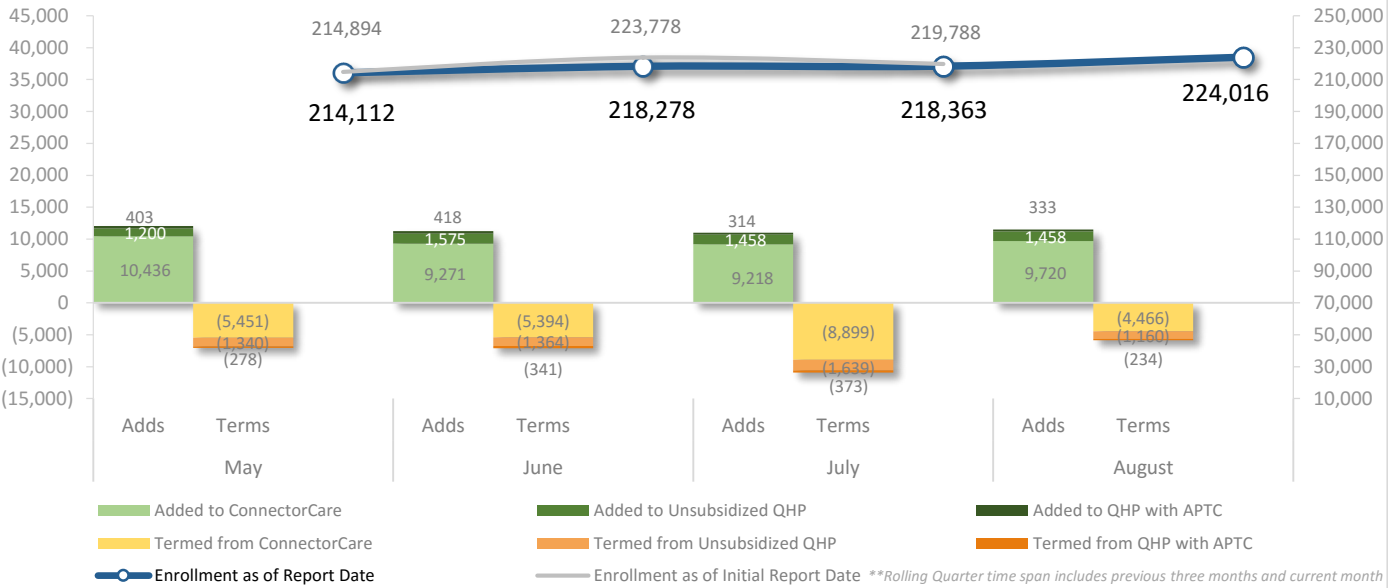August 2, 2016*

CCA Board Report Metrics

*Reporting period through August 1, 2016
**Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

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Total Non-Group Medical Enrollment: Current Rolling Quarter**

