212), (652) | Enrollment as of Report Date: 282,975 | Enrollment as of Initial Report Date: 286,140

July — Adds: 659, 2,110, 9,231 | Terms: (5,620), (1,841), (552) | Enrollment as of Report Date: 286,964

Legend:
- Added to ConnectorCare
- Added to Unsubsidized QHP
- Added to QHP with APTC
- Termed from ConnectorCare
- Termed from Unsubsidized QHP
- Termed from QHP with APTC
- Enrollment as of Report Date
- Enrollment as of Initial Report Date

**Rolling Quarter time span includes previous three months and current month

- *"Adds" is defined as the total number of members who begin coverage for that month and were not enrolled in coverage during the prior month as of the report date. Movement between program types is not considered an "Add".*
- *"Terms" is defined as the total number of members who are no longer covered for that month and were enrolled in coverage during the prior month as of the report date. Movement between program types is not considered a "Term".*
- *The enrollment lines show the total number of members who have coverage for that month.*
  - *"Enrollment as of Report Date" (blue line) is defined as the total number of members with coverage in that month as of the current report date and reflects retroactive adds and terms in the coverage month they take effect. These enrollment counts are dynamic.*
  - *"Enrollment as of Initial Report Date" (gray line) is defined as the total number of members who were enrolled in coverage as originally reported in the CCA Board Report Metrics published for that month, excluding retroactivity. These enrollment counts remain static month to month to visualize the effect of retroactivity.*

Total Non-Group Medical Enrollment

Open Enrollment → | Closed Enrollment →

Enrollment as of Initial Report Date (top values): 248,983 | 254,750 | 257,001 | 256,348 | 252,678 | 260,072 | 269,567 | 273,447 | 274,644 | 280,932 | 286,140

Enrollment as of Report Date (bottom values): 248,983 | 254,744 | 257,000 | 256,347 | 252,674 | 260,073 | 269,566 | 273,448 | 274,775 | 276,742 | 282,975 | 286,964

Months: August, September, October, November, December, January, February, March, April, May, June, July (each with Adds / Terms)

Legend:
- Added to ConnectorCare
- Added to Unsubsidized QHP
- Added to QHP with APTC
- Termed from ConnectorCare
- Termed from Unsubsidized QHP
- Termed from QHP with APTC
- Enrollment as of Report Date
- Enrollment as of Initial Report Date

This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began coverage in January and then failed to pay her premium for February and March coverage, in April she will be retroactively terminated as of February 1 and she will be reported as a term in the month of February; previously, she would have been reported as a term in April.
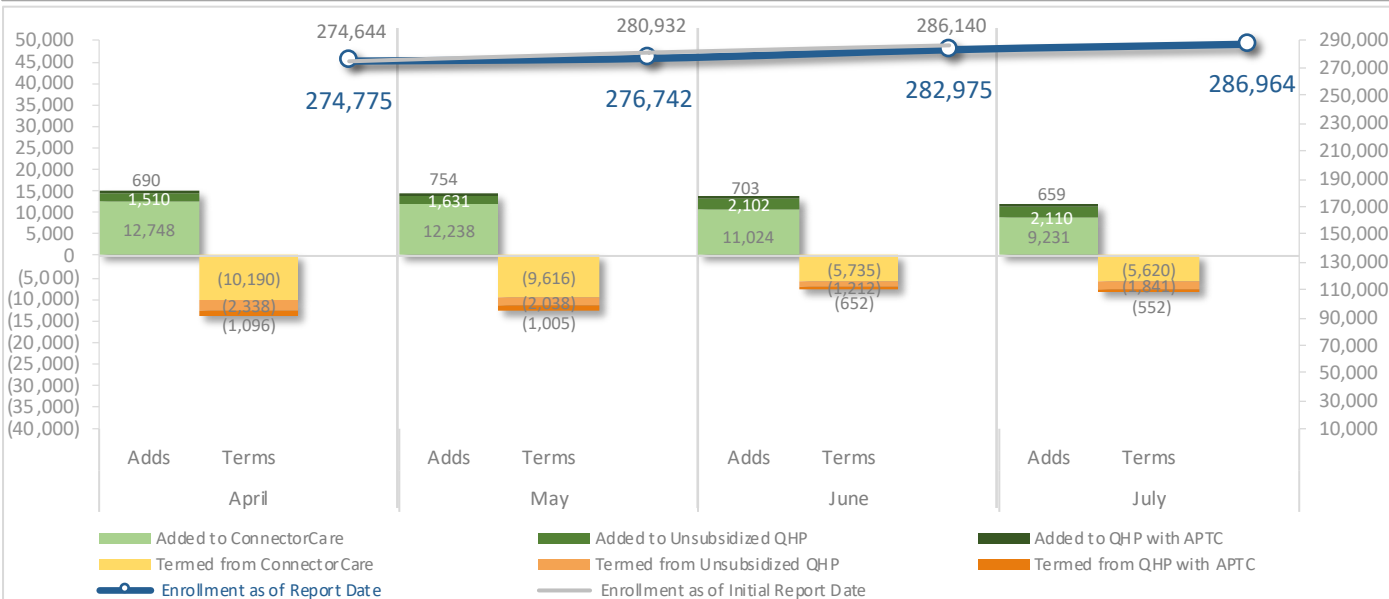
July 2, 2019*

