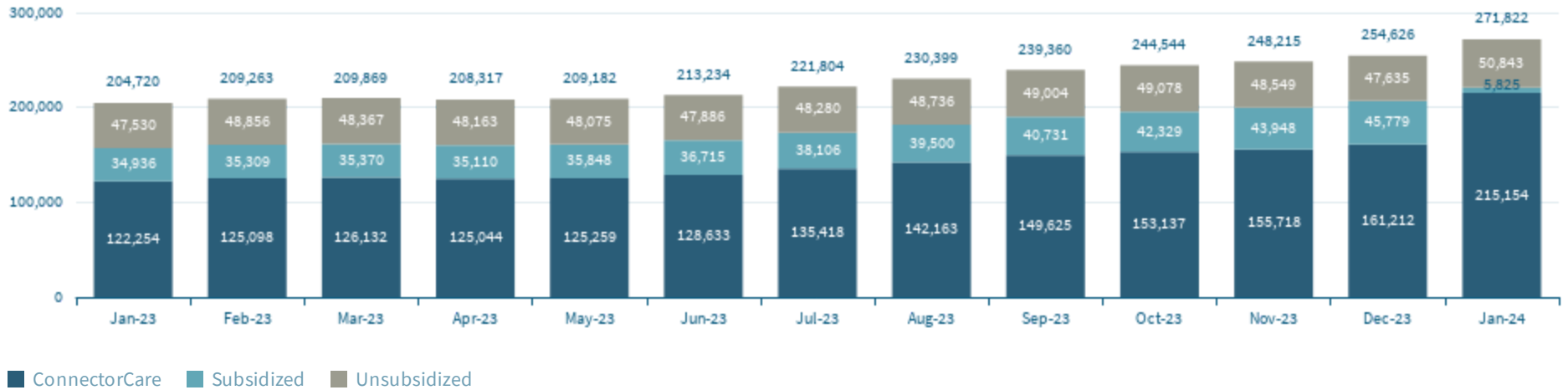


## Enrollment Summary

Enrollment information current through Wednesday, January 3, 2024

### Overall Non-group Health Enrollments, by Program Type

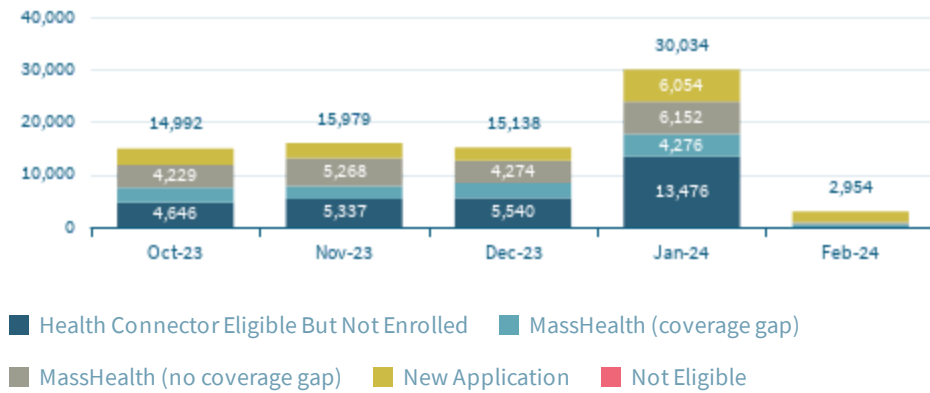


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
<b>ConnectorCare</b>	122,254	125,098	126,132	125,044	125,259	128,633	135,418	142,163	149,625	153,137	155,718	161,212	215,154
<b>Subsidized</b>	34,936	35,309	35,370	35,110	35,848	36,715	38,106	39,500	40,731	42,329	43,948	45,779	5,825
<b>Unsubsidized</b>	47,530	48,856	48,367	48,163	48,075	47,886	48,280	48,736	49,004	49,078	48,549	47,635	50,843
<b>Total</b>	204,720	209,263	209,869	208,317	209,182	213,234	221,804	230,399	239,360	244,544	248,215	254,626	271,822