- *"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.*
- *"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.*
- *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: Year-to-Date
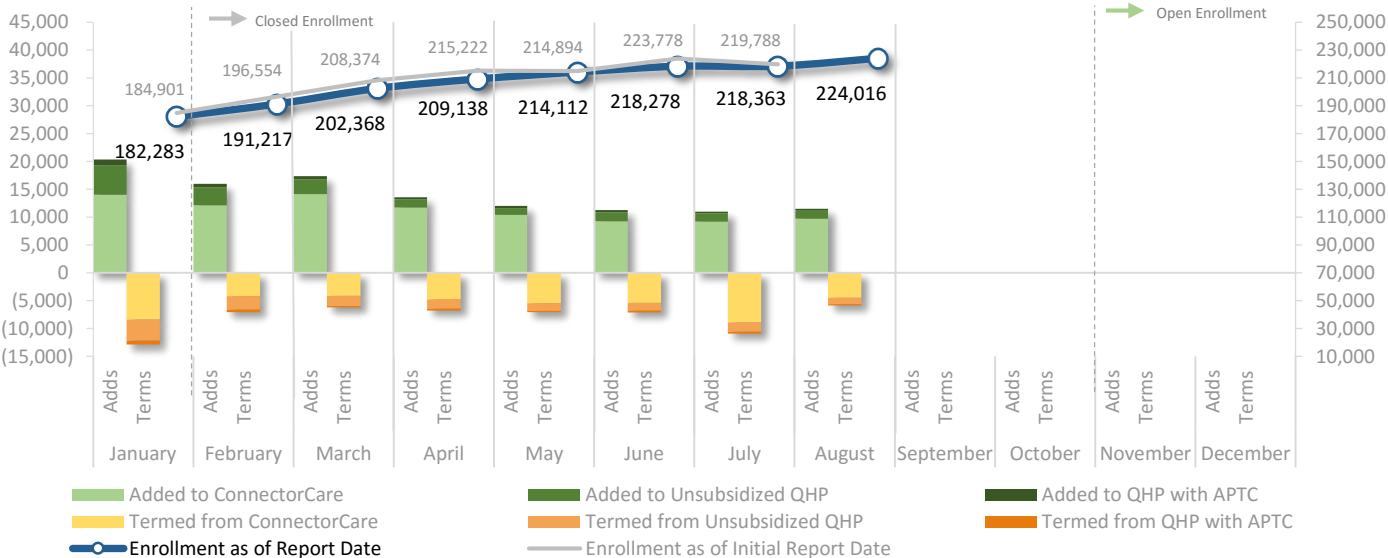
This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began 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.

August 2, 2016*

CCA Board Report Metrics

*Reporting period through August 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

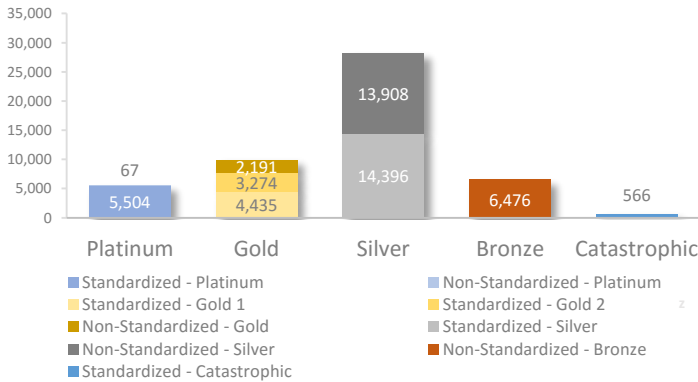**MASSACHUSETTS HEALTH CONNECTOR**
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Non-Group Medical Enrollment – Unsubsidized QHP and APTC

Enrollment as of Report Date: 48,937 / 50,569 / 50,318 / 50,817
Enrollment as of Initial Report Date: 50,467 / 52,503 / 51,202

	May	June	July	August
Added to Unsubsidized QHP	1,200	1,575	1,458	1,458
Added to QHP with APTC	403	418	314	333
Termed from Unsubsidized QHP	(1,340)	(1,364)	(1,639)	(1,160)
Termed from QHP with APTC	(278)	(341)	(373)	(234)

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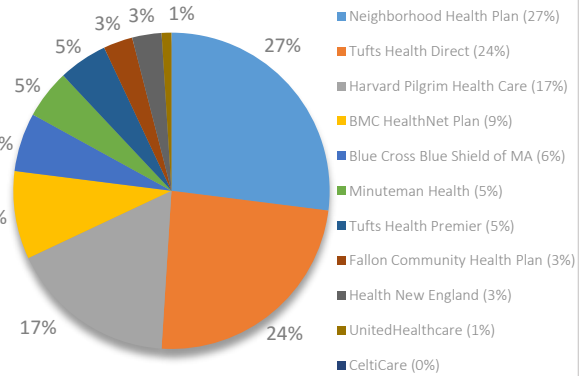- Enrollment as of Initial Report Date