CCA Board Report Metrics

*Reporting period through July 1st, 2019
Source: NTT Data Financial Management System (FMS) All Spans Extract   July 2nd, 2019
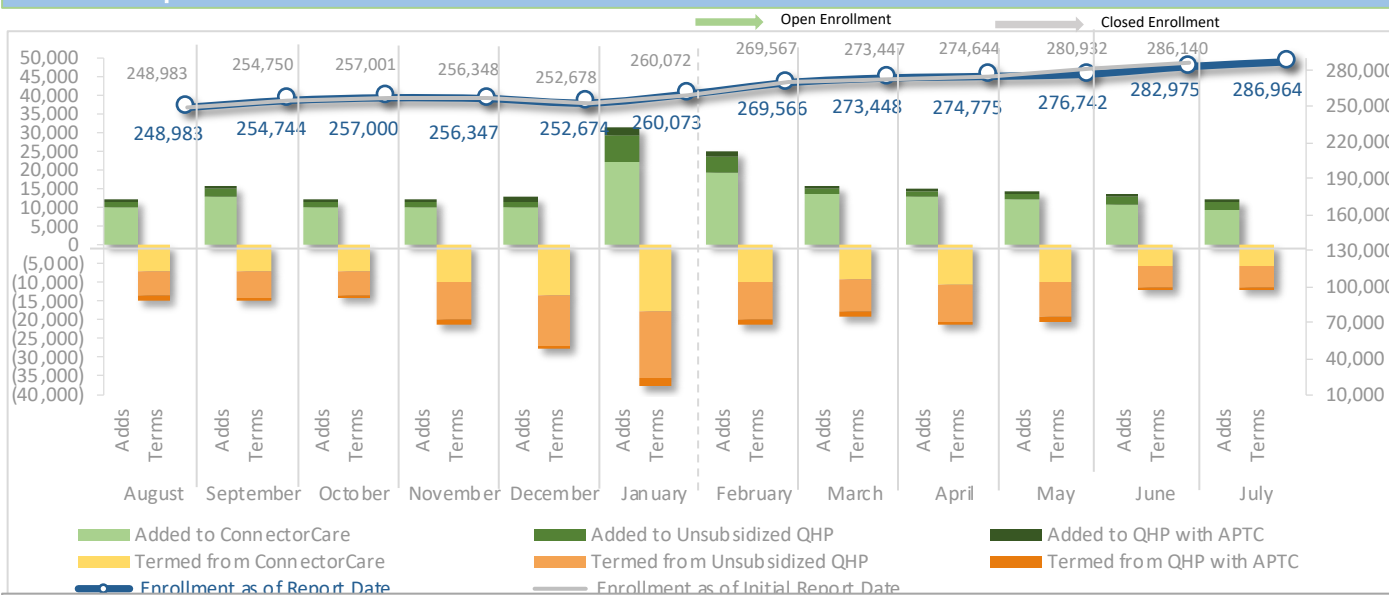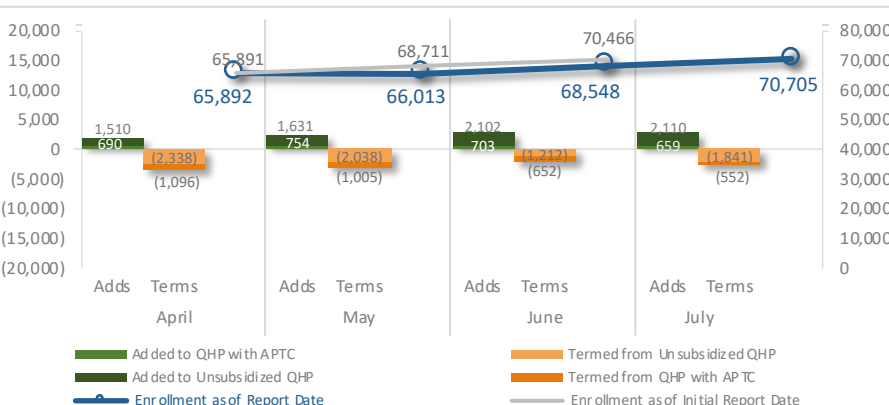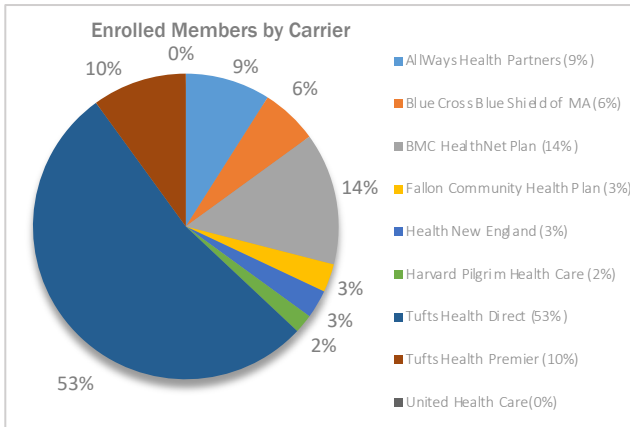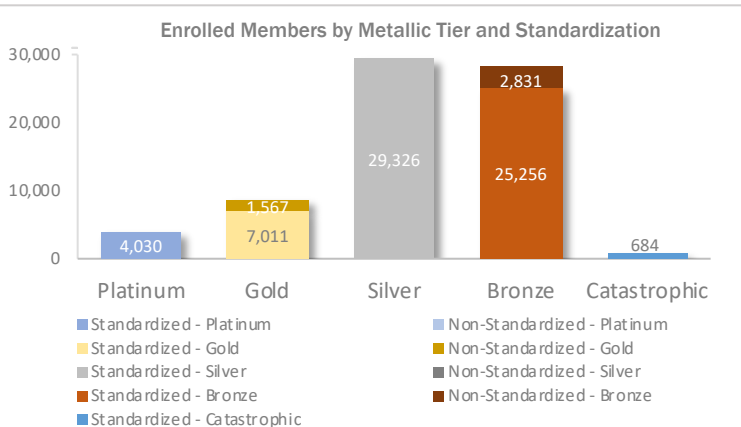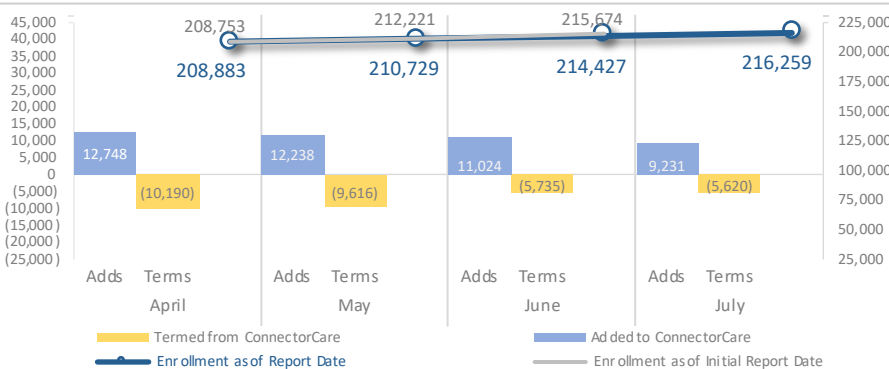
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Non Group Medical Enrollment — Unsubsidized QHP and APTC

