CCA Board Report Metrics

June 5, 2017*

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

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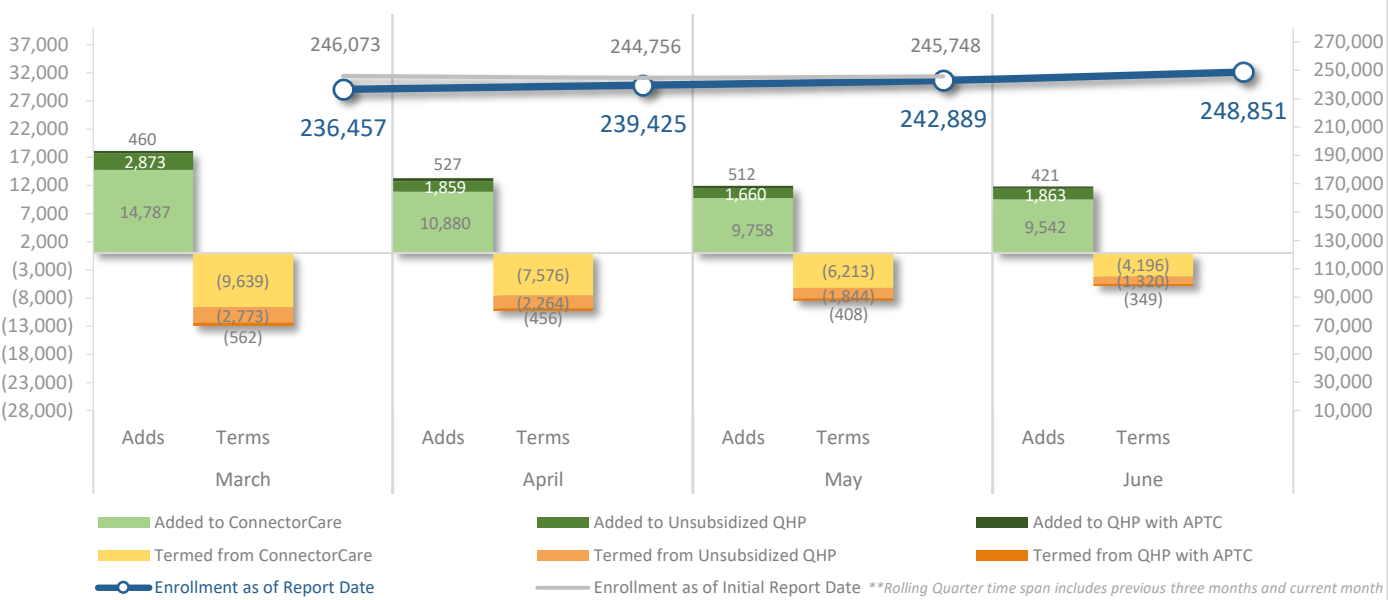
- *"Adds" is defined as the total number of members who begin coverage for that month and were not enrolled in coverage during the prior month as of the report date. Movement between program types is not considered an "Add".*
- *"Terms" is defined as the total number of members who are no longer covered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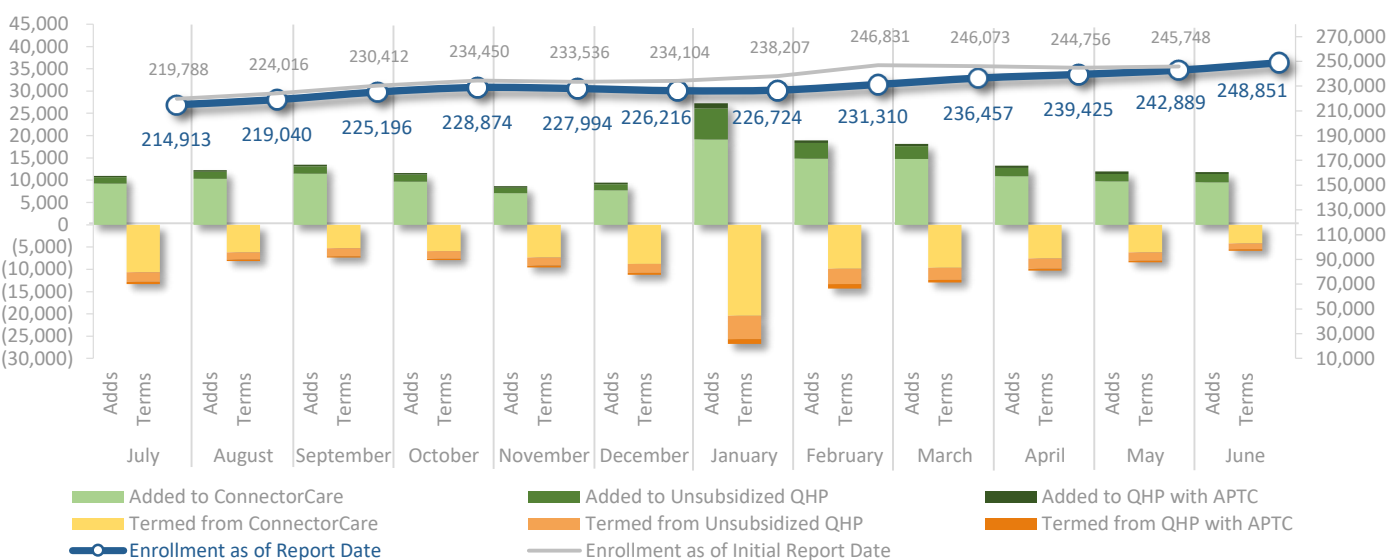
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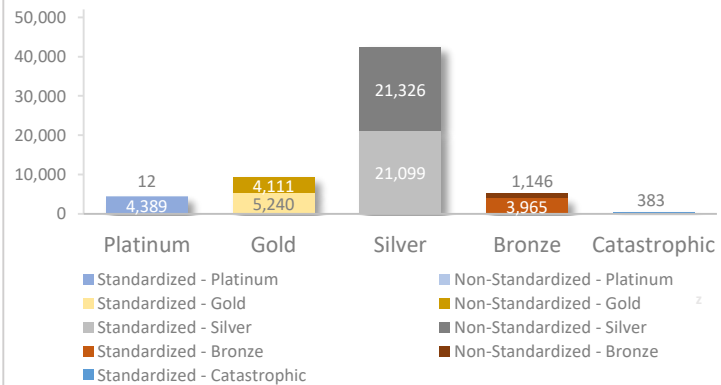**MASSACHUSETTS HEALTH CONNECTOR**
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Non-Group Medical Enrollment – Unsubsidized QHP and APTC

