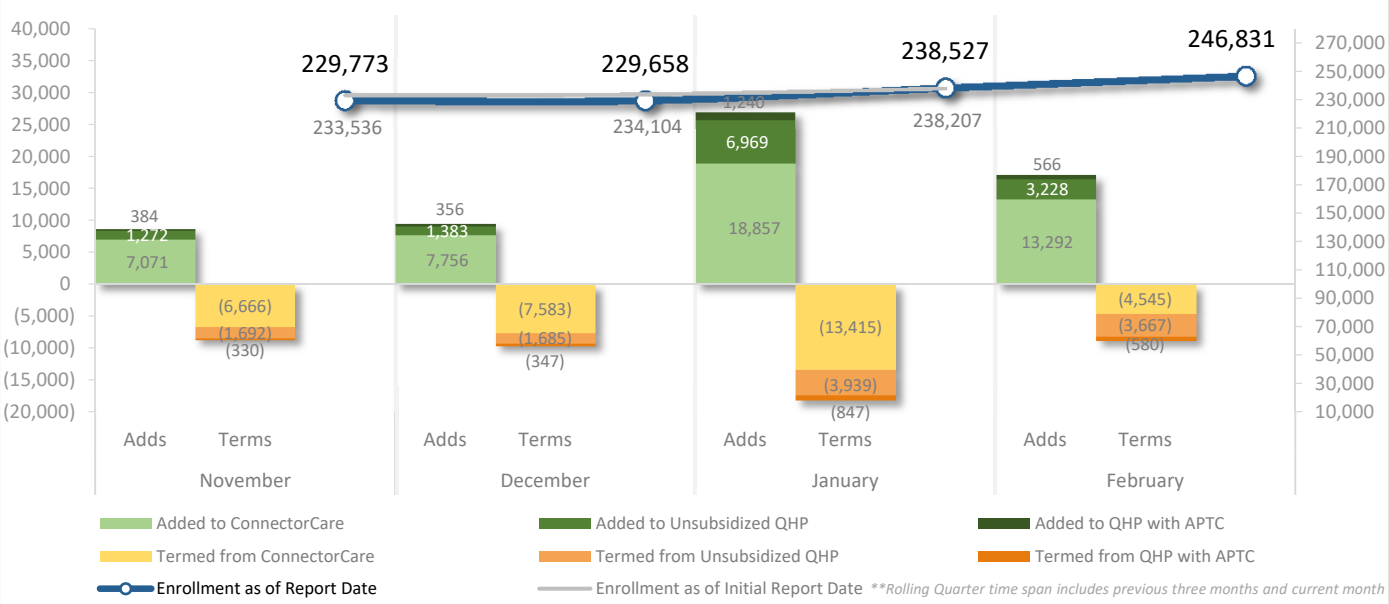February 3, 2017*

CCA Board Report Metrics

*Reporting period through February 1, 2017
Source: Dell Financial Management System (FMS) All Spans Extract – February 2, 2017

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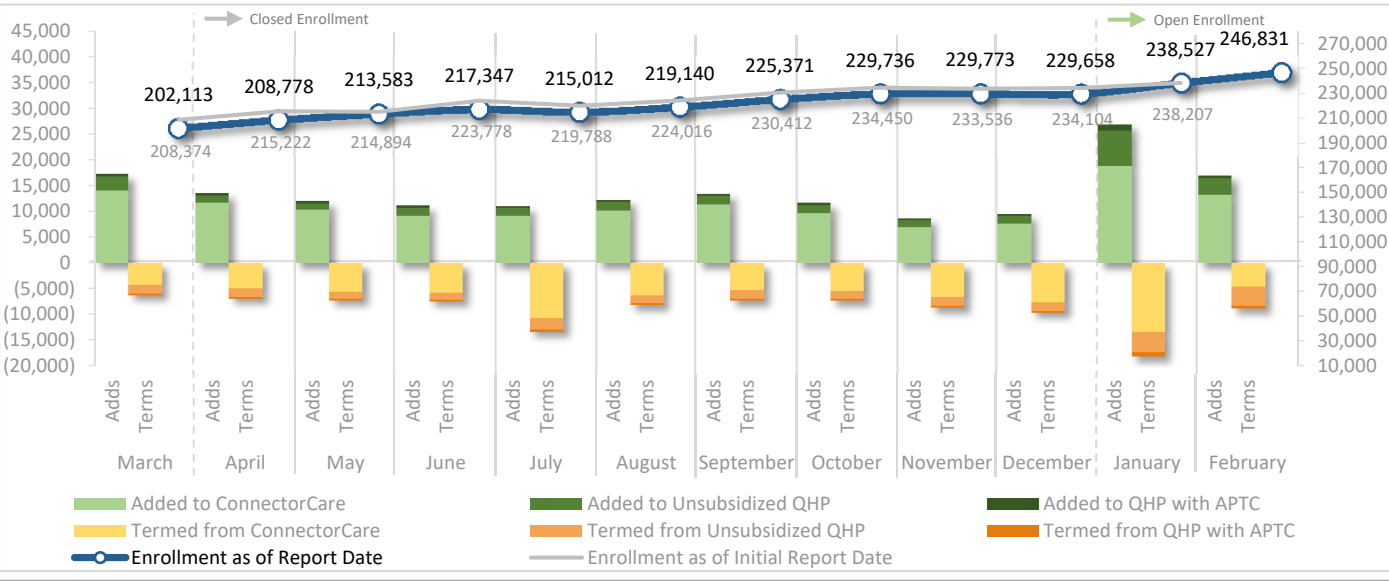
This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began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