Enrollment as of Report Date: April 65,892; May 66,013; June 68,548; July 70,705
Enrollment as of Initial Report Date: April 65,891; May 68,711; June 70,466

April — Adds: 1,510 / 690; Terms: (2,338) / (1,096)
May — Adds: 1,631 / 754; Terms: (2,038) / (1,005)
June — Adds: 2,102 / 703; Terms: (1,212) / (652)
July — Adds: 2,110 / 659; Terms: (1,841) / (552)

Legend: Added to QHP with APTC; Added to Unsubsidized QHP; Termed from Unsubsidized QHP; Termed from QHP with APTC; Enrollment as of Report Date; Enrollment as of Initial Report Date
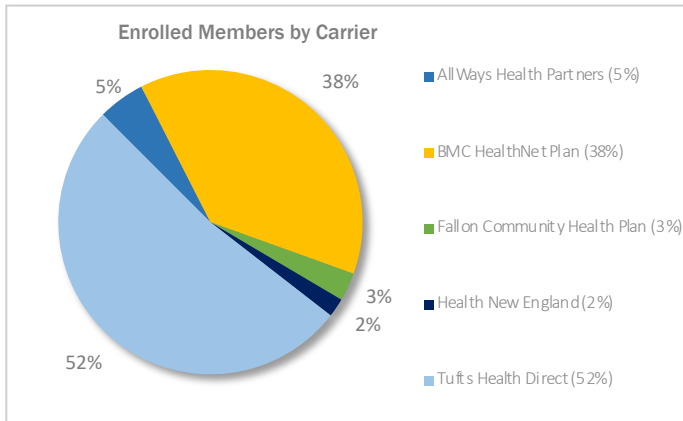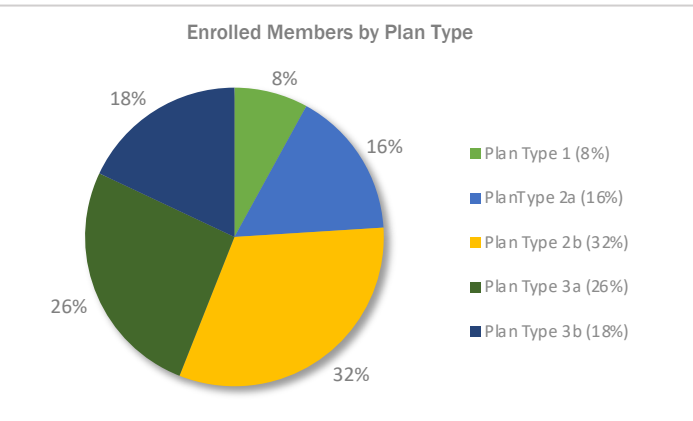
- 53,685 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,020 individuals are enrolled in QHP with APTC plans.
- 2,511 members who were enrolled in June ConnectorCare plans are now enrolled in Unsubsidized QHP (1,951) or APTC (560) coverage for July.
- 76% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

