May 4, 2017*

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

CCA Board Report Metrics

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

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

Chart data (Rolling Quarter — previous three months and current month):

Month	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
February	14,837	3,543	559	(9,930)	(3,502)	(986)	231,572	246,831
March	14,783	2,886	467	(9,507)	(2,822)	(560)	236,821	246,073
April	10,815	2,016	541	(5,555)	(1,538)	(374)	242,724	244,756
May	9,579	1,588	508	(6,273)	(1,944)	(434)	245,748	

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

Chart data (monthly):

Month	Enrollment as of Report Date	Enrollment as of Initial Report Date
June	217,268	223,778
July	214,910	219,788
August	219,044	224,016
September	225,202	230,412
October	228,880	234,450
November	228,254	233,536
December	226,472	234,104
January	227,053	238,207
February	231,572	246,831
March	236,821	246,073
April	242,724	244,756
May	245,748	

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.
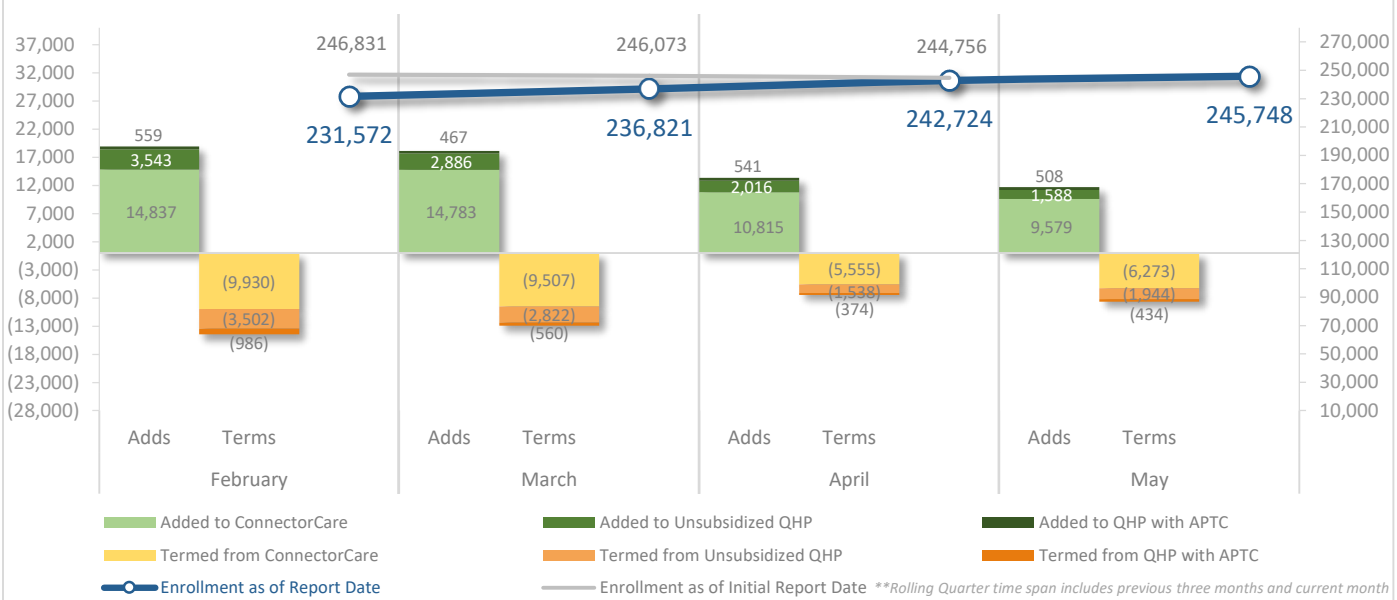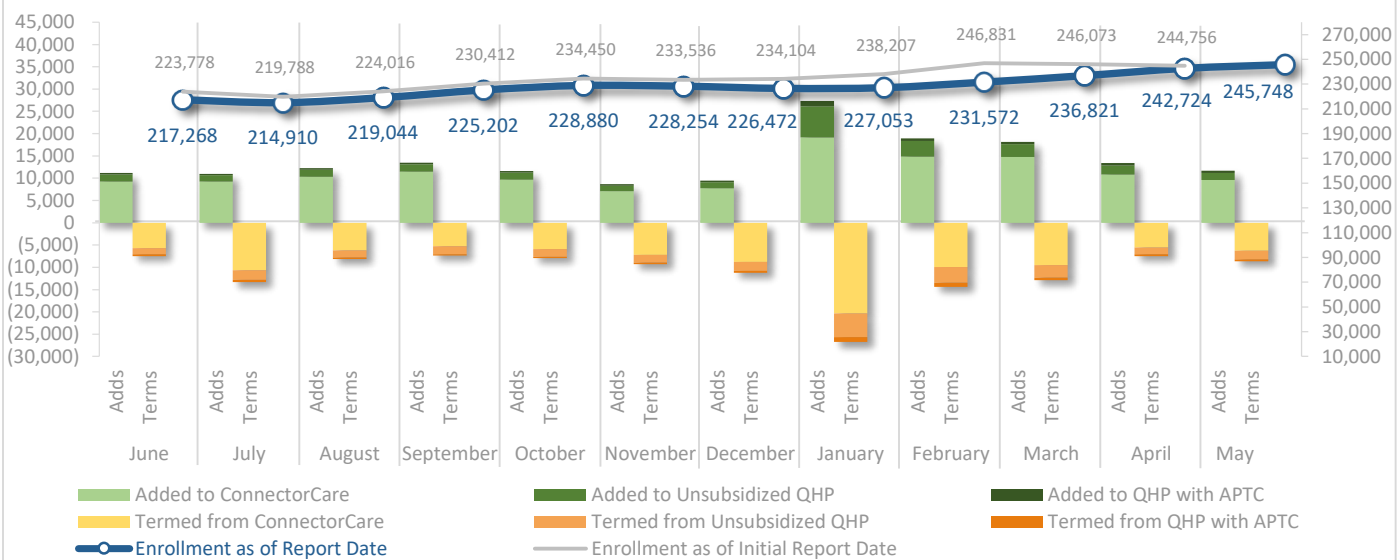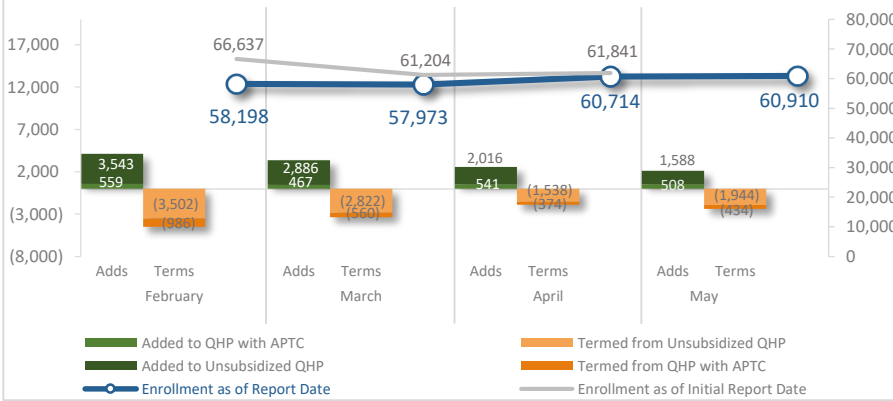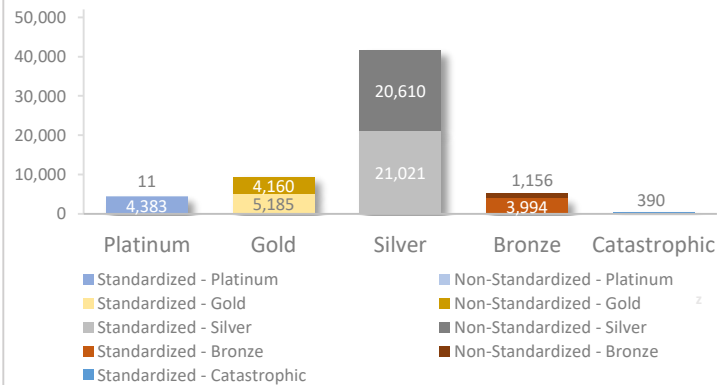
May 4, 2017*

CCA Board Report Metrics

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

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Non-Group Medical Enrollment – Unsubsidized QHP and APTC
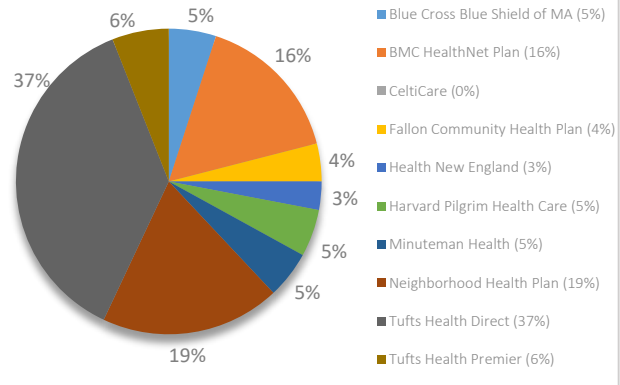

- 51,137 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,771 individuals are enrolled in QHP with APTC plans.