Chart: Adds/Terms by month (March–June) with Enrollment as of Report Date and Enrollment as of Initial Report Date.

- March: Added to QHP with APTC 2,873; Added to Unsubsidized QHP 460; Termed from Unsubsidized QHP (2,773); Termed from QHP with APTC (562); Initial 61,204; Report 57,861
- April: 1,859; 527; (2,264); (456); 61,841; 58,838
- May: 1,660; 512; (1,844); (408); 60,910; 59,333
- June: 1,863; 421; (1,320); (349); 61,671

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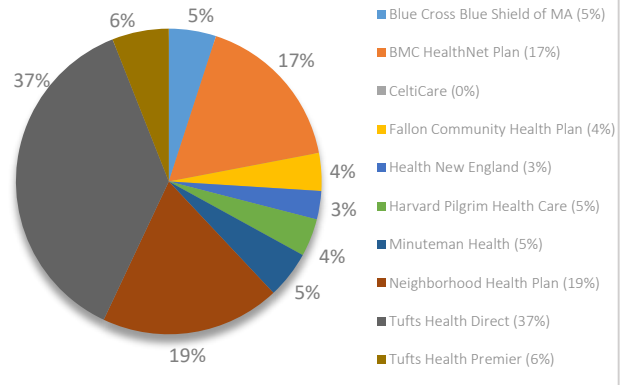- Enrollment as of Initial Report Date

- 51,770 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,901 individuals are enrolled in QHP with APTC plans.