Enrolled Members by Metallic Tier and Standardization

Platinum: 4,030
Gold: 1,567 / 7,011
Silver: 29,326
Bronze: 2,831 / 25,256
Catastrophic: 684

Legend: Standardized - Platinum; Non-Standardized - Platinum; Standardized - Gold; Non-Standardized - Gold; Standardized - Silver; Non-Standardized - Silver; Standardized - Bronze; Non-Standardized - Bronze; Standardized - Catastrophic

Enrolled Members by Carrier

- AllWays Health Partners (9%) — 9%
- Blue Cross Blue Shield of MA (6%) — 6%
- BMC HealthNet Plan (14%) — 14%
- Fallon Community Health Plan (3%) — 3%
- Health New England (3%) — 3%
- Harvard Pilgrim Health Care (2%) — 2%
- Tufts Health Direct (53%) — 53%
- Tufts Health Premier (10%) — 10%
- United Health Care (0%) — 0%

Non Group Medical Enrollment — ConnectorCare

Enrollment as of Report Date: April 208,883; May 210,729; June 214,427; July 216,259
Enrollment as of Initial Report Date: April 208,753; May 212,221; June 215,674

April — Adds: 12,748; Terms: (10,190)
May — Adds: 12,238; Terms: (9,616)
June — Adds: 11,024; Terms: (5,735)
July — Adds: 9,231; Terms: (5,620)

Legend: Termed from ConnectorCare; Added to ConnectorCare; Enrollment as of Report Date; Enrollment as of Initial Report Date

- 733 members who were enrolled in Unsubsidized (472) and APTC (261) plans in May are now enrolled in July ConnectorCare coverage.

Enrolled Members by Plan Type

- Plan Type 1 (8%) — 8%
- Plan Type 2a (16%) — 16%
- Plan Type 2b (32%) — 32%
- Plan Type 3a (26%) — 26%
- Plan Type 3b (18%) — 18%

Enrolled Members by Carrier

- AllWays Health Partners (5%) — 5%
- BMC HealthNet Plan (38%) — 38%
- Fallon Community Health Plan (3%) — 3%
- Health New England (2%) — 2%
- Tufts Health Direct (52%) — 52%

July 2, 2019*

CCA Board Report Metrics

*Reporting period through July 1st, 2019
Source: NTT Data Financial Management System (FMS) All Spans Extract   June 2nd, 2019

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Non Group Dental Enrollment

Month	Adds	Terms	Enrollment as of Initial Report Date	Enrollment as of Report Date
April	4,679	(3,682)	95,460	91,077
May	4,557	(3,942)	96,214	91,696
June	4,324	(1,444)	96,027	94,577
July	3,676	(1,573)		96,681

Enrollment by Benefit Configuration

Benefit Configuration	Enrollment
Low Standardized	46,126
Low Non-Standardized	25,361
High Standardized	24,994
Pediatric Standardized	133
Pediatric Non-Standardized	67

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)

July 2, 2019*

CCA Board Report Metrics

*Reporting period through June 30, 2019
Sources: DC HBX   July 2, 2019; NTT Financial Management System (FMS)   July 1, 2019

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Small Group Medical Enrollment

Member Enrollment values: 5,632 5,654 5,463 5,570 5,546 5,614 5,689 5,788 5,938 6,058 6,067 6,137 6,416 6,598

Group Enrollment values: 1,261 1,257 1,211 1,216 1,227 1,233 1,234 1,251 1,276 1,293 1,290 1,323 1,342 1,358