- **50,817** individuals are enrolled in non-group medical Unsubsidized QHP (42,502) or QHP with APTC (8,315) plans.
- **56%** of enrolled Unsubsidized QHP and APTC members have selected a Standardized or Non-Standardized Silver plan.
- **68%** of members are enrolled in either Neighborhood Health Plan (27%), Tufts Health Direct (24%), or Harvard Pilgrim Health Care (17%), with all other carriers each representing less than 10% of the enrolled population.
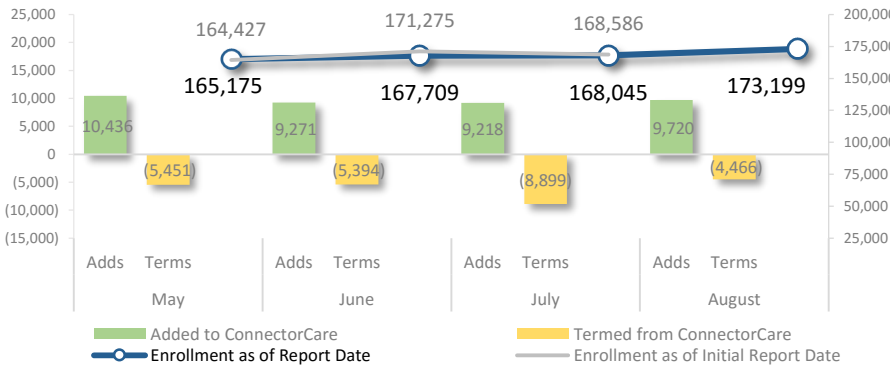
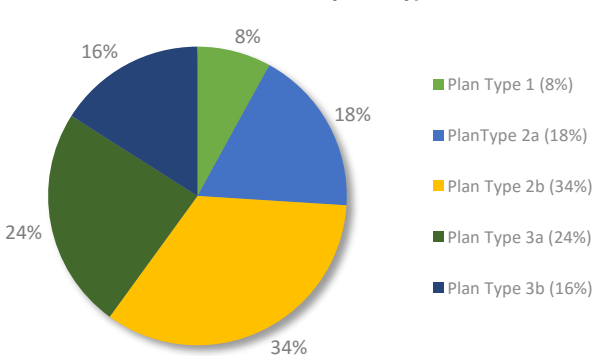### Enrolled Members by Metallic Tier and Standardization

Tier	Value	Value
Platinum	67	5,504
Gold	2,191	3,274 / 4,435
Silver	13,908	14,396
Bronze	6,476	
Catastrophic	566	

Legend:
- Standardized - Platinum
- Non-Standardized - Platinum
- Standardized - Gold 1
- Standardized - Gold 2
- Non-Standardized - Gold
- Standardized - Silver
- Non-Standardized - Silver
- Non-Standardized - Bronze
- Standardized - Catastrophic

Enrolled Members by Carrier

- Neighborhood Health Plan (27%)
- Tufts Health Direct (24%)
- Harvard Pilgrim Health Care (17%)
- BMC HealthNet Plan (9%)
- Blue Cross Blue Shield of MA (6%)
- Minuteman Health (5%)
- Tufts Health Premier (5%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- UnitedHealthcare (1%)
- CeltiCare (0%)

Non-Group Medical Enrollment – ConnectorCare

Enrollment as of Report Date: 165,175 / 167,709 / 168,045 / 173,199
Enrollment as of Initial Report Date: 164,427 / 171,275 / 168,586

	May	June	July	August
Added to ConnectorCare	10,436	9,271	9,218	9,720
Termed from ConnectorCare	(5,451)	(5,394)	(8,899)	(4,466)

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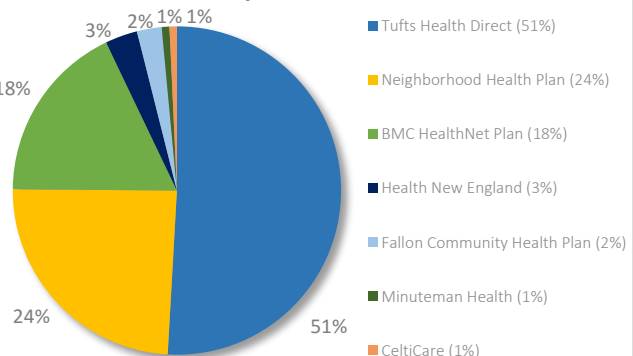- Enrollment as of Initial Report Date

- **173,199** individuals are enrolled in non-group medical ConnectorCare plans.
- **92%** of ConnectorCare members are enrolled in plan types 2 and 3.
- **93%** of members are enrolled in one of three carriers: Tufts Health Direct (51%), Neighborhood Health Plan (24%) and BMC HealthNet Plan (18%), with all other carriers each representing less than 5% of the enrolled population.