February 3, 2017*
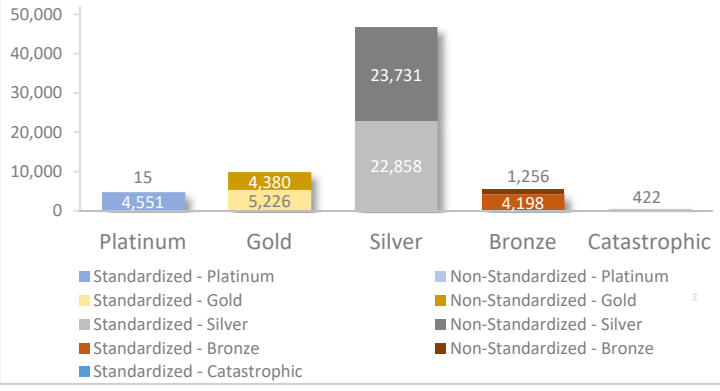
*Reporting period through February 1, 2017
Source: Dell Financial Management System (FMS) All Spans Extract – February 2, 2017

CCA Board Report Metrics

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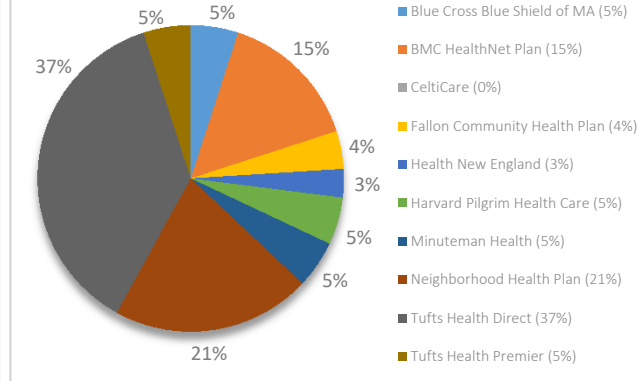## Non-Group Medical Enrollment – Unsubsidized QHP and APTC
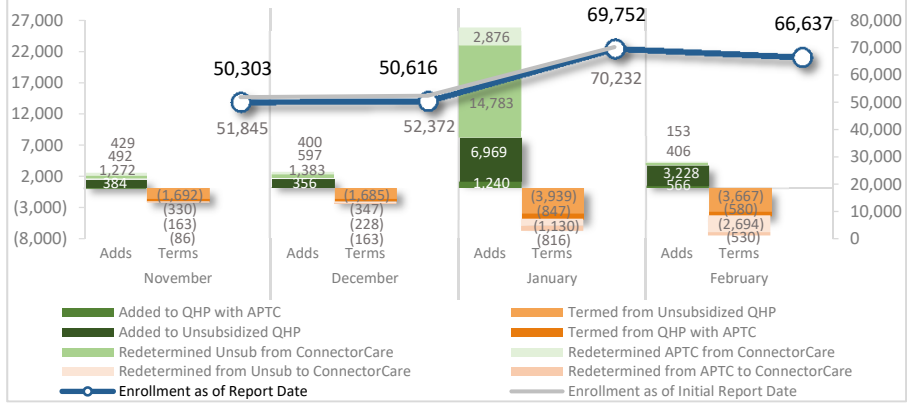
- 66,637 individuals are enrolled in non-group medical Unsubsidized QHP (56,516) or QHP with APTC (10,121) plans.
- 559 January ConnectorCare members lost ConnectorCare eligibility and are now enrolled in February Unsubsidized QHP or APTC coverage. Conversely, 3,224 January Unsubsidized/APTC members are now eligible and enrolled in February ConnectorCare coverage.
- 73% of members are enrolled in either Neighborhood Health Plan (21%), Tufts Health Direct (37%), or BMC HealthNet Plan (15%), with all other carriers each representing less than 10% of the enrolled population.