Group Adds: 22 27 32 22 30 30 23 36 61 38 20 60 45 36
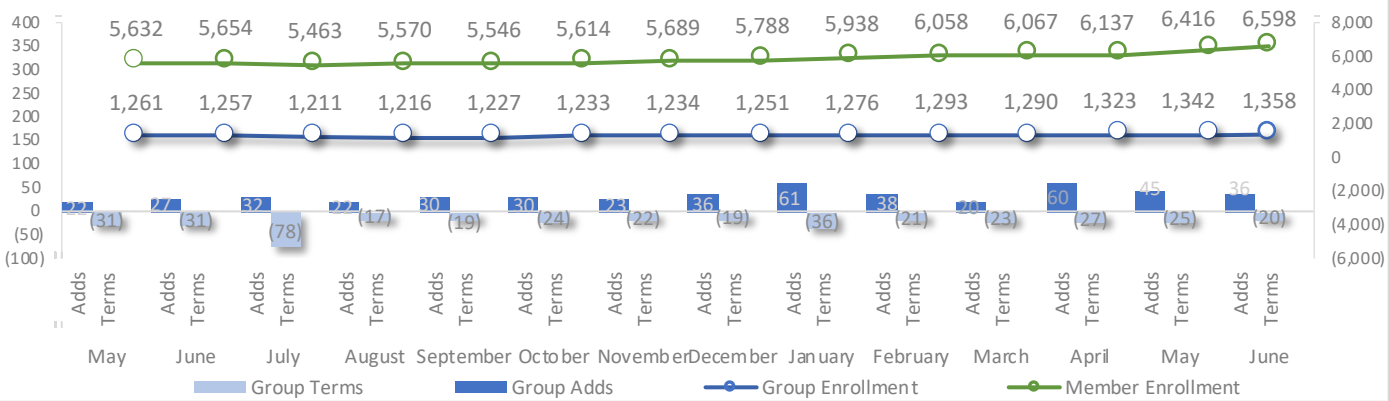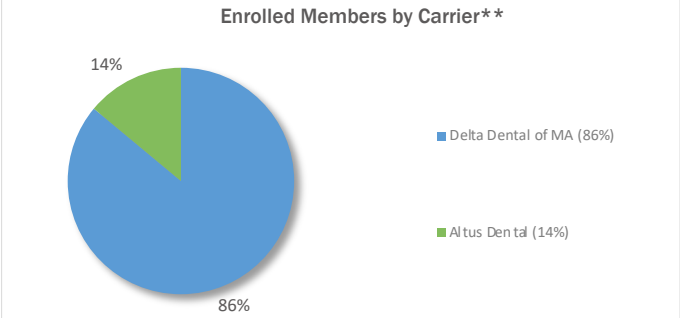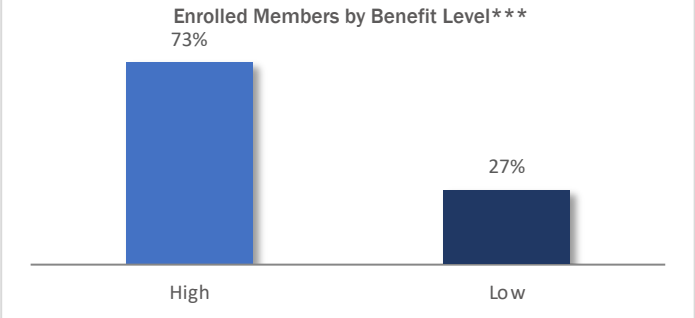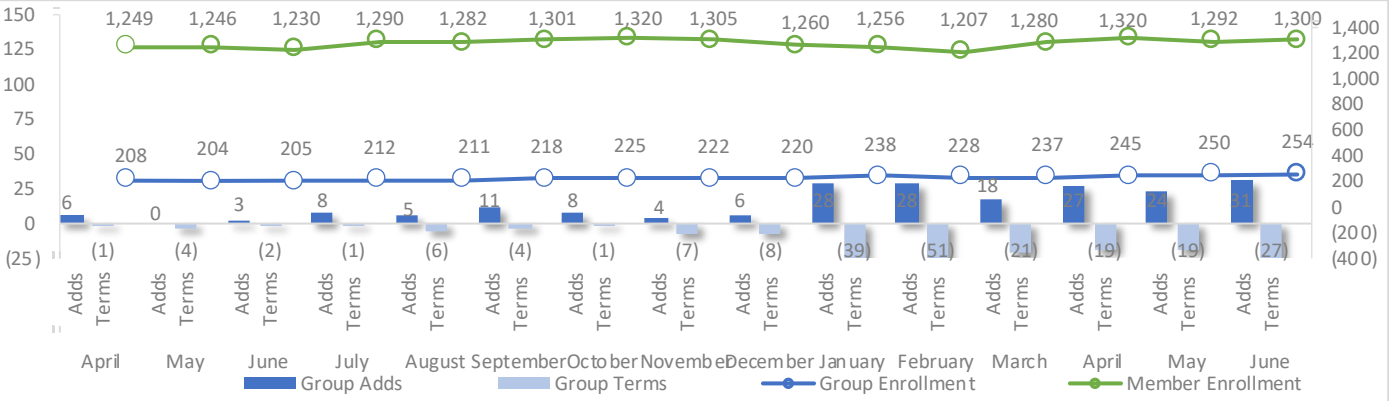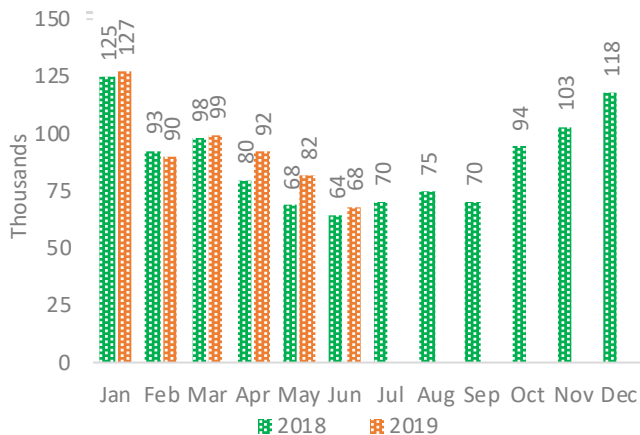Group Terms: (31) (31) (78) (17) (19) (24) (22) (19) (36) (21) (23) (27) (25) (20)

