March 6, 2017*

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

CCA Board Report Metrics

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Total Non-Group Medical Enrollment: Current Rolling Quarter**
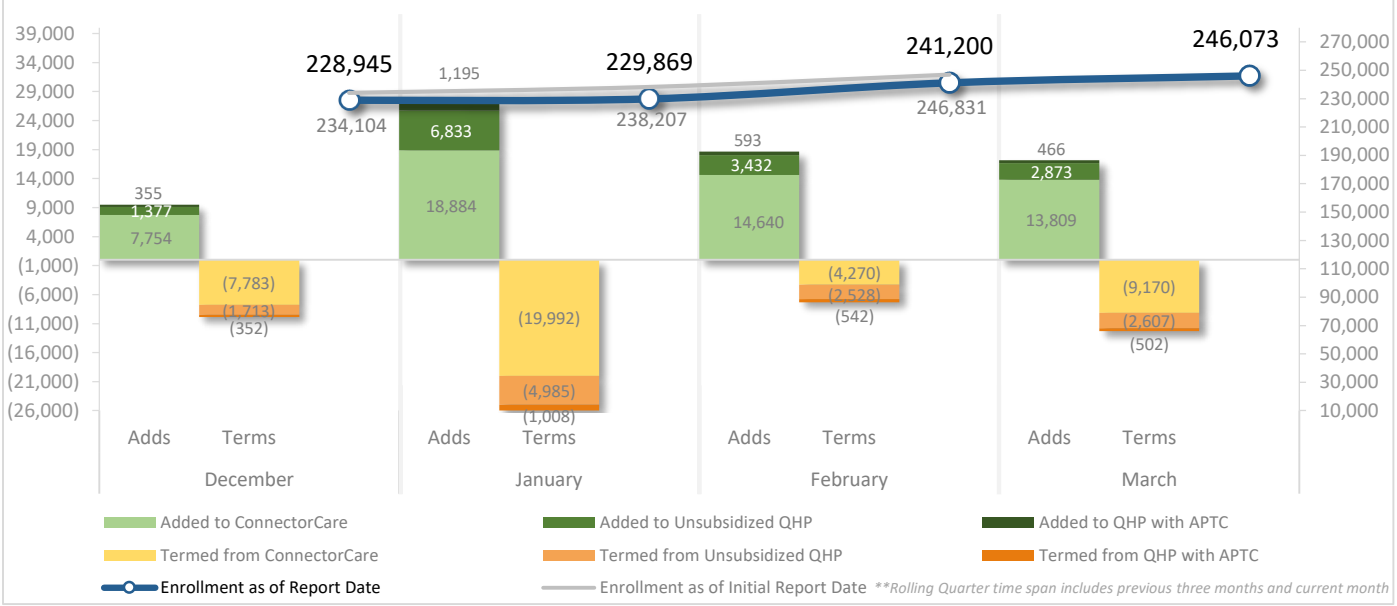
- *"Adds" is defined as the total number of members who begin coverage for that month and were not enrolled in coverage during the prior month as of the report date. Movement between program types is not considered an "Add".*
- *"Terms" is defined as the total number of members who are no longer covered 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.
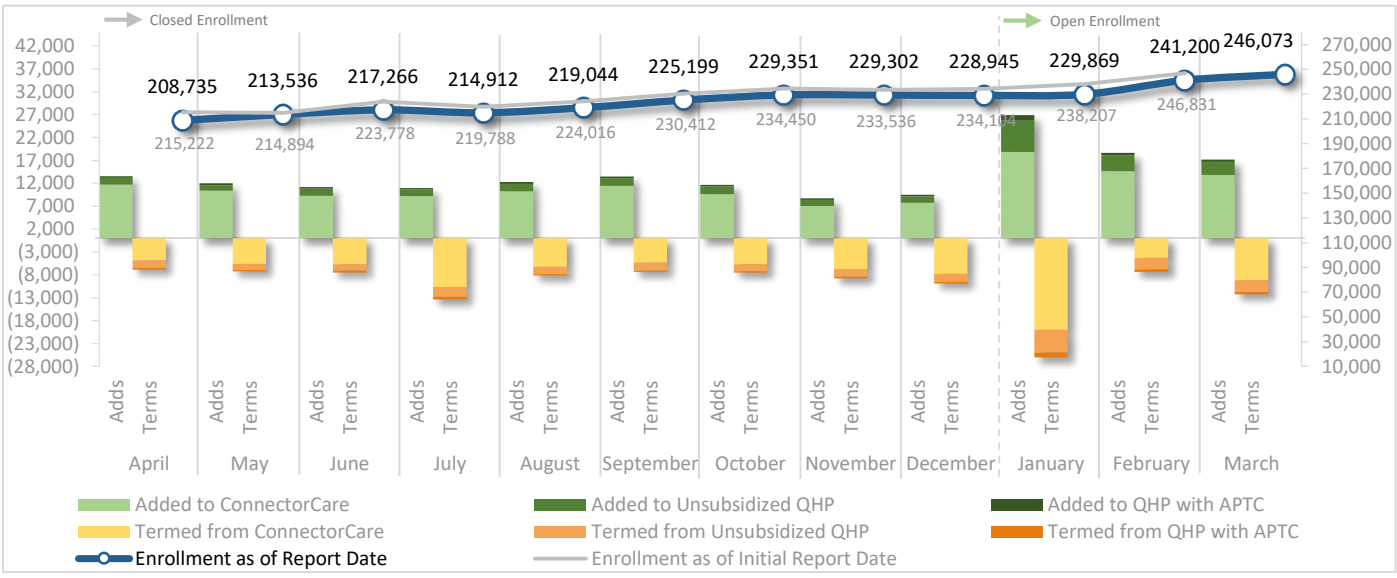
March 6, 2017*