Enrolled Members by Plan Type

- Plan Type 1 (8%)
- Plan Type 2a (18%)
- Plan Type 2b (34%)
- Plan Type 3a (24%)
- Plan Type 3b (16%)

Enrolled Members by Carrier

- Tufts Health Direct (51%)
- Neighborhood Health Plan (24%)
- BMC HealthNet Plan (18%)
- Health New England (3%)
- Fallon Community Health Plan (2%)
- Minuteman Health (1%)
- CeltiCare (1%)
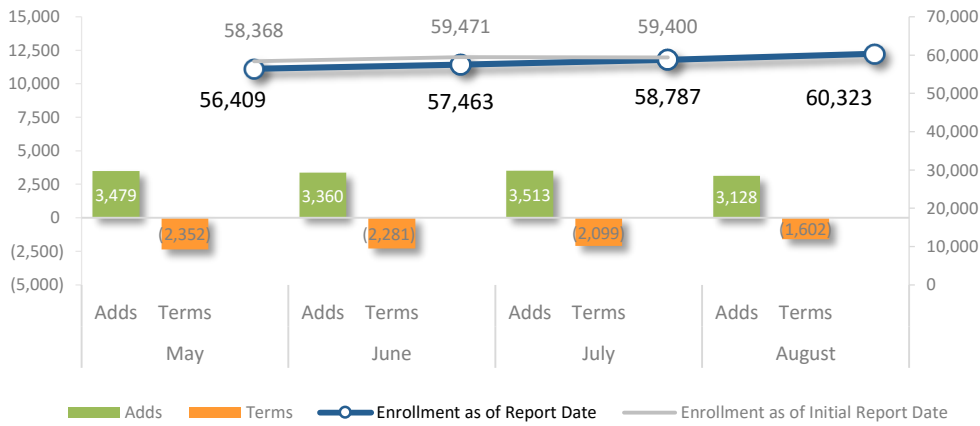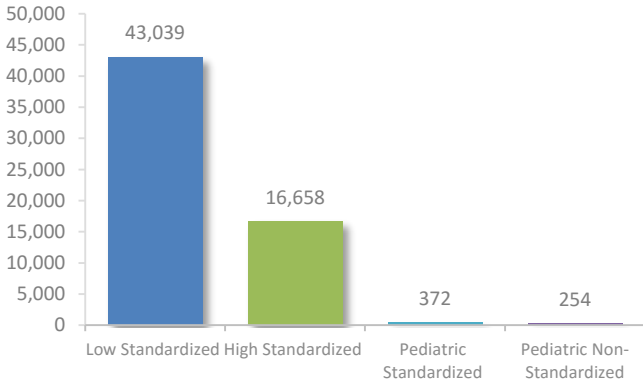
August 2, 2016*

CCA Board Report Metrics

*Reporting period through August 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

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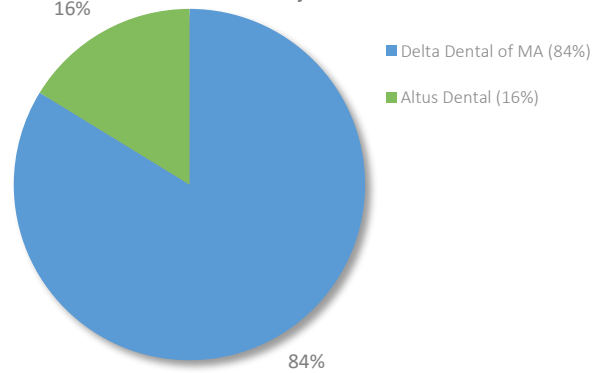
Non-Group Dental Enrollment