- 2,285 members who were enrolled in May ConnectorCare plans are now enrolled in Unsubsidized QHP or APTC coverage for June.

- 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.
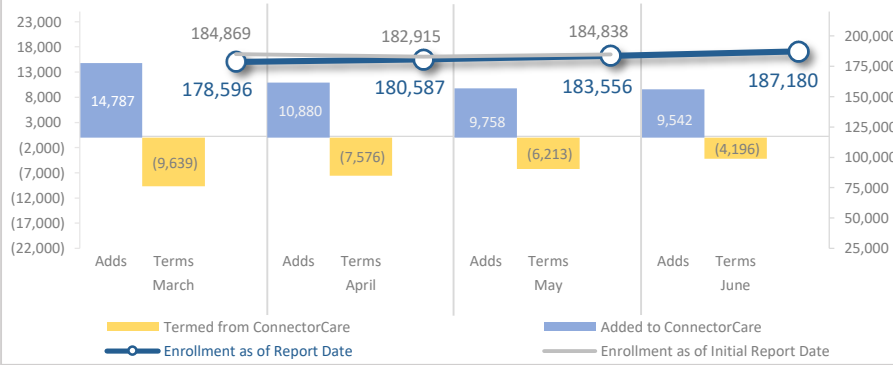
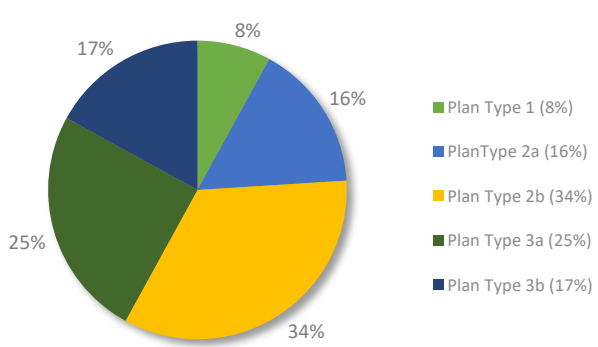### Enrolled Members by Metallic Tier and Standardization

- Platinum: Standardized 4,389; Non-Standardized 12
- Gold: Standardized 5,240; Non-Standardized 4,111
- Silver: Standardized 21,099; Non-Standardized 21,326
- Bronze: Standardized 3,965; Non-Standardized 1,146
- Catastrophic: 383

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

Enrolled Members by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (17%)
- 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

- March: Added to ConnectorCare 14,787; Termed from ConnectorCare (9,639); Initial 184,869; Report 178,596
- April: 10,880; (7,576); 182,915; 180,587
- May: 9,758; (6,213); 184,838; 183,556
- June: 9,542; (4,196); 187,180

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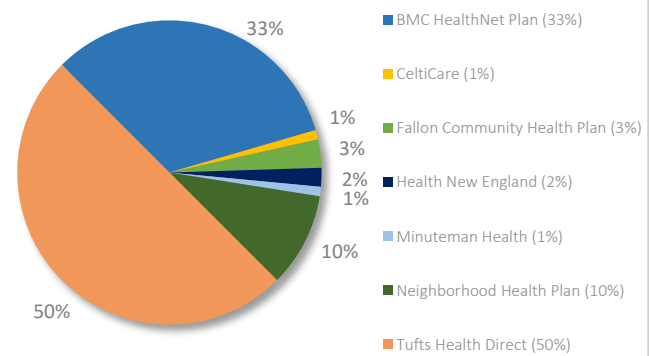- Enrollment as of Initial Report Date