CCA Board Report Metrics

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

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Non-Group Medical Enrollment – Unsubsidized QHP and APTC

Left chart (waterfall/line): Adds/Terms by month

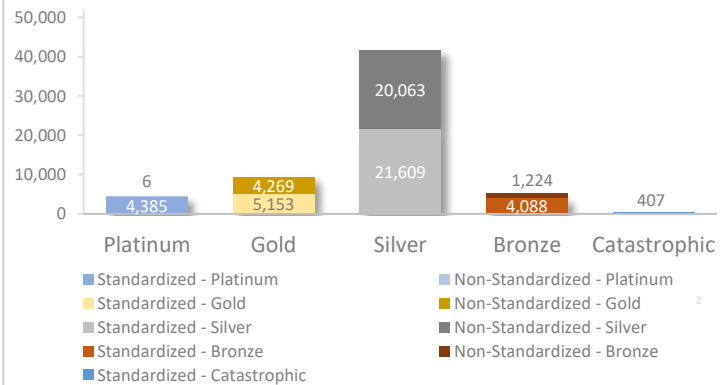- December: Added to Unsubsidized QHP 1,377; Added to QHP with APTC 355; Termed from Unsubsidized QHP (1,713); Termed from QHP with APTC (352); Enrollment as of Initial Report Date 50,488; Enrollment as of Report Date 52,372
- January: 6,833; 1,195; (4,985); (1,008); 70,232; 62,328
- February: 3,432; 593; (2,528); (542); 66,637; 61,019
- March: 2,873; 466; (2,607); (502); 61,204

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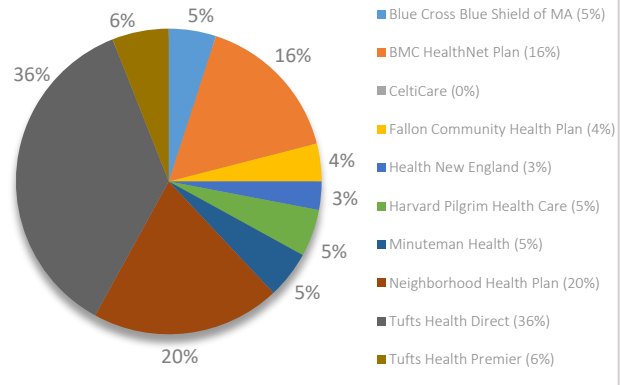- Enrollment as of Initial Report Date

- 51,497 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,706 individuals are enrolled in QHP with APTC plans.