- **60,323 individuals are enrolled in non-group dental plans.**

- **71% of enrolled dental members have selected Low Standardized plans.**

- **84% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.**

Adds/Terms and Enrollment:

	Adds	Terms	Enrollment as of Report Date	Enrollment as of Initial Report Date
May	3,479	(2,352)	56,409	58,368
June	3,360	(2,281)	57,463	59,471
July	3,513	(2,099)	58,787	59,400
August	3,128	(1,602)	60,323	

Enrollment by Benefit Configuration

Configuration	Enrollment
Low Standardized	43,039
High Standardized	16,658
Pediatric Standardized	372
Pediatric Non-Standardized	254

Enrolled Members by Carrier

- Delta Dental of MA (84%)
- Altus Dental (16%)

CCA Board Report Metrics

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Small Group Medical Enrollment**

Member Enrollment: 5,760 | 5,778 | 5,830 | 5,852 | 5,804 | 5,885 | 5,994 | 5,763 | 6,103 | 6,165 | 6,218 | 5,902

Group Enrollment: 1,270 | 1,248 | 1,262 | 1,249 | 1,297 | 1,297 | 1,320 | 1,361 | 1,400 | 1,392 | 1,378 | 1,317

Group Adds: 50 | 12 | 36 | 18 | 64 | 34 | 50 | 73 | 76 | 57 | 36 | 28

Group Terms: (22) | (34) | (22) | (31) | (16) | (34) | (27) | (32) | (37) | (65) | (50) | (21)

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

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

Enrolled Groups by Metallic Tier

Platinum: 367 | Gold: 396 | Silver: 467 | Bronze: 87

Enrolled Groups by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (4%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Harvard Pilgrim Health Care (25%)
- Health New England (4%)
- Minuteman Health (3%)
- Neighborhood Health Plan (36%)
- Tufts Health Direct (9%)
- Tufts Health Premier (10%)

Small Group Dental Enrollment**

Member Enrollment: 582 | 600 | 598 | 660 | 679 | 759 | 755 | 783 | 857 | 879 | 987 | 917

Group Enrollment: 134 | 134 | 133 | 142 | 148 | 159 | 162 | 165 | 170 | 172 | 186 | 177

Group Adds: 0 | 0 | 0 | 9 | 6 | 16 | 7 | 7 | 6 | 3 | 17 | 0

Group Terms: (3) | 0 | (1) | (1) | 0 | (4) | (4) | (4) | (1) | (1) | (3) | 0

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

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

Enrolled Groups by Metallic Tier

High: 76% | Low: 23% | Pediatric: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (66%)
- MetLife (17%)
- Altus Dental (10%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (2%)