Enrolled Members by Metallic Tier and Standardization

Enrolled Members by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (15%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Health New England (3%)
- Harvard Pilgrim Health Care (5%)
- Minuteman Health (5%)
- Neighborhood Health Plan (21%)
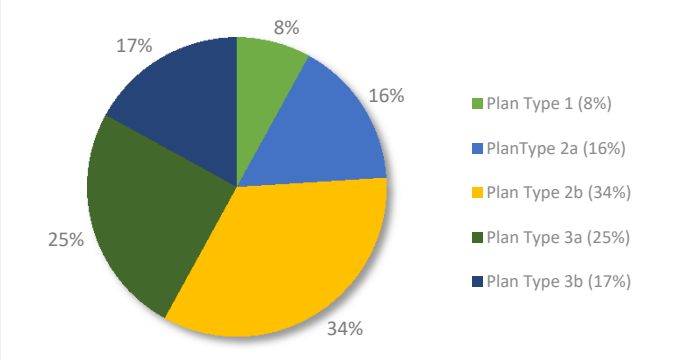- Tufts Health Direct (37%)
- Tufts Health Premier (5%)

Non-Group Medical Enrollment – ConnectorCare
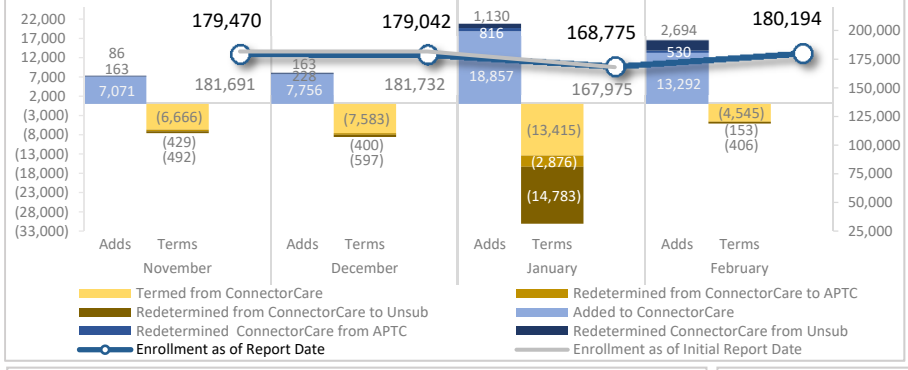
- Non-group ConnectorCare enrollment increased by 11,419 (6.8%) between January and February.
- 31% of February ConnectorCare adds applied for coverage through the HIX for the first time during 2017 OE.
- 2016 ConnectorCare members who lost ConnectorCare eligibility for January coverage decreased from 18,214 to 17,659 as the result of eligibility updates.
- BMC HealthNet Plan's ConnectorCare market share increased by 2% between January and February and Neighborhood Health Plan's market share decreased by 2% during this time.

Enrolled Members by Plan Type

- Plan Type 1 (8%)
- PlanType 2a (16%)
- Plan Type 2b (34%)
- Plan Type 3a (25%)
- Plan Type 3b (17%)

Enrolled Members by Carrier

- BMC HealthNet Plan (28%)
- CeltiCare (1%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Minuteman Health (1%)
- Neighborhood Health Plan (12%)
- Tufts Health Direct (53%)

February 3, 2017*

CCA Board Report Metrics

*Reporting period through February 1, 2017
Source: Dell Financial Management System (FMS) All Spans Extract – February 2, 2017

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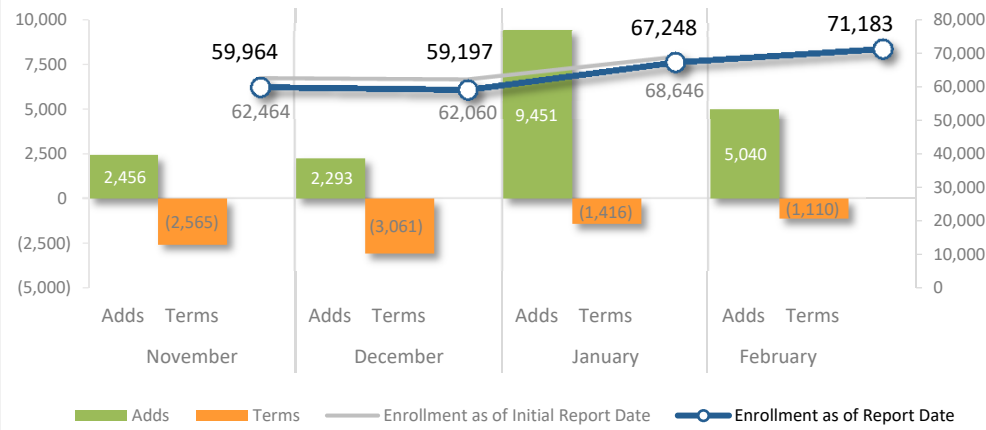
Non-Group Dental Enrollment