- 997 Members enrolled in February ConnectorCare plans are now enrolled in Unsubsidized QHP or APTC coverage for March.

- 72% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan, with all other carriers each representing less than 10% of the enrolled population.
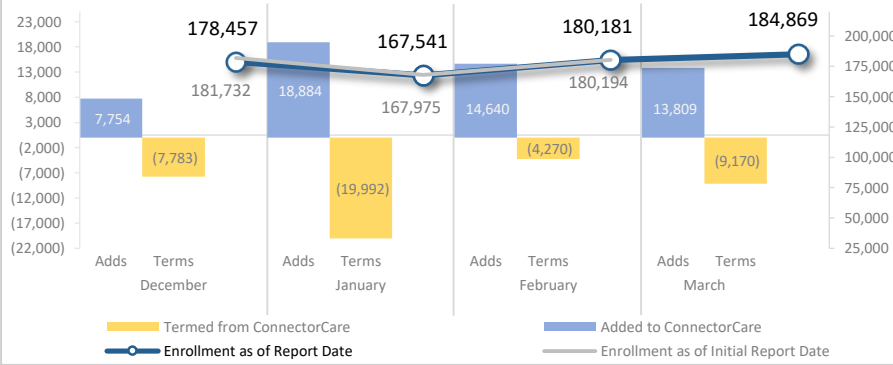
Enrolled Members by Metallic Tier and Standardization

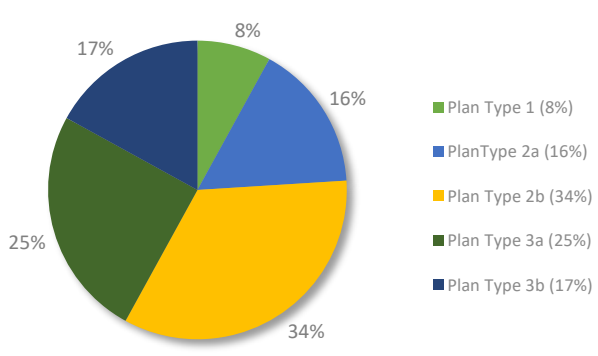- Platinum: Non-Standardized 6; Standardized 4,385
- Gold: Non-Standardized 4,269; Standardized 5,153
- Silver: Non-Standardized 20,063; Standardized 21,609
- Bronze: Non-Standardized 1,224; Standardized 4,088
- Catastrophic: 407

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

Enrolled Members by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (16%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Health New England (3%)
- Harvard Pilgrim Health Care (5%)
- Minuteman Health (5%)
- Neighborhood Health Plan (20%)
- Tufts Health Direct (36%)
- Tufts Health Premier (6%)

Non-Group Medical Enrollment – ConnectorCare

- December: Added to ConnectorCare 7,754; Termed from ConnectorCare (7,783); Enrollment as of Initial Report Date 181,732; Enrollment as of Report Date 178,457
- January: 18,884; (19,992); 167,975; 167,541
- February: 14,640; (4,270); 180,194; 180,181
- March: 13,809; (9,170); 184,869

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

- Non-group ConnectorCare enrollment increased by 4,688 (2.6%) between February and March.

- 1,045 members enrolled in Unsubsidized/APTC plans in February became eligible and enrolled in March ConnectorCare coverage.

- BMC HealthNet Plan's ConnectorCare market share increased by 2% between February and March. Neighborhood Health Plan and Tufts Health Direct's market share decreased by 1% during this period.