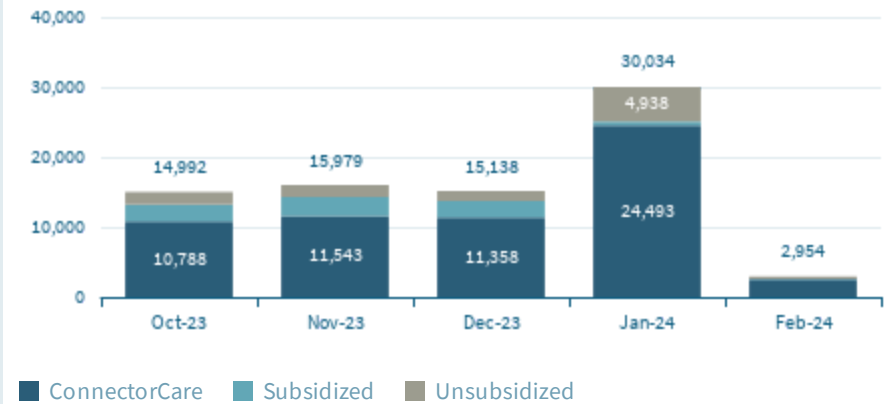
## Newly Enrolled Summary

Enrollment information current through Wednesday, January 3, 2024

Newly Enrolled Members, by Coverage Starting Period, Prior Eligibility Status



Newly Enrolled Members, by Coverage Starting Period, Program Type



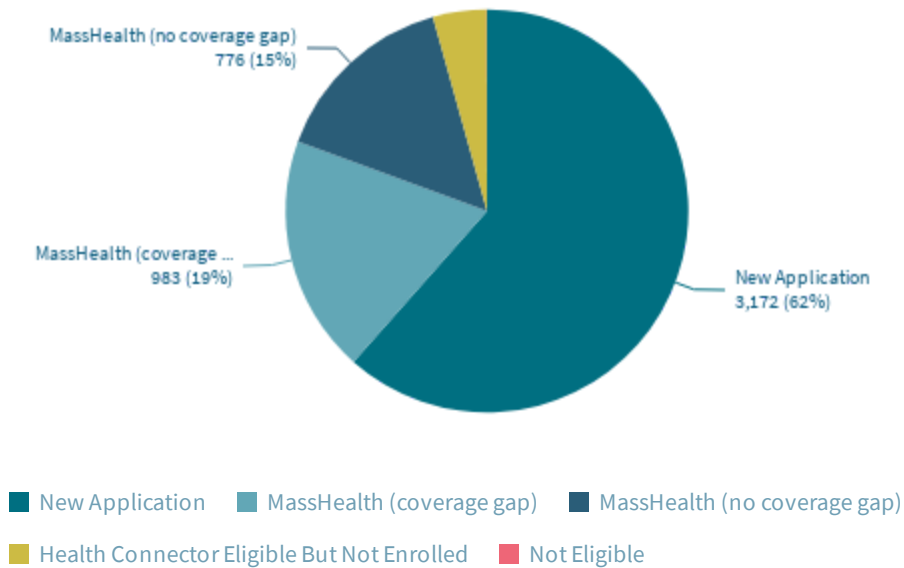
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
<b>Health Connector Eligible But ...</b>	4,646	5,337	5,540	13,476	
<b>MassHealth (coverage gap)</b>	2,903	2,510	2,812	4,276	569
<b>MassHealth (no coverage gap)</b>	4,229	5,268	4,274	6,152	382
<b>New Application</b>	3,211	2,861	2,511	6,054	2,003
<b>Not Eligible</b>	3	3	1	76	
<b>Total</b>	14,992	15,979	15,138	30,034	2,954

	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
<b>ConnectorCare</b>	10,788	11,543	11,358	24,493	2,505
<b>Subsidized</b>	2,428	2,732	2,391	603	48
<b>Unsubsidized</b>	1,776	1,704	1,389	4,938	401
<b>Total</b>	14,992	15,979	15,138	30,034	2,954

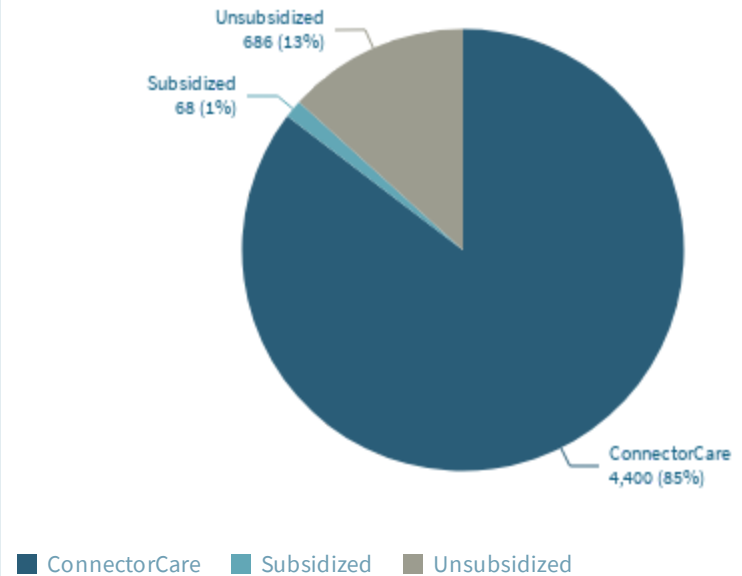
## Plan Selection Summary

Enrollment information current through Wednesday, January 3, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