- 562 members who were enrolled in Unsubsidized/APTC plans in May became eligible and enrolled in June 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 (33%)
- CeltiCare (1%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Minuteman Health (1%)
- Neighborhood Health Plan (10%)
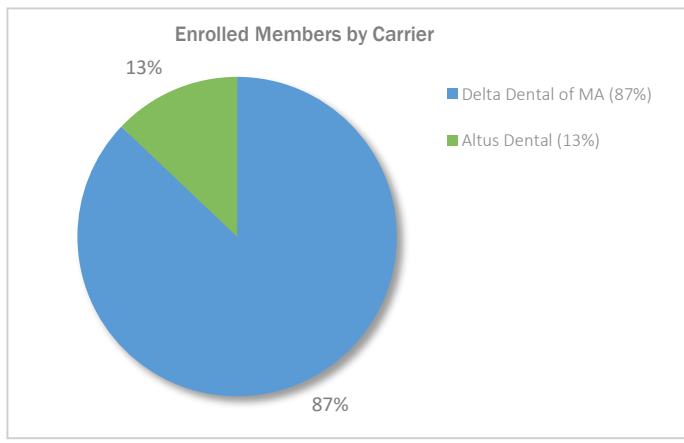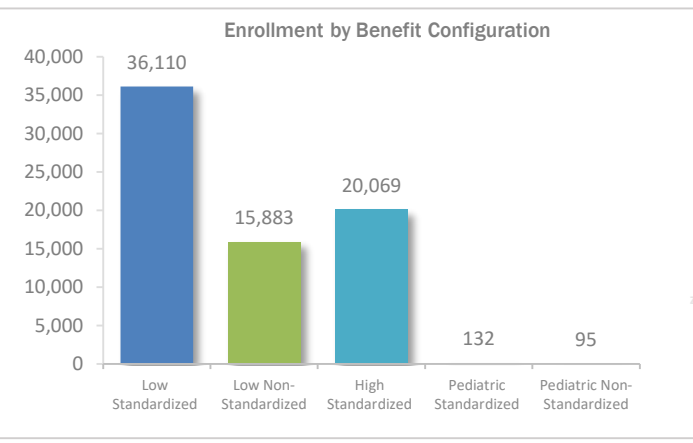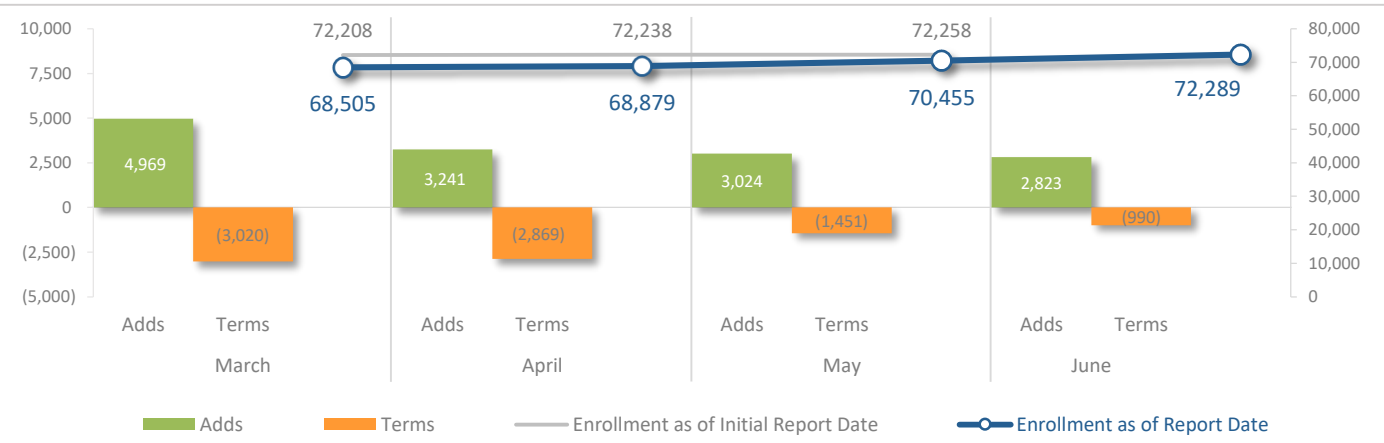- Tufts Health Direct (50%)

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CCA Board Report Metrics

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Source: NTT Data Financial Management System (FMS) All Spans Extract – June 2, 2017

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Non-Group Dental Enrollment

Non-Group Dental Enrollment chart showing monthly Adds and Terms with enrollment lines:

Month	Adds	Terms	Enrollment as of Initial Report Date	Enrollment as of Report Date
March	4,969	(3,020)	72,208	68,505
April	3,241	(2,869)	72,238	68,879
May	3,024	(1,451)	72,258	70,455
June	2,823	(990)		72,289

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
36,110	15,883	20,069	132	95

Enrolled Members by Carrier

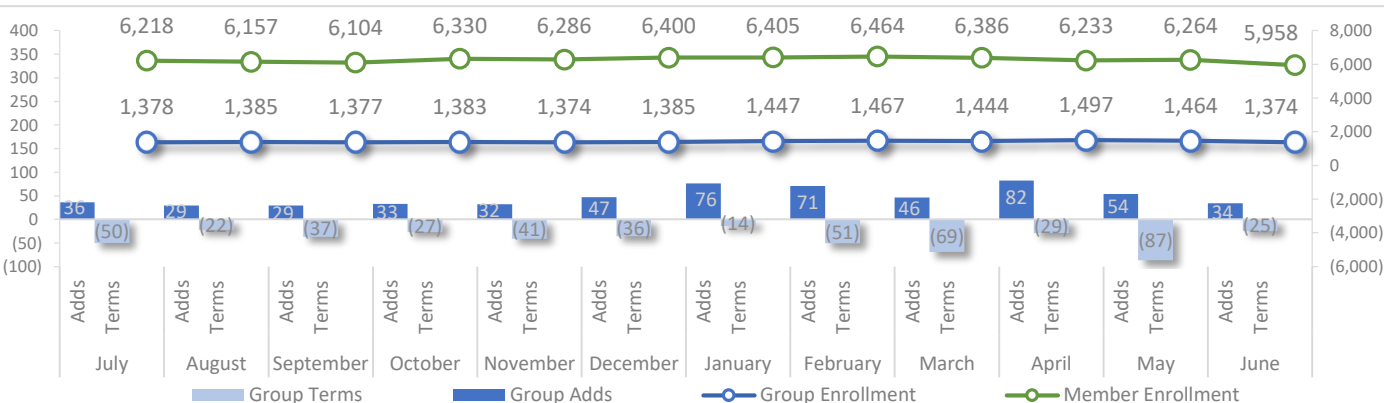- Delta Dental of MA (87%)
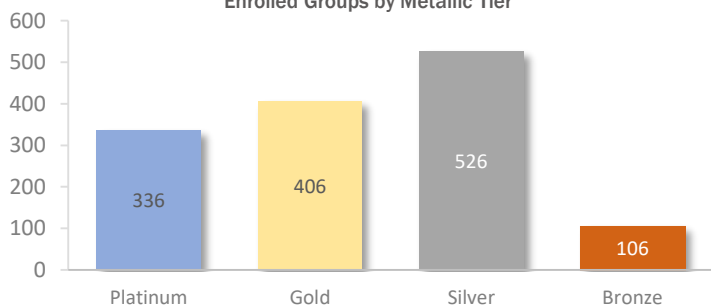- Altus Dental (13%)