*** August counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts*
*** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity*
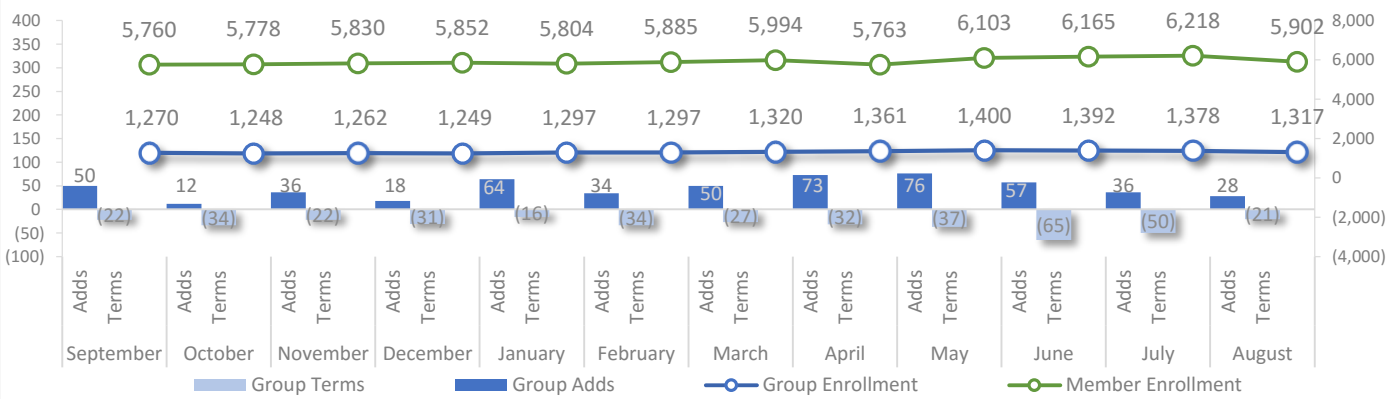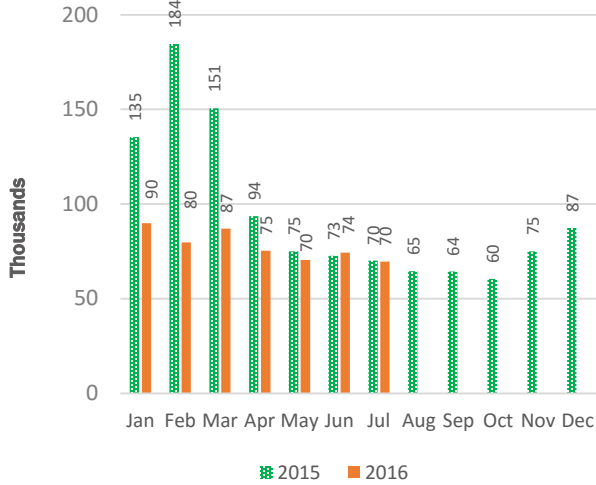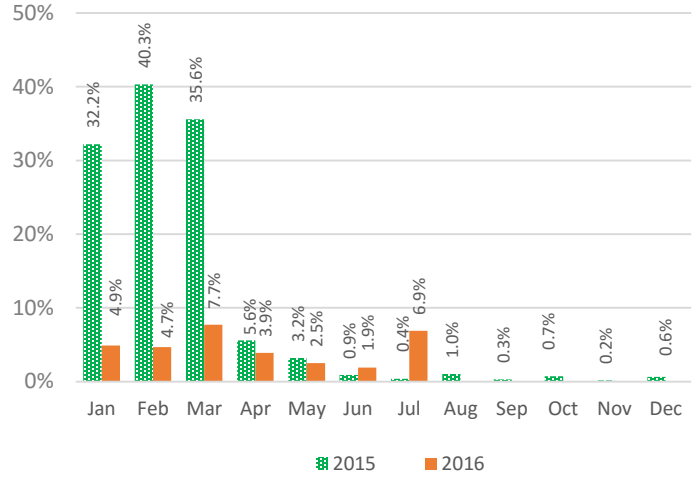
August 1, 2016*

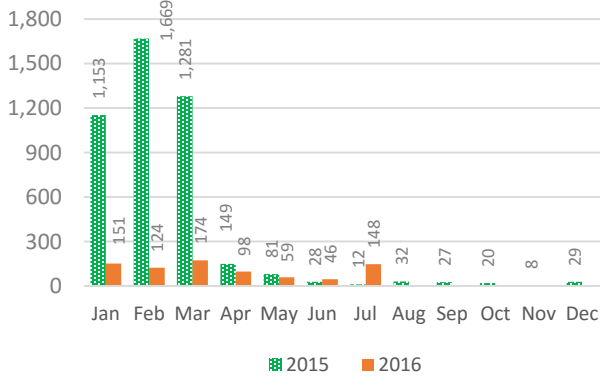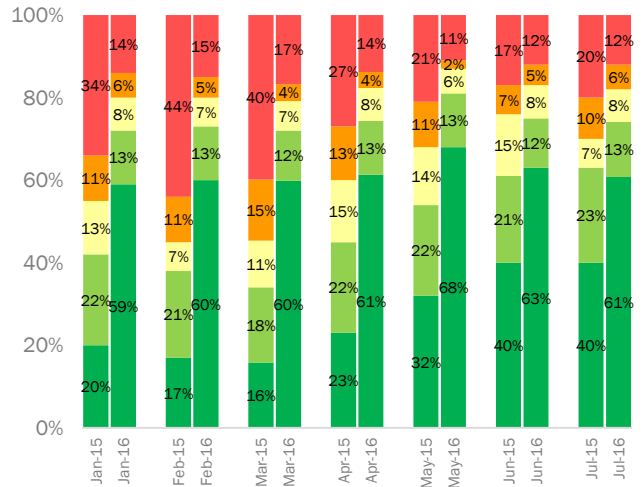**CCA Board Report Metrics**

