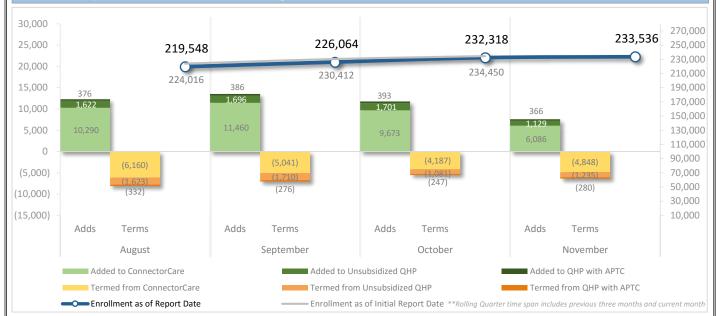November 4, 2016*

# CCA Board Report Metrics

*Reporting period through November 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – November 2, 2016
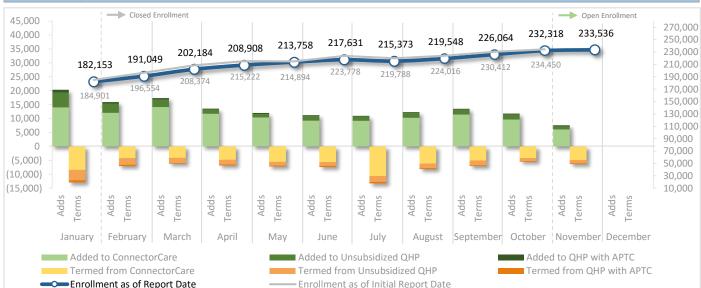
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## Total Non-Group Medical Enrollment: Current Rolling Quarter**



- *"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.*
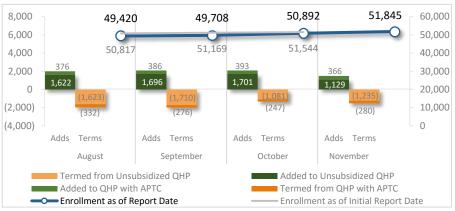
November 4, 2016*

**CCA Board Report Metrics**

*Reporting period through November 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – November 2, 2016
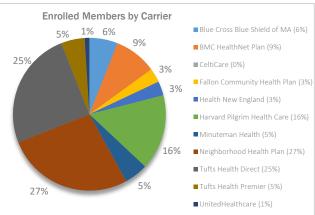
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## Non-Group Medical Enrollment – Unsubsidized QHP and APTC



Enrollment as of Report Date: 49,420 · 49,708 · 50,892 · 51,845
Enrollment as of Initial Report Date: 50,817 · 51,169 · 51,544

August — Adds: 1,622 / 376; Terms: (1,623) / (332)
September — Adds: 1,696 / 386; Terms: (1,710) / (276)
October — Adds: 1,701 / 393; Terms: (1,081) / (247)
November — Adds: 1,129 / 366; Terms: (1,235) / (280)

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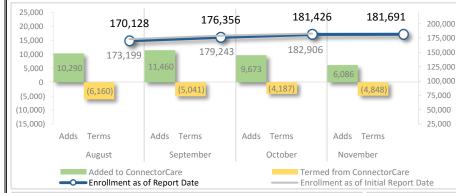- Enrollment as of Initial Report Date

- **51,844** individuals are enrolled in non-group medical Unsubsidized QHP (**42,911**) or QHP with APTC (**8,934**) plans.
- **57%** 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 (**25%**), or Harvard Pilgrim Health Care (**16%**), with all other carriers each representing less than 10% of the enrolled population.
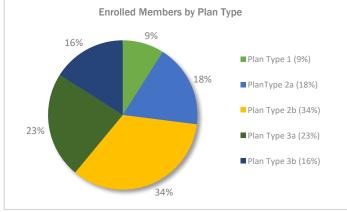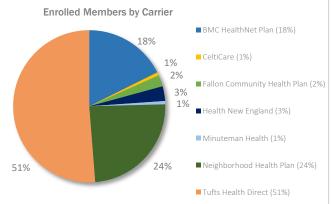
### Enrolled Members by Metallic Tier and Standardization



- Platinum: 5,478; 63
- Gold: 4,485; 3,234; 2,238
- Silver: 14,745; 14,931
- Bronze: 6,173
- Catastrophic: 498