- 1,274 members who were enrolled in April ConnectorCare plans are now enrolled in Unsubsidized QHP or APTC coverage for May.

- 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.
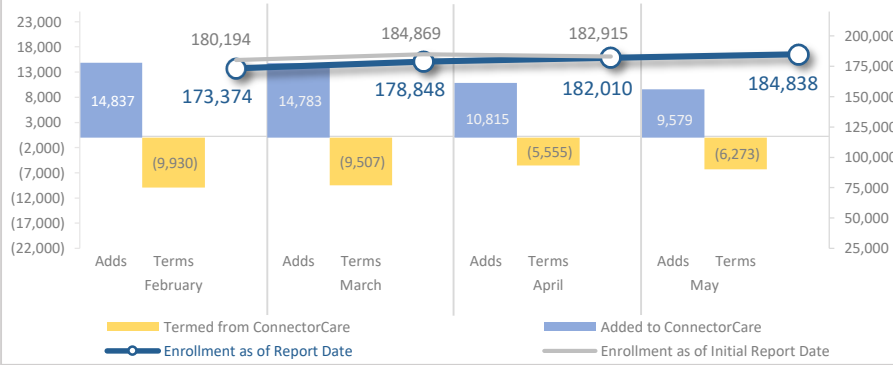
Enrolled Members by Metallic Tier and Standardization
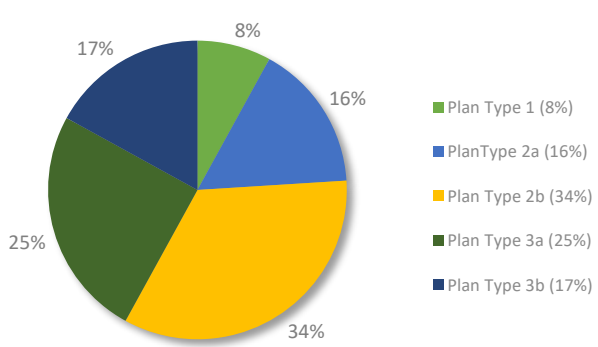

Enrolled Members by Carrier

- 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 (19%)
- Tufts Health Direct (37%)
- Tufts Health Premier (6%)

Non-Group Medical Enrollment – ConnectorCare

- 796 members who were enrolled in Unsubsidized/APTC plans in April became eligible and enrolled in May ConnectorCare coverage.

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 (32%)
- CeltiCare (1%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Minuteman Health (1%)
- Neighborhood Health Plan (10%)
- Tufts Health Direct (51%)

May 4, 2017*

CCA Board Report Metrics

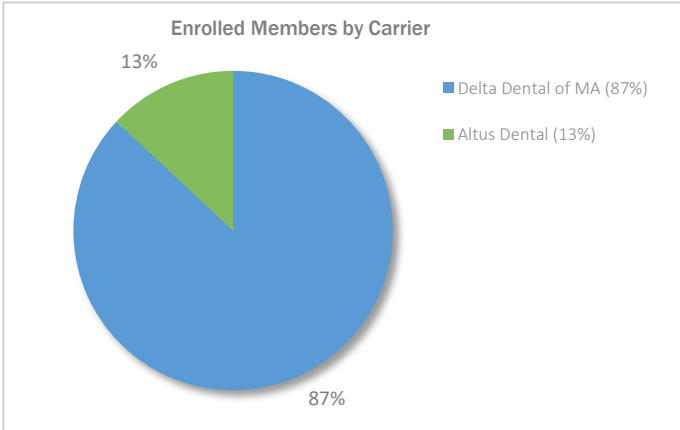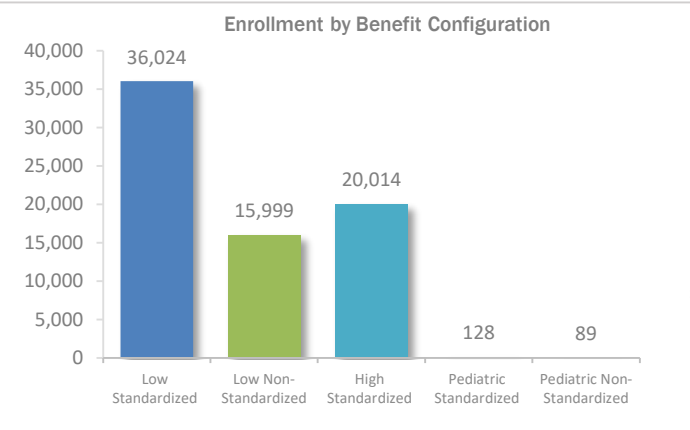*Reporting period through May 1, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – May 2, 2017