*Reporting period through July 31, 2016
Source: Dell

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Customer Experience

Call Volume 2015 v. 2016

	2015	2016
Jan	135	90
Feb	184	80
Mar	151	87
Apr	94	75
May	75	70
Jun	73	74
Jul	70	70
Aug	65	
Sep	64	
Oct	60	
Nov	75	
Dec	87	

Abandonment Rate 2015 v. 2016

	2015	2016
Jan	32.2%	4.9%
Feb	40.3%	4.7%
Mar	35.6%	7.7%
Apr	5.6%	3.9%
May	3.2%	2.5%
Jun	0.9%	1.9%
Jul	0.4%	6.9%
Aug	1.0%	
Sep	0.3%	
Oct	0.7%	
Nov	0.2%	
Dec	0.6%	

Average Speed to Answer (seconds) 2015 v. 2016

	2015	2016
Jan	1,153	151
Feb	1,669	124
Mar	1,281	174
Apr	149	98
May	81	59
Jun	28	46
Jul	12	148
Aug	32	
Sep	27	
Oct	20	
Nov	8	
Dec	29	

Overall Customer Satisfaction 2015 v. 2016

Customer Satisfaction Score – July 2016

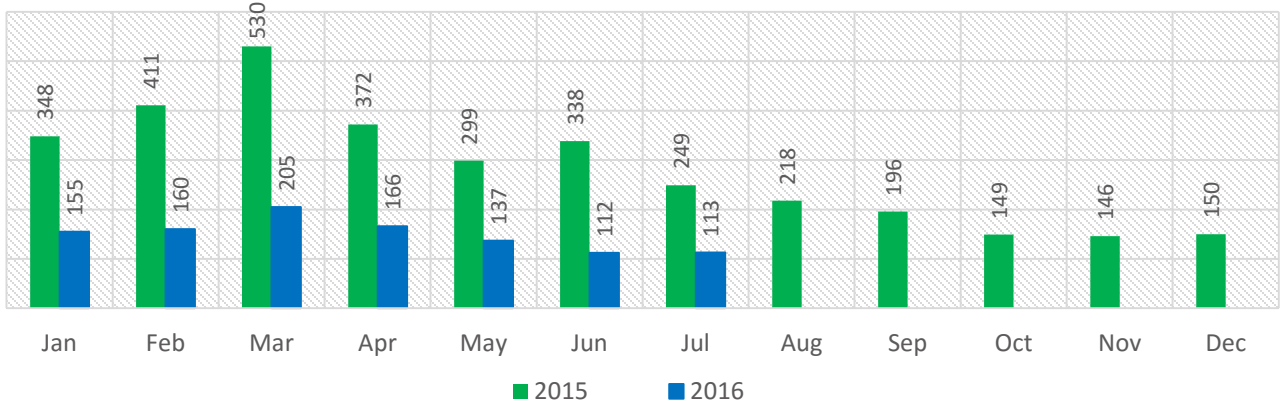|	CSR Satisfaction	CSR Friendliness	CSR Knowledge
Very dissatisfied	10%	4%	7%
Dissatisfied	2%	1%	2%
Neither dissatisfied or satisfied		5%	
	3%		3%
Satisfied	9%	7%	11%
Completely satisfied	76%	83%	77%
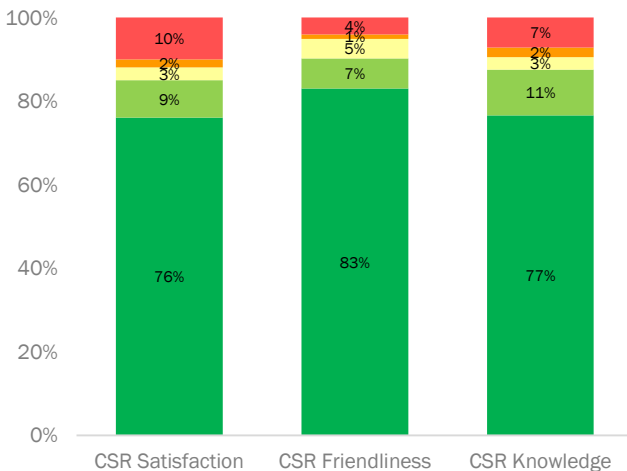