Waterfall / line chart:

	November	December	January	February
Adds	2,456	2,293	9,451	5,040
Terms	(2,565)	(3,061)	(1,416)	(1,110)
Enrollment as of Report Date	59,964	59,197	67,248	71,183
Enrollment as of Initial Report Date	62,464	62,060	68,646	

Legend: Adds — Terms — Enrollment as of Initial Report Date — Enrollment as of Report Date

- **71,183 individuals are enrolled in non-group dental plans.**

- **50% of enrolled dental members have selected Low Standardized plans.**

- **86% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.**

Enrollment by Benefit Configuration
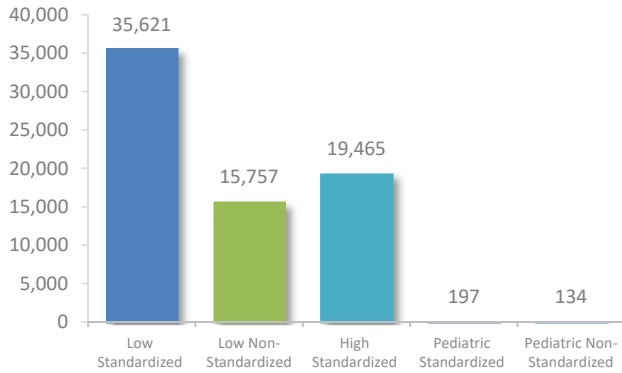
Low Standardized	Low Non-Standardized	High Standardized	Pediatric Standardized	Pediatric Non-Standardized
35,621	15,757	19,465	197	134

Enrolled Members by Carrier

- Delta Dental of MA (86%)
- Altus Dental (14%)
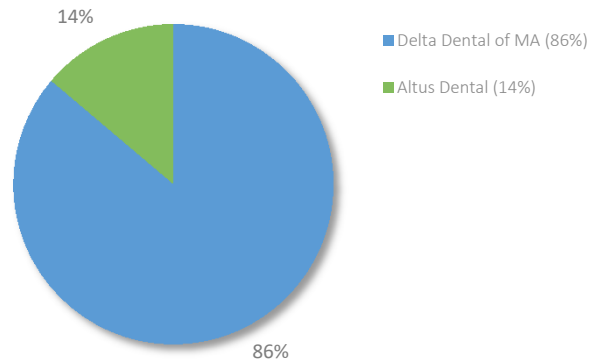
February 3, 2017*