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Non-Group Dental Enrollment

February: Adds 5,611, Terms (3,019), 71,183 / 66,581
March: Adds 4,988, Terms (2,944), 72,208 / 68,625
April: Adds 3,237, Terms (1,122), 72,238 / 70,741
May: Adds 2,932, Terms (1,416), 72,258

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

Enrollment by Benefit Configuration

Low Standardized	Low Non-Standardized	High Standardized	Pediatric Standardized	Pediatric Non-Standardized
36,024	15,999	20,014	128	89

Enrolled Members by Carrier

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

CCA Board Report Metrics

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Small Group Medical Enrollment**

Member Enrollment: June 6,165; July 6,218; August 6,157; September 6,104; October 6,330; November 6,286; December 6,400; January 6,405; February 6,464; March 6,386; April 6,233; May 5,989

Group Enrollment: June 1,392; July 1,378; August 1,385; September 1,377; October 1,383; November 1,374; December 1,385; January 1,447; February 1,467; March 1,444; April 1,497; May 1,401

Group Adds: June 57; July 36; August 29; September 29; October 33; November 32; December 47; January 76; February 71; March 46; April 82; May 46

Group Terms: June (72); July (50); August (22); September (37); October (27); November (41); December (36); January (14); February (51); March (69); April (29); May (41)

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

Enrolled Groups by Metallic Tier

Platinum 348; Gold 413; Silver 533; Bronze 107

Enrolled Groups by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (5%)
- CeltiCare (0%)
- Fallon Community Health Plan (5%)
- Harvard Pilgrim Health Care (19%)
- Health New England (4%)
- Minuteman Health (4%)
- Neighborhood Health Plan (30%)
- Tufts Health Direct (16%)
- Tufts Health Premier (12%)

Small Group Dental Enrollment**

Member Enrollment: June 879; July 987; August 975; September 1,029; October 1,064; November 1,069; December 1,067; January 1,073; February 1,105; March 1,125; April 1,118; May 1,085

Group Enrollment: June 172; July 186; August 186; September 194; October 200; November 203; December 202; January 204; February 210; March 215; April 212; May 201

Group Adds: June 3; July 17; August 1; September 10; October 6; November 4; December 2; January 6; February 6; March 5; April 3; May 0

Group Terms: June (1); July (3); August (1); September (2); October 0; November (1); December (3); January (4); February 0; March 0; April (6); May (1)

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 (71%)
- MetLife (7%)
- Altus Dental (13%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (4%)