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



- Blue Cross Blue Shield of MA (6%)
- BMC HealthNet Plan (9%)
- CeltiCare (0%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- Harvard Pilgrim Health Care (16%)
- Minuteman Health (5%)
- Neighborhood Health Plan (27%)
- Tufts Health Direct (25%)
- Tufts Health Premier (5%)
- UnitedHealthcare (1%)

## Non-Group Medical Enrollment – ConnectorCare



Enrollment as of Report Date: 170,128 · 176,356 · 181,426 · 181,691
Enrollment as of Initial Report Date: 173,199 · 179,243 · 182,906

August — Adds: 10,290; Terms: (6,160)
September — Adds: 11,460; Terms: (5,041)
October — Adds: 9,673; Terms: (4,187)
November — Adds: 6,086; Terms: (4,848)

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

- **181,691** individuals are enrolled in non-group medical ConnectorCare plans.
- **91%** 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.
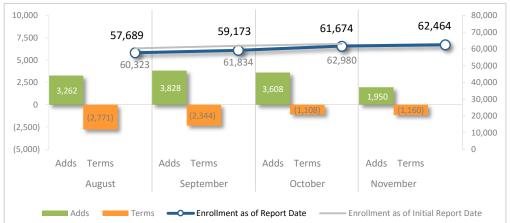
### Enrolled Members by Plan Type



- Plan Type 1 (9%)
- Plan Type 2a (18%)
- Plan Type 2b (34%)
- Plan Type 3a (23%)
- Plan Type 3b (16%)

### Enrolled Members by Carrier



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

November 4, 2016*

# CCA Board Report Metrics
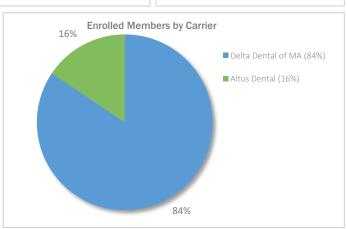
*Reporting period through November 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – November 2, 2016

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## Non-Group Dental Enrollment



- **62,464 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.**



Enrollment by Benefit Configuration



Enrolled Members by Carrier
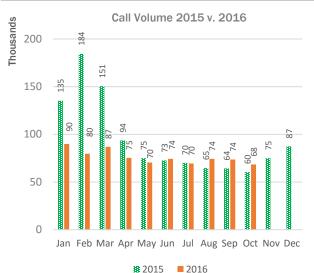- Delta Dental of MA (84%)
- Altus Dental (16%)

November 4, 2016*

**CCA Board Report Metrics**

*Reporting period through November 1, 2016
Sources: SBSB SHOP Database – November 1, 2016; Dell Financial Management System (FMS) – November 1, 2016

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## Small Group Medical Enrollment**



| | December | January | February | March | April | May | June | July | August | September | October | November |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Member Enrollment | 5,852 | 5,804 | 5,885 | 5,994 | 5,763 | 6,103 | 6,165 | 6,218 | 6,157 | 6,104 | 6,330 | 5,984 |
| Group Enrollment | 1,249 | 1,297 | 1,297 | 1,320 | 1,361 | 1,400 | 1,392 | 1,378 | 1,385 | 1,377 | 1,383 | 1,302 |
| Group Adds | 18 | 64 | 34 | 50 | 73 | 76 | 57 | 36 | 29 | 29 | 33 | 21 |
| Group Terms | (31) | (16) | (34) | (27) | (32) | (37) | (65) | (50) | (22) | (37) | (27) | (31) |

Legend: Group Terms, Group Adds, Group Enrollment, Member Enrollment

### Enrolled Groups by Metallic Tier



- Platinum: 353
- Gold: 395
- Silver: 463
- Bronze: 91

### Enrolled Groups by Carrier



- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (5%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Harvard Pilgrim Health Care (24%)
- Health New England (4%)
- Minuteman Health (3%)
- Neighborhood Health Plan (36%)
- Tufts Health Direct (9%)
- Tufts Health Premier (10%)

## Small Group Dental Enrollment**



| | December | January | February | March | April | May | June | July | August | September | October | November |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Member Enrollment | 660 | 679 | 759 | 755 | 783 | 857 | 879 | 987 | 975 | 1,029 | 1,064 | 1,012 |
| Group Enrollment | 142 | 148 | 159 | 162 | 165 | 170 | 172 | 186 | 186 | 194 | 200 | 193 |
| Group Adds | 10 | 6 | 16 | 7 | 7 | 6 | 3 | 17 | 1 | 10 | 6 | 4 |
| Group Terms | (1) | 0 | (4) | (4) | (4) | (1) | (1) | (3) | (1) | (2) | 0 | (1) |