*Reporting period through February 1, 2017
Sources: SBSB SHOP Database – February 1, 2017; Dell Financial Management System (FMS) – February 1, 2017
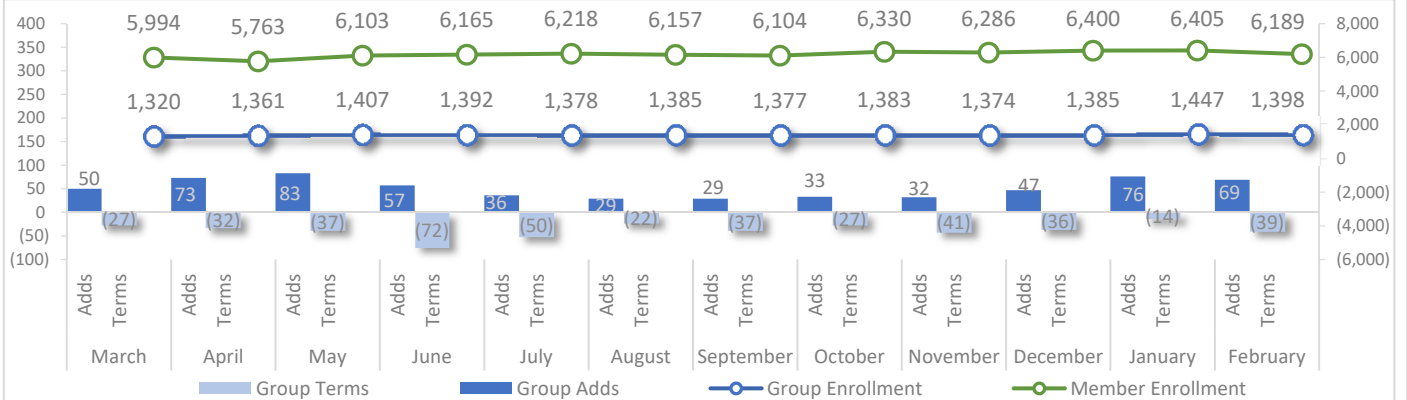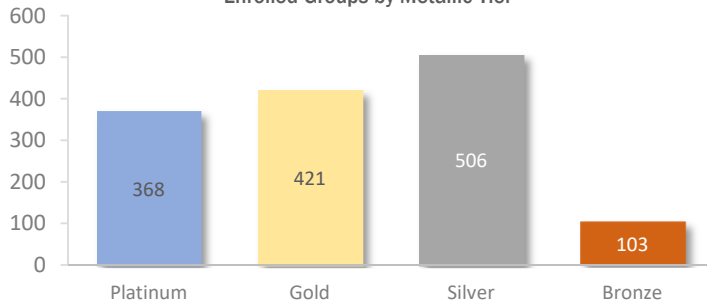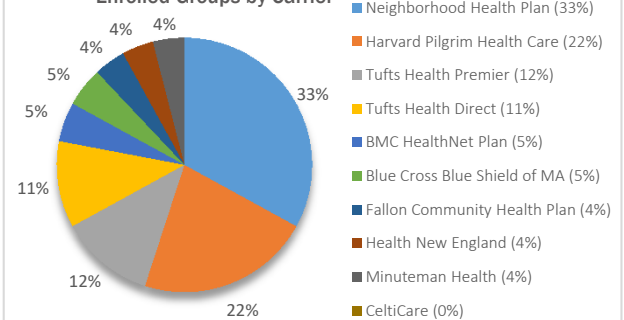
CCA Board Report Metrics

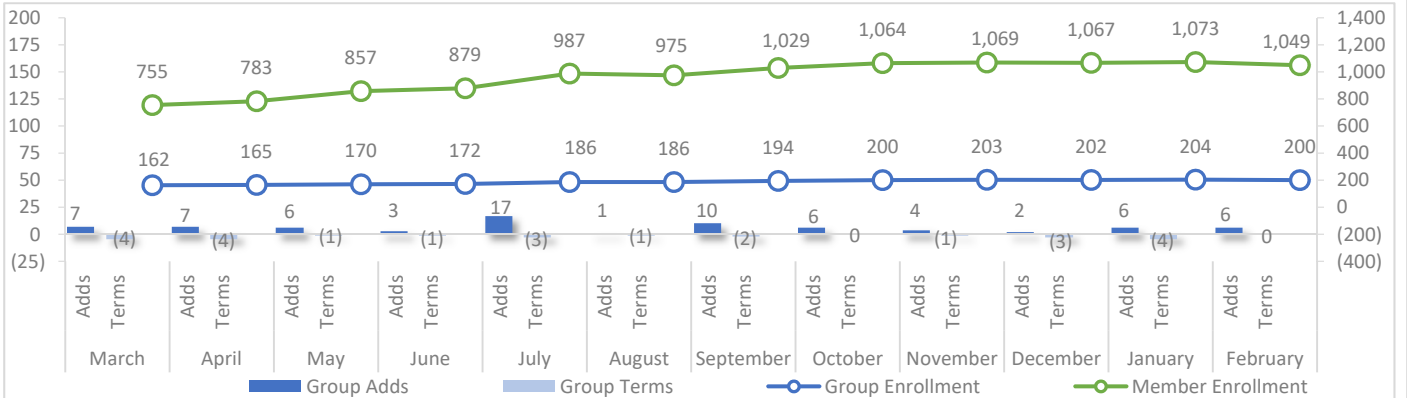**MASSACHUSETTS HEALTH CONNECTOR** — *the right place for the right plan*

Small Group Medical Enrollment**

Month	Member Enrollment	Group Enrollment	Adds	Terms
March	5,994	1,320	50	(27)
April	5,763	1,361	73	(32)
May	6,103	1,407	83	(37)
June	6,165	1,392	57	(72)
July	6,218	1,378	36	(50)
August	6,157	1,385	29	(22)
September	6,104	1,377	29	(37)
October	6,330	1,383	33	(27)
November	6,286	1,374	32	(41)
December	6,400	1,385	47	(36)
January	6,405	1,447	76	(14)
February	6,189	1,398	69	(39)