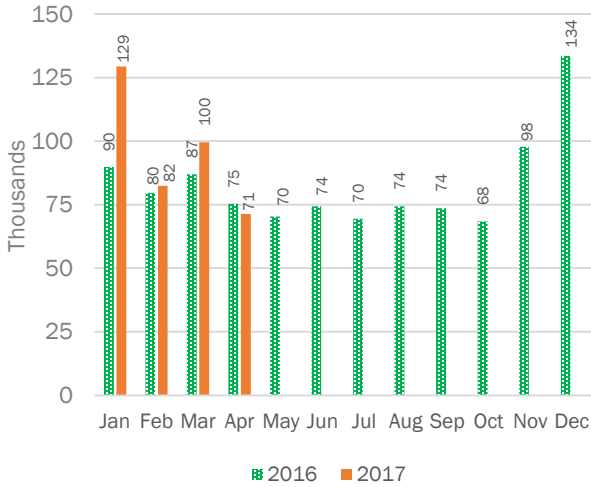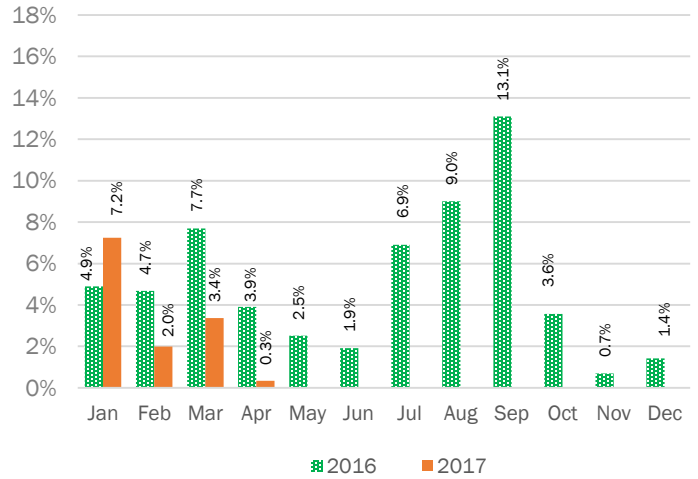*** May counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts*
*** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity*

May 1, 2017*

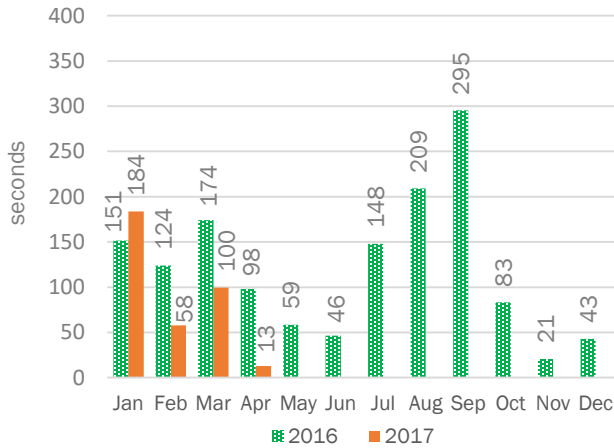**CCA Board Report Metrics**

*Reporting period through April 30, 2017
Source: NTT Data

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Customer Experience

Call Volume 2016 v. 2017

Month	2016	2017
Jan	90	129
Feb	80	82
Mar	87	100
Apr	75	71
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%	2.0%
Mar	7.7%	3.4%
Apr	3.9%	0.3%
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

Month	2016	2017
Jan	151	184
Feb	124	58
Mar	174	100
Apr	98	13
May	59	
Jun	46	
Jul	148	
Aug	209	
Sep	295	
Oct	83	
Nov	21	
Dec	43	

■ 2016   ■ 2017

Overall Customer Satisfaction 2016 v. 2017
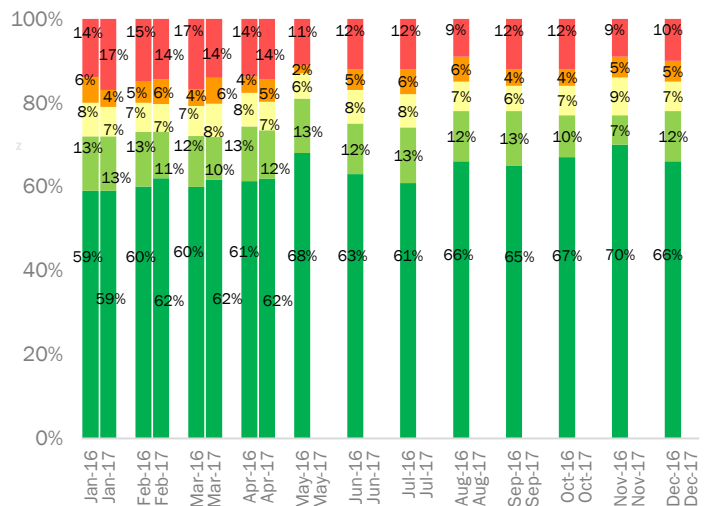
Customer Satisfaction Score – April 2017