CCA Board Report Metrics

June 5, 2017*

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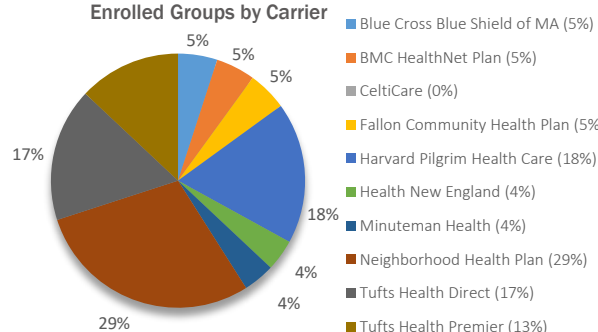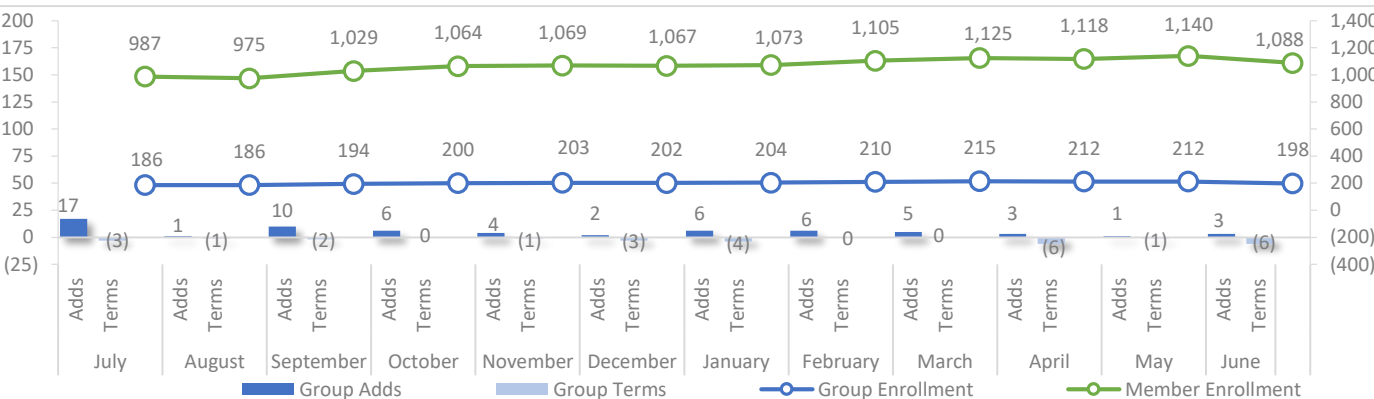Sources: SBSB SHOP Database – June 1, 2017; NTT Financial Management System (FMS) – June 1, 2017

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Small Group Medical Enrollment**

Member Enrollment: 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 6,264; June 5,958

Group Enrollment: 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 1,464; June 1,374

Group Adds: July 36; August 29; September 29; October 33; November 32; December 47; January 76; February 71; March 46; April 82; May 54; June 34

Group Terms: July (50); August (22); September (37); October (27); November (41); December (36); January (14); February (51); March (69); April (29); May (87); June (25)

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

Enrolled Groups by Metallic Tier

- Platinum: 336
- Gold: 406
- Silver: 526
- Bronze: 106

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 (18%)
- Health New England (4%)
- Minuteman Health (4%)
- Neighborhood Health Plan (29%)
- Tufts Health Direct (17%)
- Tufts Health Premier (13%)

Small Group Dental Enrollment**

Member Enrollment: 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 1,140; June 1,088

Group Enrollment: July 186; August 186; September 194; October 200; November 203; December 202; January 204; February 210; March 215; April 212; May 212; June 198

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

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

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

Enrolled Groups by Metallic Tier

- High: 72%
- Low: 27%
- Pediatric-only: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (71%)
- MetLife (6%)
- Altus Dental (13%)
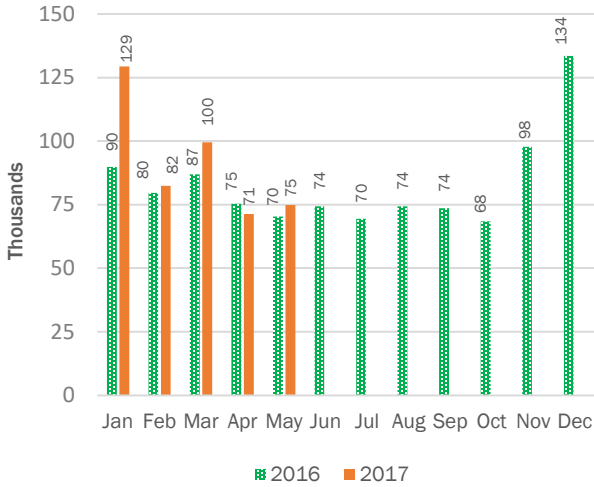- Blue Cross Blue Shield of MA (5%)
- Guardian (5%)