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 (30%)
- CeltiCare (1%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Minuteman Health (1%)
- Neighborhood Health Plan (11%)
- Tufts Health Direct (52%)

March 6, 2017*

CCA Board Report Metrics

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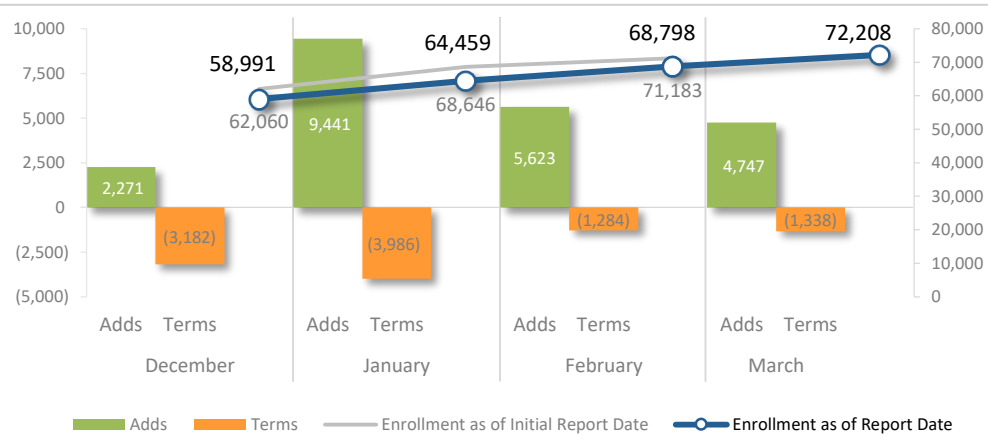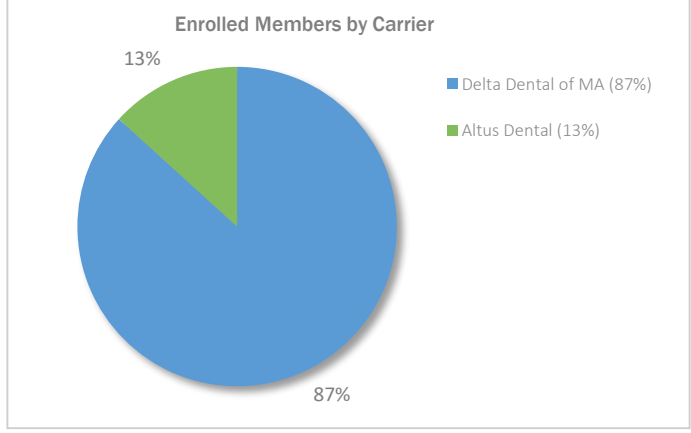Source: Dell Financial Management System (FMS) All Spans Extract – March 2, 2017

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Non-Group Dental Enrollment

- **72,208 individuals are enrolled in non-group dental plans.**

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

- **87% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.**

Chart data — Non-Group Dental Enrollment:
- December: Adds 2,271; Terms (3,182); Enrollment as of Report Date 58,991; Enrollment as of Initial Report Date 62,060
- January: Adds 9,441; Terms (3,986); Enrollment as of Report Date 64,459; Enrollment as of Initial Report Date 68,646
- February: Adds 5,623; Terms (1,284); Enrollment as of Report Date 68,798; Enrollment as of Initial Report Date 71,183
- March: Adds 4,747; Terms (1,338); Enrollment as of Report Date 72,208

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

Enrollment by Benefit Configuration

- Low Standardized: 36,001
- Low Non-Standardized: 16,174
- High Standardized: 19,735
- Pediatric Standardized: 170
- Pediatric Non-Standardized: 123

Enrolled Members by Carrier

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

March 6, 2017*

CCA Board Report Metrics

*Reporting period through March 1, 2017
Sources: SBSB SHOP Database – March 1, 2017; Dell Financial Management System (FMS) – March 1, 2017

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Small Group Medical Enrollment**

Member Enrollment: 5,763 · 6,103 · 6,165 · 6,218 · 6,157 · 6,104 · 6,330 · 6,286 · 6,400 · 6,405 · 6,464 · 6,114