Months: May, June, July, August, September, October, November, December, January, February, March, April, May, June

Legend: Group Terms | Group Adds | Group Enrollment | Member Enrollment

Enrolled Members by Metallic Tier**

Platinum 16.8%   Gold 30.3%   Silver 46.1%   Bronze 6.9%

Enrolled Members by Carrier**

- AllWays Health Partners (21%) — 21%
- Blue Cross Blue Shield of MA (8%) — 8%
- BMC HealthNet Plan (6%) — 6%
- Fallon Community Health Plan (4%) — 4%
- Health New England (3%) — 3%
- Harvard Pilgrim Health Care (14%) — 14%
- Tufts Health Direct (41%) — 41%
- Tufts Health Premier (3%) — 3%
- United Health Care (0%)

Small Group Dental Enrollment*

Member Enrollment values: 1,249 1,246 1,230 1,290 1,282 1,301 1,320 1,305 1,260 1,256 1,207 1,280 1,320 1,292 1,300

Group Enrollment values: 208 204 205 212 211 218 225 222 220 238 228 237 245 250 254

Group Adds: 6 0 3 8 5 11 8 4 6 28 28 18 27 24 31
Group Terms: (1) (4) (2) (1) (6) (4) (1) (7) (8) (39) (51) (21) (19) (19) (27)

Months: April, May, June, July, August, September, October, November, December, January, February, March, April, May, June

Legend: Group Adds | Group Terms | Group Enrollment | Member Enrollment

Enrolled Members by Benefit Level***

High 73%   Low 27%

Enrolled Members by Carrier**

- Delta Dental of MA (86%) — 86%
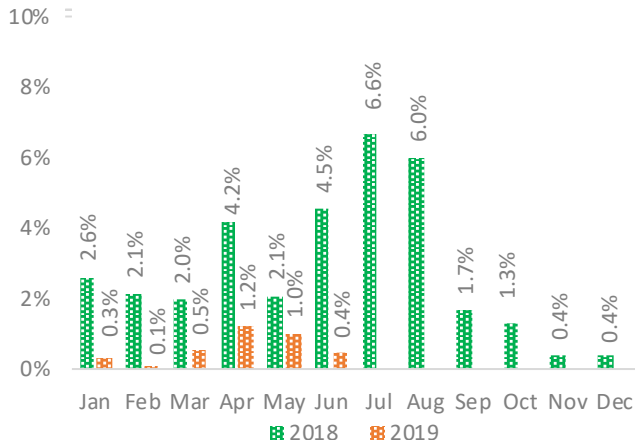- Altus Dental (14%) — 14%

This report was reformatted in December 2017 to report small group enrollment for the prior coverage month. Group adds and terms represent a point-in-time snapshot of small group membership and do not include membership retroactivity
*December member and group counts for small group dental enrollment are at the policy-level and reflect the transition of eligible groups to the Health Connector for Business platform.
** Member counts by carrier reflect membership on the DCHBX platform
***Member counts by benefit level reflect membership on the NTT platform