Legend: Group Terms · Group Adds · Group Enrollment · Member Enrollment

Enrolled Groups by Metallic Tier

Platinum	Gold	Silver	Bronze
368	421	506	103

Enrolled Groups by Carrier

- Neighborhood Health Plan (33%)
- Harvard Pilgrim Health Care (22%)
- Tufts Health Premier (12%)
- Tufts Health Direct (11%)
- BMC HealthNet Plan (5%)
- Blue Cross Blue Shield of MA (5%)
- Fallon Community Health Plan (4%)
- Health New England (4%)
- Minuteman Health (4%)
- CeltiCare (0%)

Small Group Dental Enrollment**

Month	Member Enrollment	Group Enrollment	Adds	Terms
March	755	162	7	(4)
April	783	165	7	(4)
May	857	170	6	(1)
June	879	172	3	(1)
July	987	186	17	(3)
August	975	186	1	(1)
September	1,029	194	10	(2)
October	1,064	200	6	0
November	1,069	203	4	(1)
December	1,067	202	2	(3)
January	1,073	204	6	(4)
February	1,049	200	6	0

Legend: Group Adds · Group Terms · Group Enrollment · Member Enrollment

Enrolled Groups by Metallic Tier

High	Low	Pediatric-only
71%	28%	1%

Enrolled Groups by Carrier

- Delta Dental of MA (68%)
- MetLife (13%)
- Altus Dental (11%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (3%)

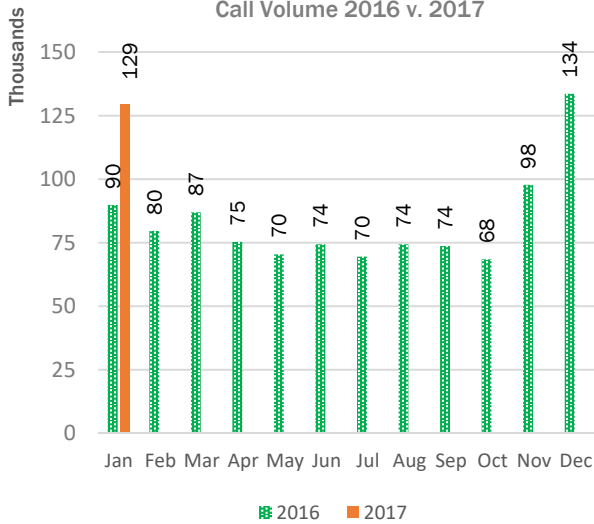*** February counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts*
*** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity*
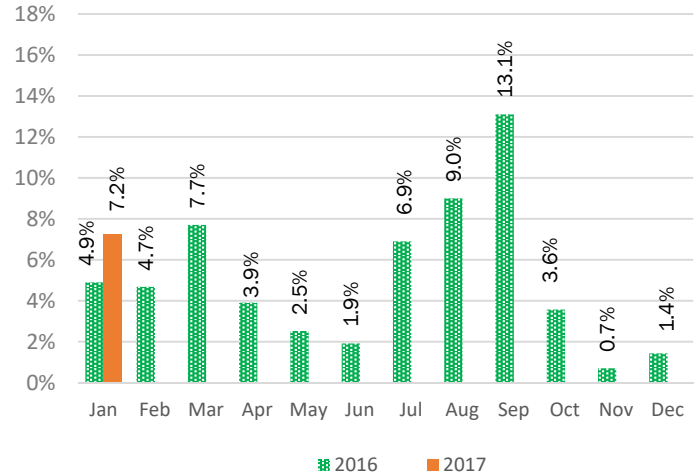
CCA Board Report Metrics

Customer Experience

Call Volume 2016 v. 2017

Thousands

Month	2016	2017
Jan	90	129
Feb	80	
Mar	87	
Apr	75	
May	70	
Jun	74	
Jul	70	
Aug	74	
Sep	74	
Oct	68	
Nov	98	
Dec	134	

■ 2016   ■ 2017

Abandonment Rate 2016 v. 2017

Month	2016	2017
Jan	4.9%	7.2%
Feb	4.7%	
Mar	7.7%	
Apr	3.9%	
May	2.5%	
Jun	1.9%	
Jul	6.9%	
Aug	9.0%	
Sep	13.1%	
Oct	3.6%	
Nov	0.7%	
Dec	1.4%	