Legend: Group Adds, Group Terms, Group Enrollment, Member Enrollment

### Enrolled Groups by Metallic Tier



- High: 75%
- Low: 24%
- Pediatric: 1%

### Enrolled Groups by Carrier



- Delta Dental of MA (66%)
- MetLife (15%)
- Altus Dental (11%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (3%)

*** November 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*
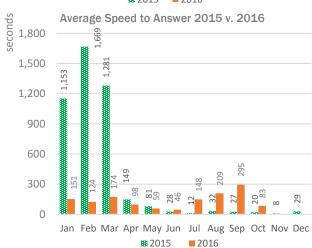
November 1, 2016*

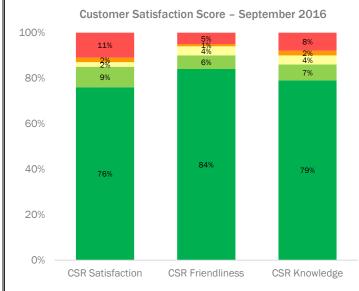**CCA Board Report Metrics**

*Reporting period through October 31, 2016
Source: Dell

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## Customer Experience

### Call Volume 2015 v. 2016



Thousands

| Month | 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 | 74 |
| Sep | 64 | 74 |
| Oct | 60 | 68 |
| Nov | 75 | |
| Dec | 87 | |

2015  2016

### Abandonment Rate 2015 v. 2016



| Month | 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% | 9.0% |
| Sep | 0.3% | 13.1% |
| Oct | 0.7% | 3.6% |
| Nov | 0.2% | |
| Dec | 0.6% | |

2015  2016

### Average Speed to Answer 2015 v. 2016



seconds

| Month | 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 | 209 |
| Sep | 27 | 295 |
| Oct | 20 | 83 |
| Nov | 8 | |
| Dec | 29 | |

2015  2016

### Overall Customer Satisfaction 2015 v. 2016



### Customer Satisfaction Score – September 2016



| | CSR Satisfaction | CSR Friendliness | CSR Knowledge |
|---|---|---|---|
| Very dissatisfied | 11% | 5% | 8% |
| Dissatisfied | 2% | 1% | 2% |
| Neither | 2% | 4% | 4% |
| Satisfied | 9% | 6% | 7% |
| Completely satisfied | 76% | 84% | 79% |

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?
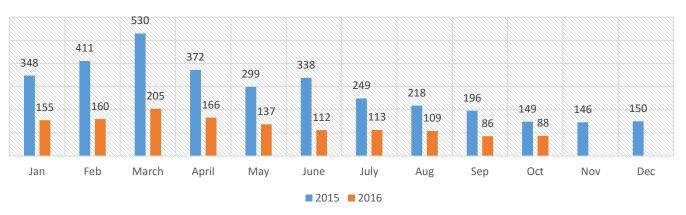--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied    Dissatisfied    Neither dissatisfied or satisfied

Satisfied    Completely satisfied

# CCA Board Report Metrics

## Customer Experience

### Number of Urgent Services Cases Received (Monthly)

| Month | 2015 | 2016 |
|-------|------|------|
| Jan | 348 | 155 |
| Feb | 411 | 160 |
| March | 530 | 205 |
| April | 372 | 166 |
| May | 299 | 137 |
| June | 338 | 112 |
| July | 249 | 113 |
| Aug | 218 | 109 |
| Sep | 196 | 86 |
| Oct | 149 | 88 |
| Nov | 146 | |
| Dec | 150 | |

■ 2015  ■ 2016

### Number of Ombudsman Cases Received (Monthly)

Program launched in September 28, 2015

| Month | 2015 | 2016 |
|-------|------|------|
| Jan | | 90 |
| Feb | | 93 |
| March | | 125 |
| April | | 98 |
| May | | 87 |
| June | | 74 |
| July | | 75 |
| Aug | | 86 |
| Sep | 8 | 75 |
| Oct | 133 | 106 |
| Nov | 154 | |
| Dec | 79 | |

■ 2015  ■ 2016

### Inventory Aging

Total Open Cases as of 11/01/2016: **84**

| Month | Urgent Services | Ombudsman |
|-------|-----------------|-----------|
| Jun-16 | | 1 |
| Jul-16 | 6 | 1 |
| Aug-16 | 3 | 5 |
| Sep-16 | 6 | 6 |
| Oct-16 | 18 | 38 |

■ Urgent Services  ■ Ombudsman