July 1, 2019*

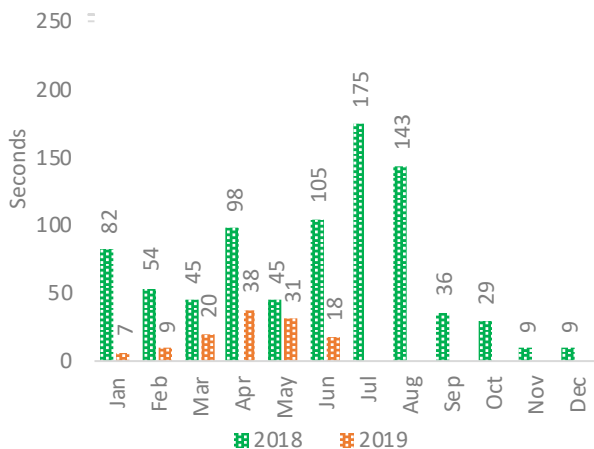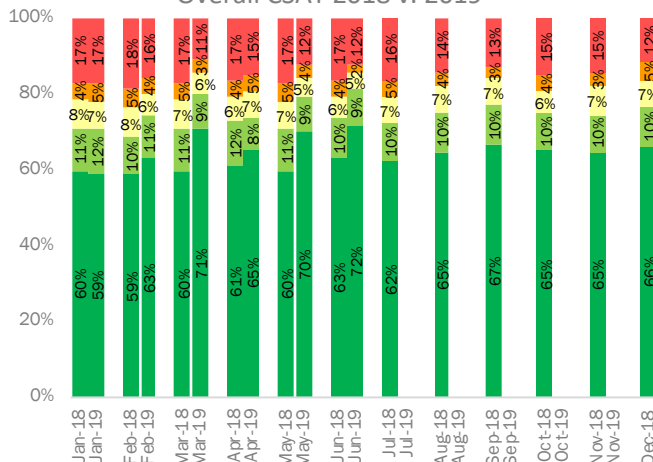**CCA Board Report Metrics**

*Reporting period through June 30, 2019
Source: NTT Data

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Customer Experience

Call Volume 2018 v. 2019

Month	2018	2019
Jan	125	127
Feb	93	90
Mar	98	99
Apr	80	92
May	68	82
Jun	64	68
Jul	70	
Aug	75	
Sep	70	
Oct	94	
Nov	103	
Dec	118	

(Thousands)

Abandonment Rate 2018 v. 2019

Month	2018	2019
Jan	2.6%	0.3%
Feb	2.1%	0.1%
Mar	2.0%	0.5%
Apr	4.2%	1.2%
May	2.1%	1.0%
Jun	4.5%	0.4%
Jul	6.6%	
Aug	6.0%	
Sep	1.7%	
Oct	1.3%	
Nov	0.4%	
Dec	0.4%	

Average Speed to Answer 2018 v. 2019

Month	2018	2019
Jan	82	7
Feb	54	9
Mar	45	20
Apr	98	38
May	45	31
Jun	105	18
Jul	175	
Aug	143	
Sep	36	
Oct	29	
Nov	9	
Dec	9	

(Seconds)

Overall CSAT 2018 v. 2019

Period	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Jan-18	60%	11%	8%	4%	17%
Jan-19	59%	12%	7%	5%	17%
Feb-18	59%	10%	8%	5%	18%
Feb-19	63%	11%	6%	4%	16%
Mar-18	60%	11%	7%	5%	17%
Mar-19	71%	9%	6%	3%	11%
Apr-18	61%	12%	6%	4%	17%
Apr-19	65%	8%	7%	5%	15%
May-18	60%	11%	7%	5%	17%
May-19	70%	9%	4%	4%	12%
Jun-18	63%	10%	6%	4%	17%
Jun-19	72%	12%	9%	5%	12%
Jul-18	62%	10%	7%	5%	16%
Aug-18	65%	10%	7%	4%	14%
Sep-18	67%	10%	7%	3%	13%
Oct-18	65%	10%	6%	4%	15%
Nov-18	65%	10%	7%	3%	15%
Dec-18	66%	10%	7%	5%	12%