Group Enrollment: 1,361 · 1,407 · 1,392 · 1,378 · 1,385 · 1,377 · 1,383 · 1,374 · 1,385 · 1,447 · 1,467 · 1,377

Group Adds: 73 · 83 · 57 · 36 · 29 · 29 · 33 · 32 · 47 · 76 · 71 · 43

Group Terms: (32) · (37) · (72) · (50) · (22) · (37) · (27) · (41) · (36) · (14) · (51) · (30)

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

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

Enrolled Groups by Metallic Tier

Platinum: 359
Gold: 411
Silver: 502
Bronze: 105

Enrolled Groups by Carrier

- Neighborhood Health Plan (32%)
- Harvard Pilgrim Health Care (20%)
- Tufts Health Premier (14%)
- Tufts Health Direct (11%)
- BMC HealthNet Plan (5%)
- Blue Cross Blue Shield of MA (5%)
- Fallon Community Health Plan (5%)
- Health New England (4%)
- Minuteman Health (4%)
- CeltiCare (0%)

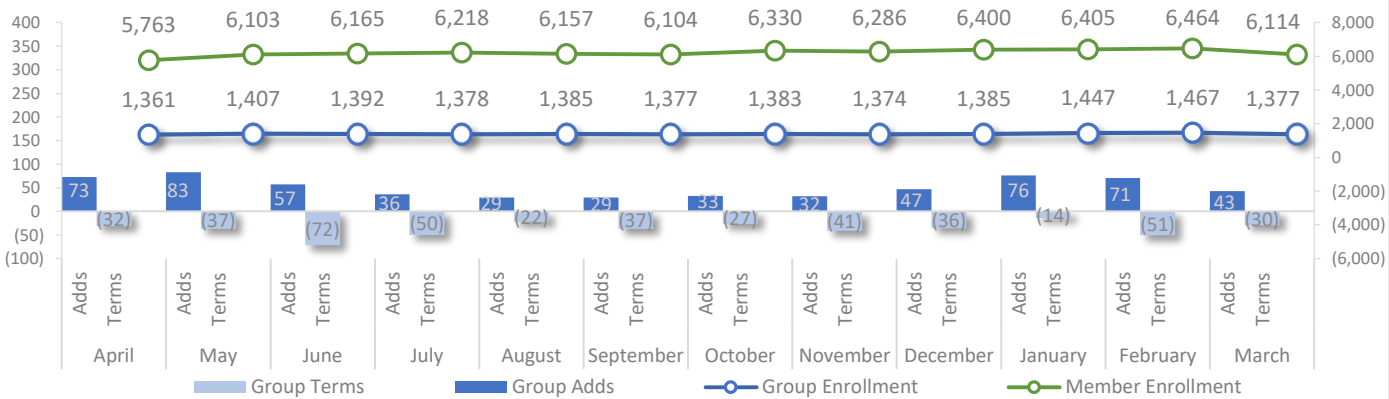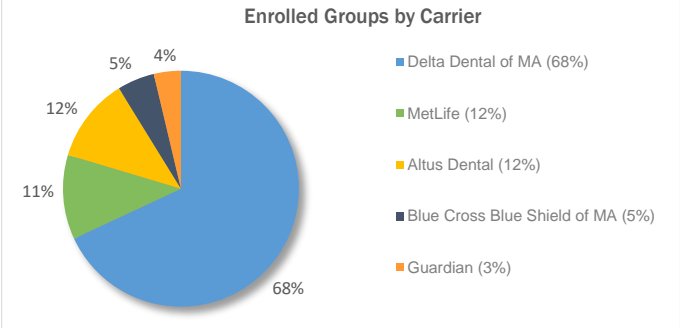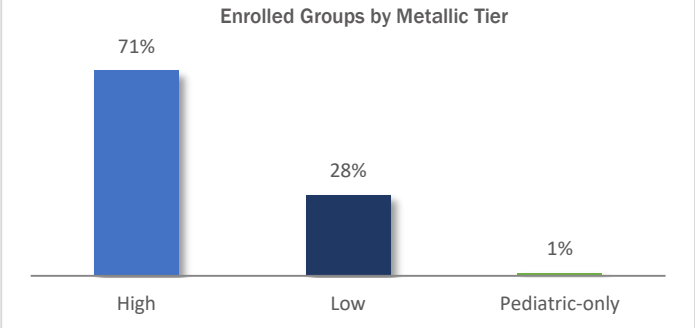## Small Group Dental Enrollment**