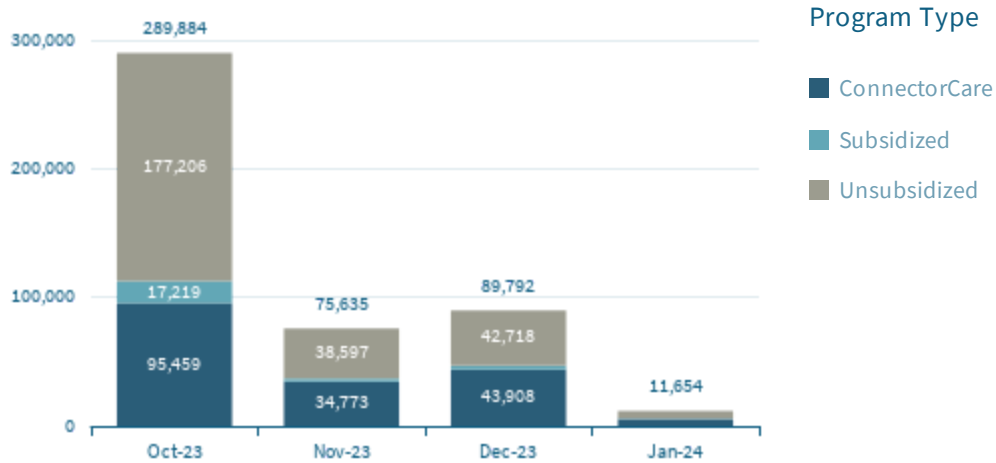
	Members
Health Connector Eligible But Not ...	222
MassHealth (coverage gap)	983
MassHealth (no coverage gap)	776
New Application	3,172
Not Eligible	1
<b>Total</b>	<b>5,154</b>

	Members
ConnectorCare	4,400
Subsidized	68
Unsubsidized	686
<b>Total</b>	<b>5,154</b>

## Eligible but not Enrolled Summary

HIX information current through Wednesday, January 3, 2024

### Individuals with Eligibility Determination within last 90 Days



### Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	19,974
Springfield	2	17,709
Lawrence	3	13,337
Brockton	4	13,168
Lowell	5	12,852
Lynn	6	12,344
New Bedford	7	11,070
Dorchester	8	10,654
Fall River	9	9,359
Quincy	10	7,028
Dorchester Center	11	6,599

	Oct-23	Nov-23	Dec-23	Jan-24	Total
<b>ConnectorCare</b>	95,459	34,773	43,908	5,274	179,414
<b>Subsidized</b>	17,219	2,265	3,166	415	23,065
<b>Unsubsidized</b>	177,206	38,597	42,718	5,965	264,486
<b>Total</b>	289,884	75,635	89,792	11,654	466,965

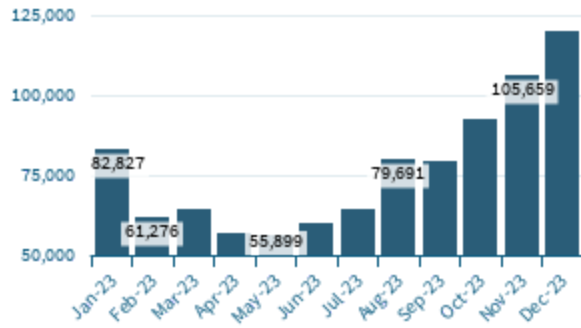
### Individuals eligible after losing MassHealth since April 1, 2023

	Total
<b>ConnectorCare</b>	95,117
<b>Subsidized</b>	10,650
<b>Unsubsidized</b>	138,721
<b>Total</b>	244,488

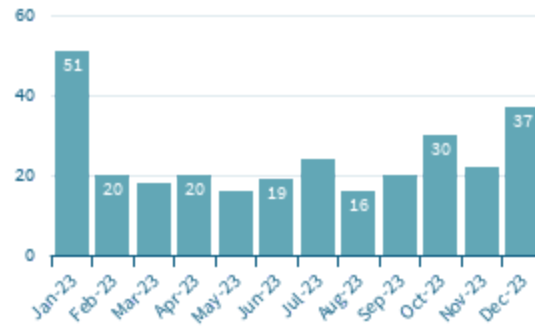
## Contact Center Summary

Contact Center information current through Monday, January 1, 2024

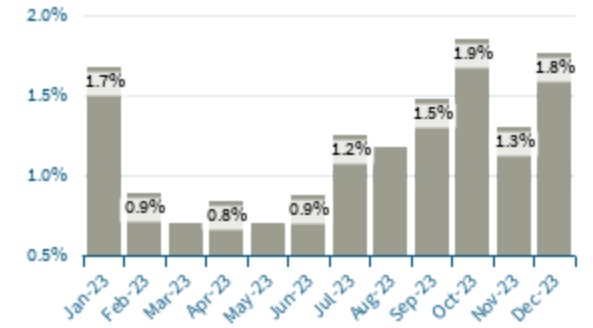
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
<b>Call Volume (Calls)</b>	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929	92,119	105,659	119,437
<b>Average Answer Speed (Seconds)</b>	51	20	18	20	16	19	24	16	20	30	22	37
<b>Abandonment Rate (%)</b>	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47	1.85	1.3	1.76