■ 2016   ■ 2017

Average Speed to Answer 2016 v. 2017

seconds

Month	2016	2017
Jan	151	184
Feb	124	
Mar	174	
Apr	98	
May	59	
Jun	46	
Jul	148	
Aug	209	
Sep	295	
Oct	83	
Nov	21	
Dec	43	

■ 2016   ■ 2017
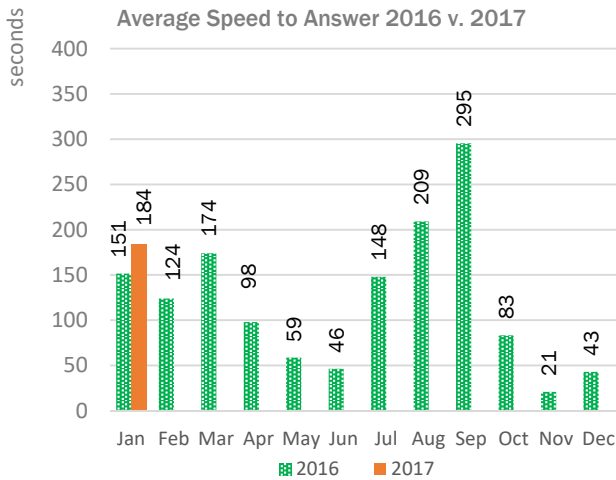
Overall Customer Satisfaction 2016 v. 2017
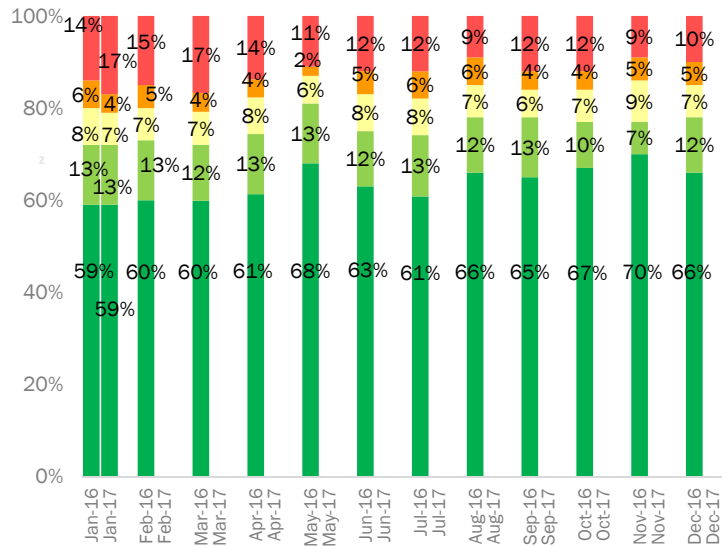
Customer Satisfaction Score – January 2017