Member Enrollment: 783 · 857 · 879 · 987 · 975 · 1,029 · 1,064 · 1,069 · 1,067 · 1,073 · 1,105 · 1,069

Group Enrollment: 165 · 170 · 172 · 186 · 186 · 194 · 200 · 203 · 202 · 204 · 211 · 205

Group Adds: 7 · 6 · 3 · 17 · 1 · 10 · 6 · 4 · 2 · 6 · 7 · 5

Group Terms: (4) · (1) · (1) · (3) · (1) · (2) · 0 · (1) · (3) · (4) · 0 · 0

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

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

Enrolled Groups by Metallic Tier

High: 71%
Low: 28%
Pediatric-only: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (68%)
- MetLife (12%)
- Altus Dental (12%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (3%)

*** March 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
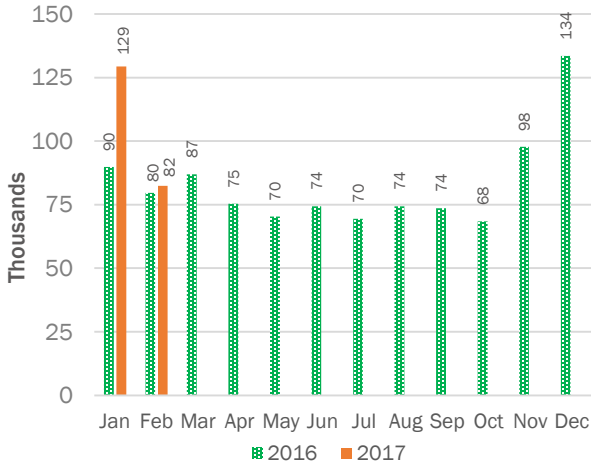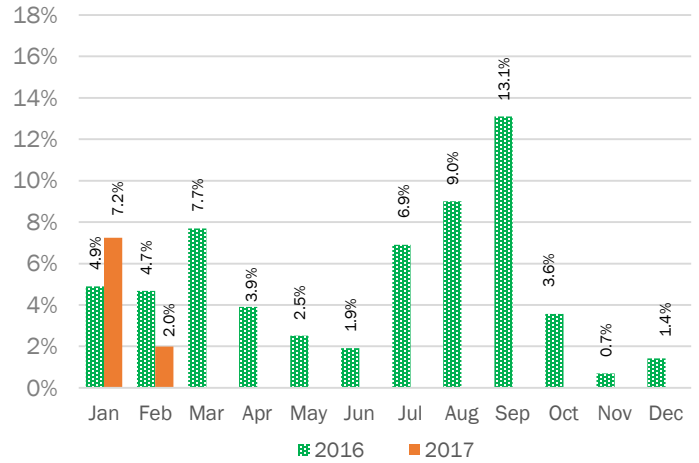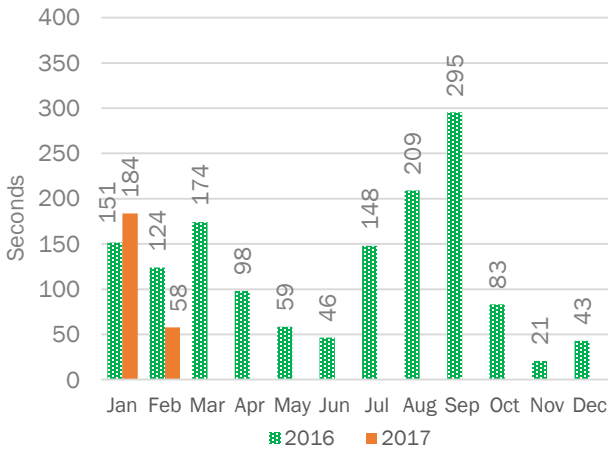
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Customer Experience