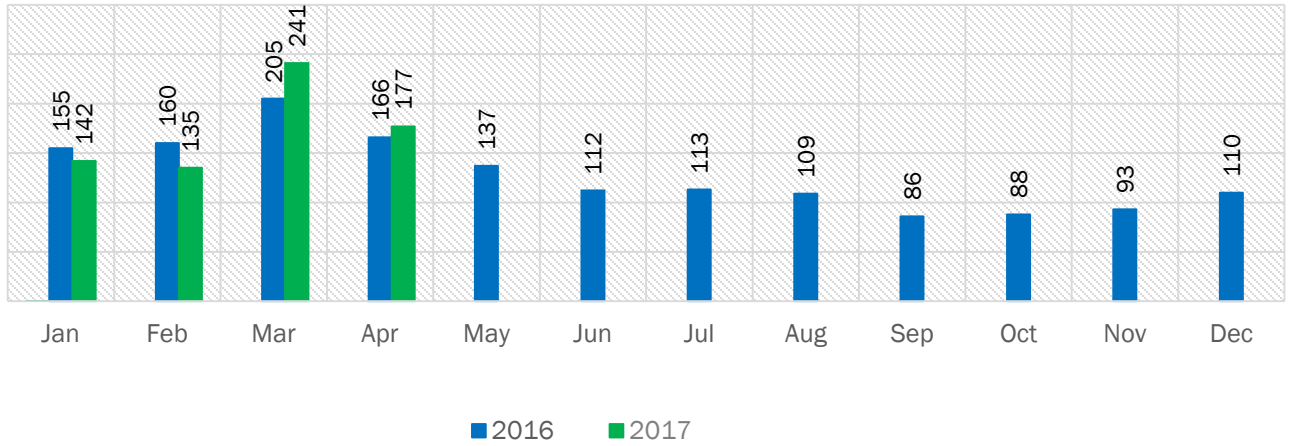|	CSR Satisfaction	CSR Friendliness	CSR Knowledge
Very dissatisfied	10%	4%	7%
Dissatisfied	3%	3%	4%
Neither	3%	4%	4%
Satisfied	10%	5%	9%
Completely satisfied	74%	84%	76%

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?
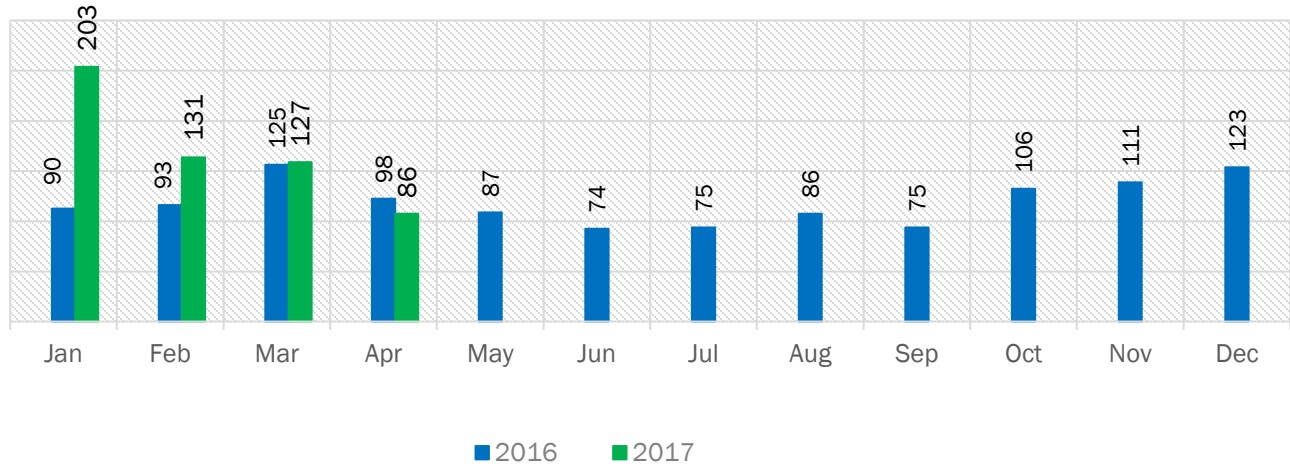
■ Very dissatisfied   ■ Dissatisfied   ■ Neither dissatisfied or satisfied

■ Satisfied   ■ Completely satisfied

CCA Board Report Metrics

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Customer Experience

Number of Urgent Services Cases Received (Monthly)

Month	2016	2017
Jan	155	142
Feb	160	135
Mar	205	241
Apr	166	177
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	127
Apr	98	86
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 5/1/2017: 94

Month	Urgent Services	Ombudsman
Jan-17	1	
Feb-17	1	2
Mar-17	8	8
Apr-17	40	34

■ Urgent Services   ■ Ombudsman