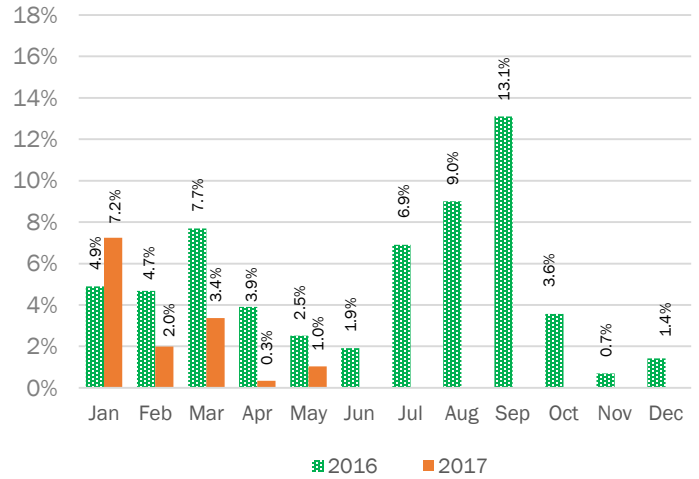*** June counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts*
*** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity*

June 1, 2017*

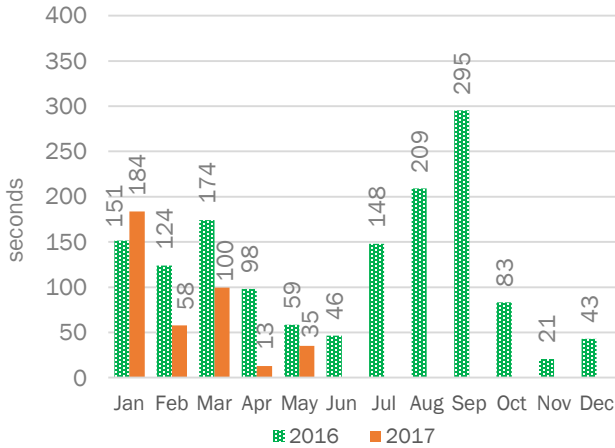**CCA Board Report Metrics**

*Reporting period through May 31, 2017
Source: NTT Data

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Customer Experience

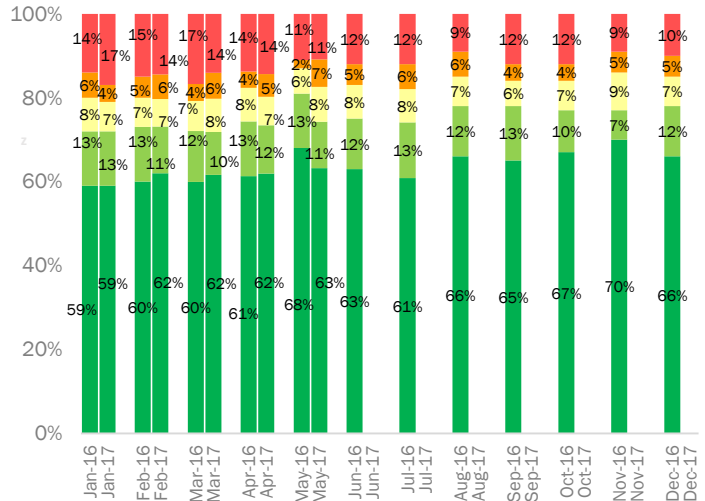### Call Volume 2016 v. 2017

Abandonment Rate 2016 v. 2017

Average Speed to Answer 2016 v. 2017

Overall Customer Satisfaction 2016 v. 2017
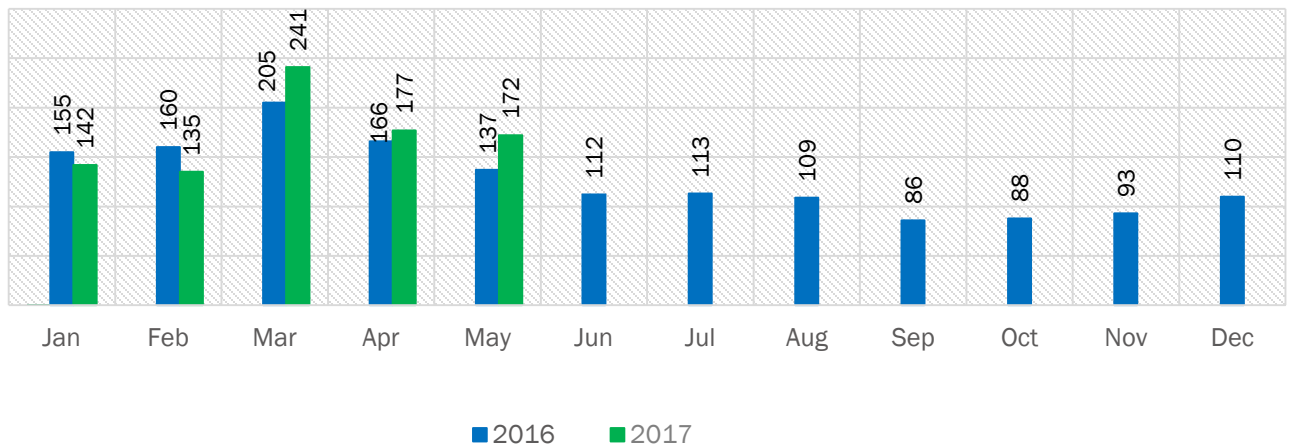

Customer Satisfaction Score – May 2017