Call Volume 2016 v. 2017

Month	2016	2017
Jan	90	129
Feb	80	82
Mar	87	
Apr	75	
May	70	
Jun	74	
Jul	70	
Aug	74	
Sep	74	
Oct	68	
Nov	98	
Dec	134	

(Thousands)

Abandonment Rate 2016 v. 2017

Month	2016	2017
Jan	4.9%	7.2%
Feb	4.7%	2.0%
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%	

Average Speed to Answer 2016 v. 2017

Month	2016	2017
Jan	151	184
Feb	124	58
Mar	174	
Apr	98	
May	59	
Jun	46	
Jul	148	
Aug	209	
Sep	295	
Oct	83	
Nov	21	
Dec	43	

(Seconds)

Overall Customer Satisfaction 2016 v. 2017

Period	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Jan-16	59%	13%	8%	6%	14%
Jan-17	59%	13%	7%	4%	17%
Feb-16	60%	13%	7%	5%	15%
Feb-17	62%	11%	7%	6%	14%
Mar-16	60%	12%	7%	4%	17%
Apr-16	61%	13%	8%	4%	14%
May-16	68%	13%	6%	2%	11%
Jun-16	63%	12%	8%	5%	12%
Jul-16	61%	13%	8%	6%	12%
Aug-16	66%	12%	7%	6%	9%
Sep-16	65%	13%	6%	4%	12%
Oct-16	67%	10%	7%	4%	12%
Nov-16	70%	7%	9%	5%	9%
Dec-16	66%	12%	7%	5%	10%
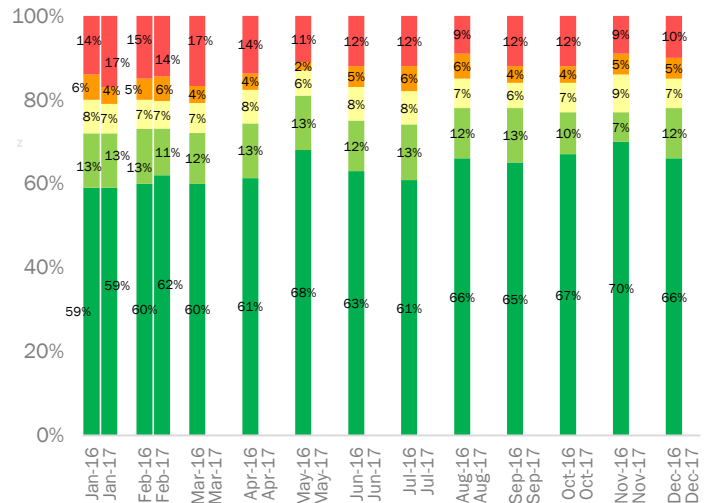
Customer Satisfaction Score – February 2017