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
--How satisfied are you with the overall service provided to you by the Health Connector today?
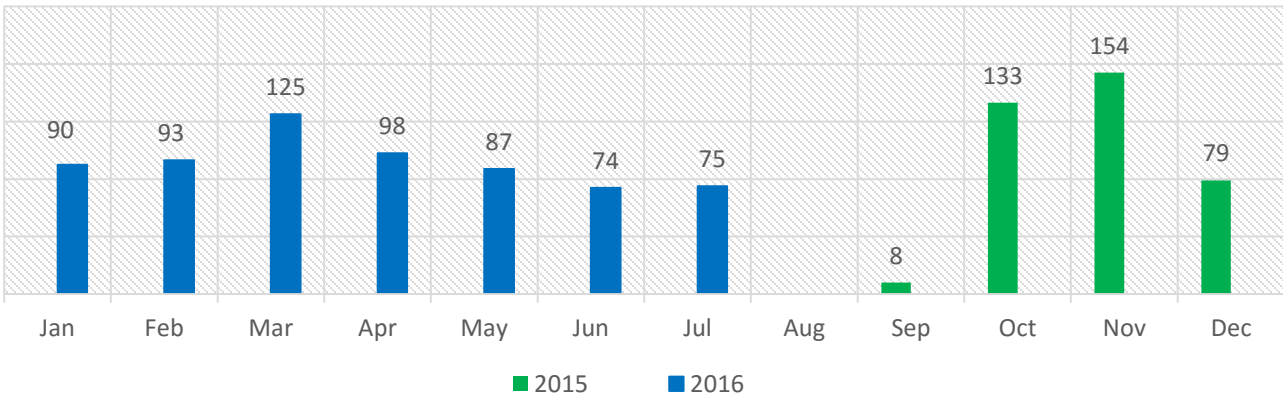
■ Very dissatisfied ■ Dissatisfied ■ Neither dissatisfied or satisfied

■ Satisfied ■ Completely satisfied

August 1, 2016*

*Reporting period through July 31, 2016
Source: Dell

CCA Board Report Metrics

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Customer Experience

Number of Urgent Services Cases Received (Monthly)

Month	2015	2016
Jan	348	155
Feb	411	160
Mar	530	205
Apr	372	166
May	299	137
Jun	338	112
Jul	249	113
Aug	218	
Sep	196	
Oct	149	
Nov	146	
Dec	150	

Number of Ombudsman Cases Received (Monthly)
Program launched September 28, 2015

Month	2015	2016
Jan		90
Feb		93
Mar		125
Apr		98
May		87
Jun		74
Jul		75
Aug		
Sep	8	
Oct	133	
Nov	154	
Dec	79	

Inventory Aging

Total Open Cases as of 7/31/2016: **97**

Month	Urgent Services	Ombudsman
Nov-15	1	
Dec-15	1	1
Jan-16	0	
Feb-16	1	
Mar-16	1	2
Apr-16	1	
May-16	1	
Jun-16	13	14
Jul-16	47	14