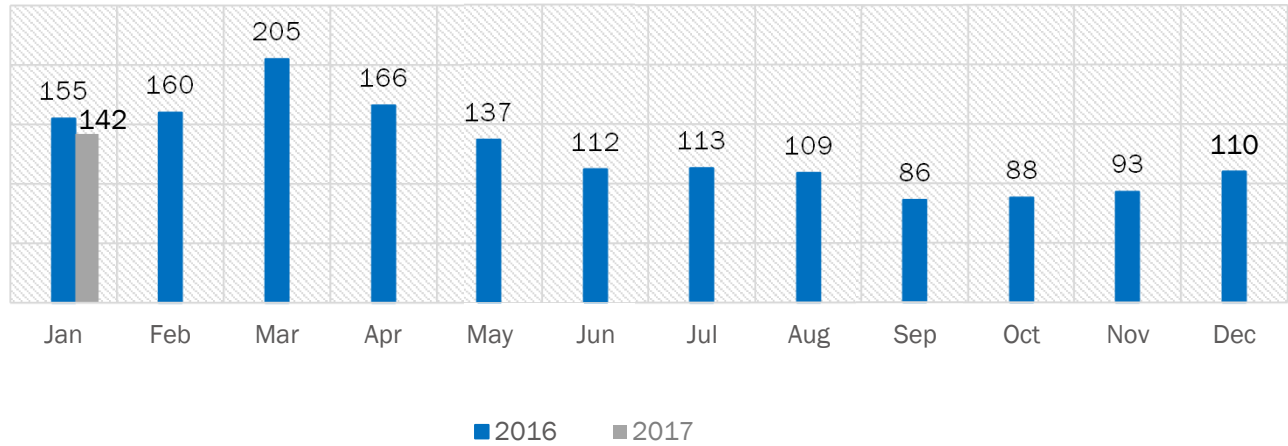|	CSR Satisfaction	CSR Friendliness	CSR Knowledge
Very dissatisfied	14%	8%	11%
Dissatisfied	3%	3%	2%
Neither dissatisfied or satisfied	4%	4%	5%
Satisfied	9%	8%	9%
Completely satisfied	70%	77%	73%
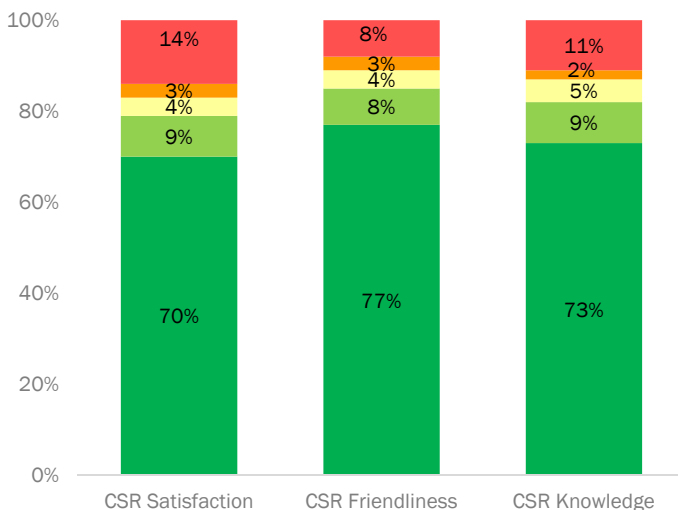
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
--How satisfied are you with the overall service provided to you by the Health Connector today?
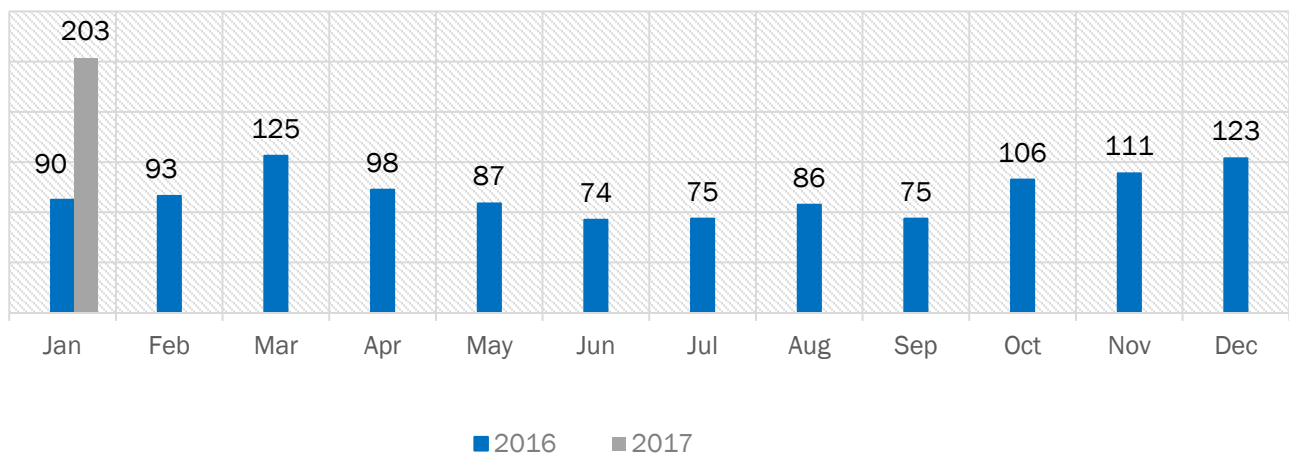
■ Very dissatisfied   ■ Dissatisfied   ■ Neither dissatisfied or satisfied

■ Satisfied   ■ Completely satisfied

CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

Jan: 155 (2016), 142 (2017)
Feb: 160
Mar: 205
Apr: 166
May: 137
Jun: 112
Jul: 113
Aug: 109
Sep: 86
Oct: 88
Nov: 93
Dec: 110

■ 2016   ■ 2017

Number of Ombudsman Cases Received (Monthly)

Jan: 90 (2016), 203 (2017)
Feb: 93
Mar: 125
Apr: 98
May: 87
Jun: 74
Jul: 75
Aug: 86
Sep: 75
Oct: 106
Nov: 111
Dec: 123

■ 2016   ■ 2017

Inventory Aging

Total Open Cases as of 1/31/2017: 139

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
Urgent Services	1		1	1		2	51
Ombudsman		1		1	1	5	75

■ Urgent Services   ■ Ombudsman