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?
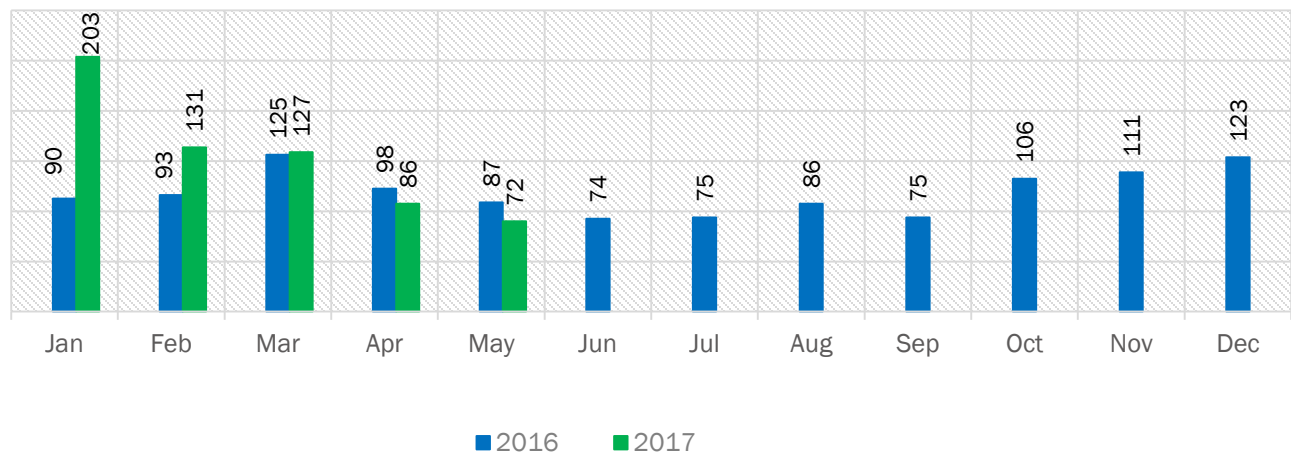
■ Very dissatisfied   ■ Dissatisfied   ■ Neither dissatisfied or satisfied

■ Satisfied   ■ Completely satisfied

June 1, 2017*

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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	241
Apr	166	177
May	137	172
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	72
Jun	74	
Jul	75	
Aug	86	
Sep	75	
Oct	106	
Nov	111	
Dec	123	

■ 2016 ■ 2017

Inventory Aging

Total Open Cases as of 6/1/2017: 54

Month	Urgent Services	Ombudsman
Jan-17	1	
Mar-17	1	1
Apr-17	4	3
May-17	21	23

■ Urgent Services ■ Ombudsman