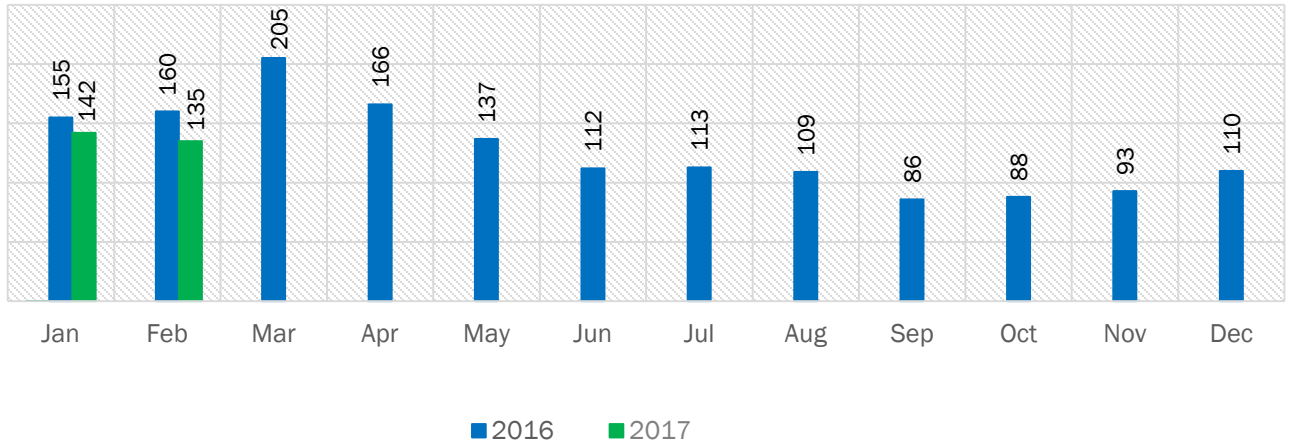|	CSR Satisfaction	CSR Friendliness	CSR Knowledge
Completely satisfied	73%	83%	76%
Satisfied	8%	6%	9%
Neither	5%	3%	5%
Dissatisfied	2%	2%	3%
Very dissatisfied	12%	6%	8%

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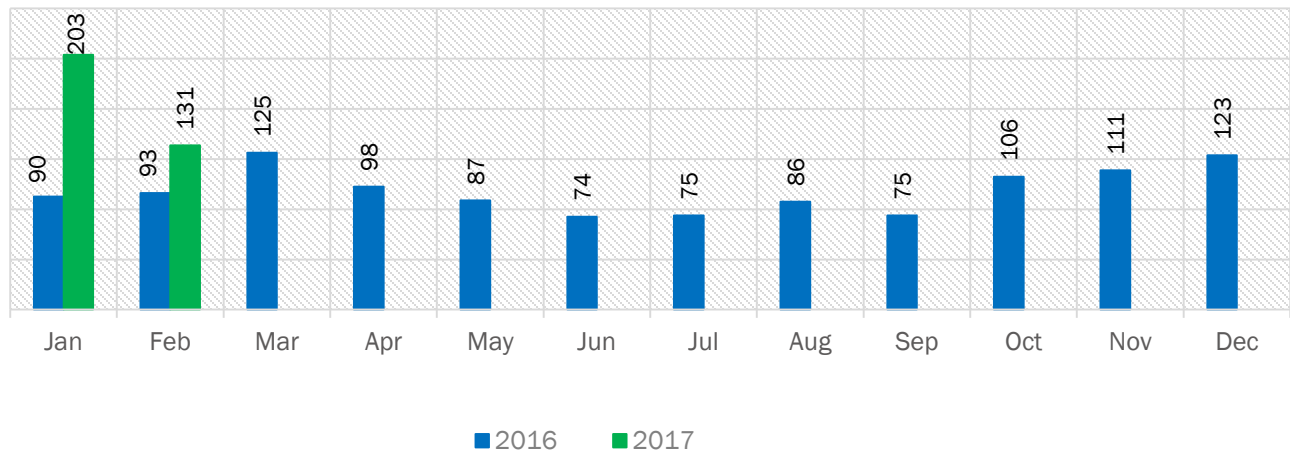--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied Dissatisfied Neither dissatisfied or satisfied

Satisfied Completely satisfied

March 1, 2017*

*Reporting period through February 28, 2017
Source: NTT Data

CCA Board Report Metrics

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Customer Experience

Number of Urgent Services Cases Received (Monthly)

Month	2016	2017
Jan	155	142
Feb	160	135
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)

Month	2016	2017
Jan	90	203
Feb	93	131
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 3/1/2017: 90

	Jan-17	Feb-17
Urgent Services	3	24
Ombudsman	21	42

■ Urgent Services ■ Ombudsman