Customer Satisfaction Score – June 2019

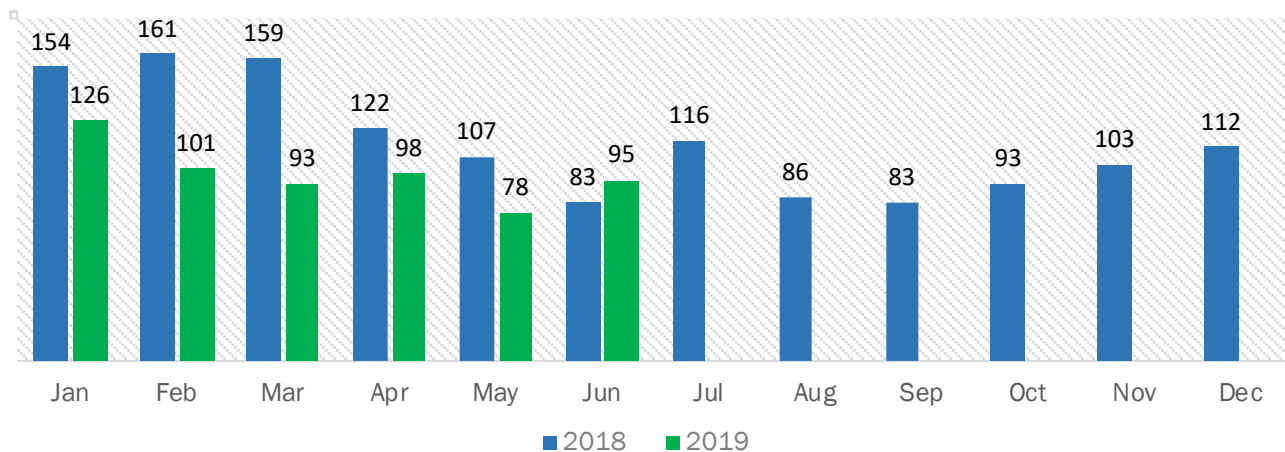| Category	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
CSR Satisfaction	76%	7%	3%	3%	11%
CSR Friendliness	82%	7%	3%	2%	7%
CSR Knowledge	78%	7%	3%	3%	8%
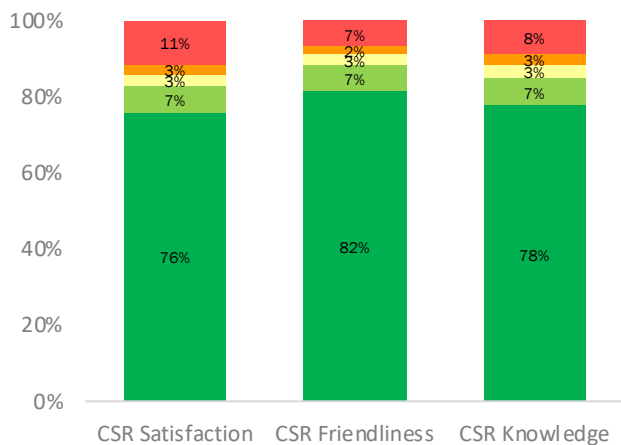
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
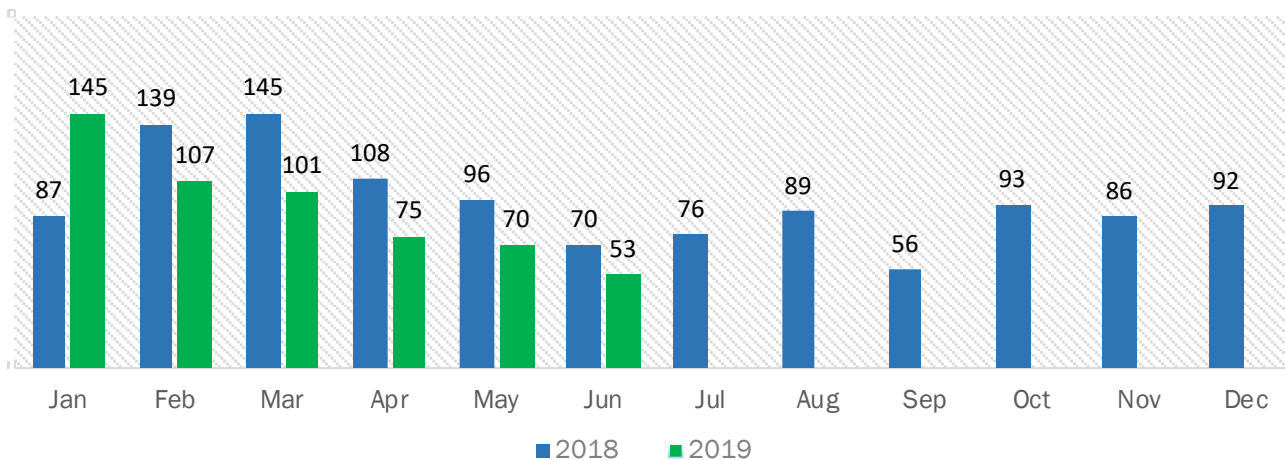--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied   Dissatisfied   Neither dissatisfied or satisfied

Satisfied   Completely satisfied

July 1, 2019*

CCA Board Report Metrics

*Reporting period through June 30, 2019
Source: NTT Data

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Customer Experience

Number of Urgent Services Cases Received (Monthly)

Month	2018	2019
Jan	154	126
Feb	161	101
Mar	159	93
Apr	122	98
May	107	78
Jun	83	95
Jul	116	
Aug	86	
Sep	83	
Oct	93	
Nov	103	
Dec	112	

■ 2018 ■ 2019

Number of Ombudsman Cases Received (Monthly)

Month	2018	2019
Jan	87	145
Feb	139	107
Mar	145	101
Apr	108	75
May	96	70
Jun	70	53
Jul	76	
Aug	89	
Sep	56	
Oct	93	
Nov	86	
Dec	92	

■ 2018 ■ 2019

Inventory

Total Open Cases as of 6/28/2019

	Urgent Services	Ombudsman
May-19	1	1
Jun-19	5	18

■ Urgent Services ■ Ombudsman