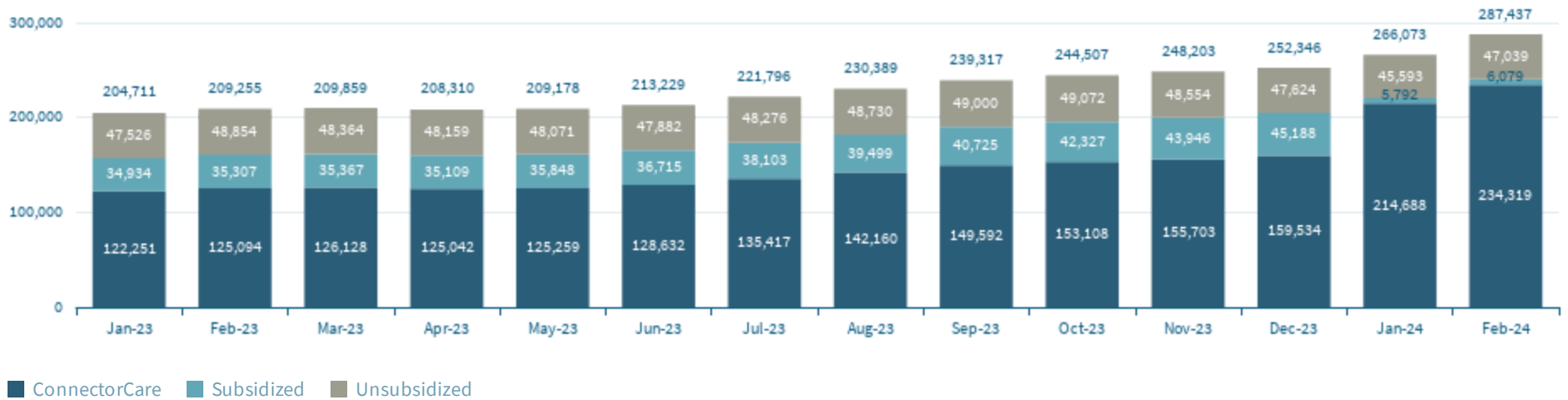


Enrollment Summary

Enrollment information current through Saturday, February 3, 2024

Overall Non-group Health Enrollments, by Program Type

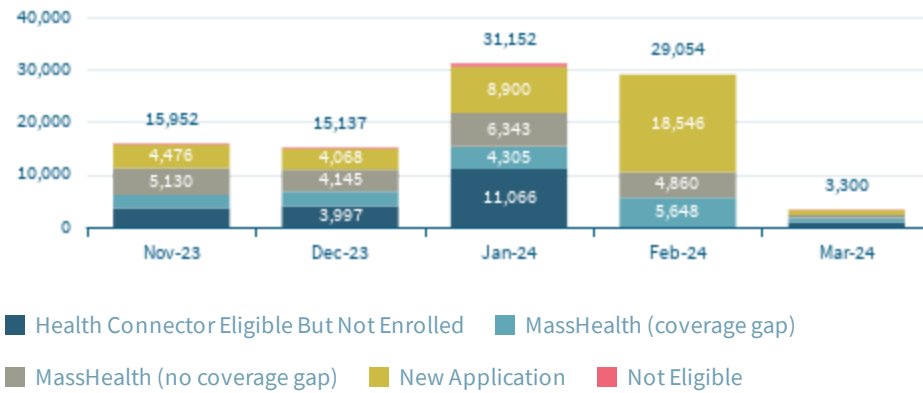


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
ConnectorCare	122,251	125,094	126,128	125,042	125,259	128,632	135,417	142,160	149,592	153,108	155,703	159,534	214,688	234,319
Subsidized	34,934	35,307	35,367	35,109	35,848	36,715	38,103	39,499	40,725	42,327	43,946	45,188	5,792	6,079
Unsubsidized	47,526	48,854	48,364	48,159	48,071	47,882	48,276	48,730	49,000	49,072	48,554	47,624	45,593	47,039
Total	204,711	209,255	209,859	208,310	209,178	213,229	221,796	230,389	239,317	244,507	248,203	252,346	266,073	287,437

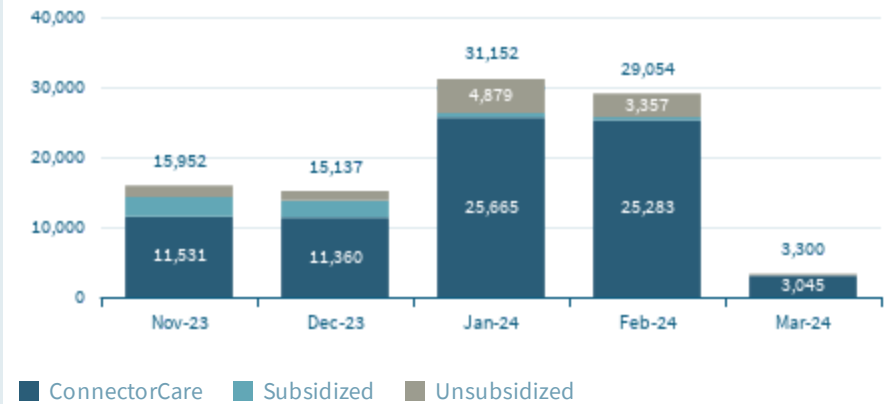
Newly Enrolled Summary

Enrollment information current through Saturday, February 3, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



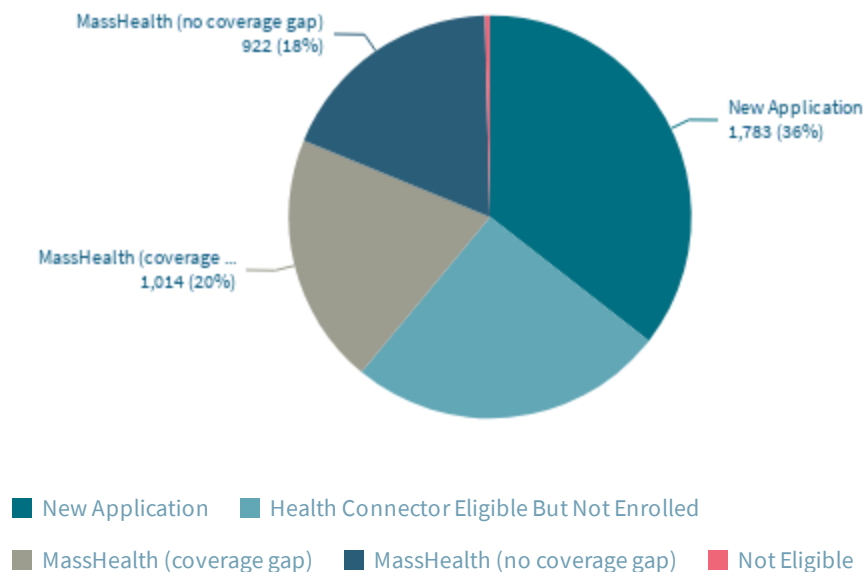
	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Health Connector Eligible But Not ...	3,640	3,997	11,066		826
MassHealth (coverage gap)	2,488	2,779	4,305	5,648	897
MassHealth (no coverage gap)	5,130	4,145	6,343	4,860	533
New Application	4,476	4,068	8,900	18,546	974
Not Eligible	218	148	538		70
Total	15,952	15,137	31,152	29,054	3,300

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
ConnectorCare	11,531	11,360	25,665	25,283	3,045
Subsidized	2,722	2,392	608	414	39
Unsubsidized	1,699	1,385	4,879	3,357	216
Total	15,952	15,137	31,152	29,054	3,300

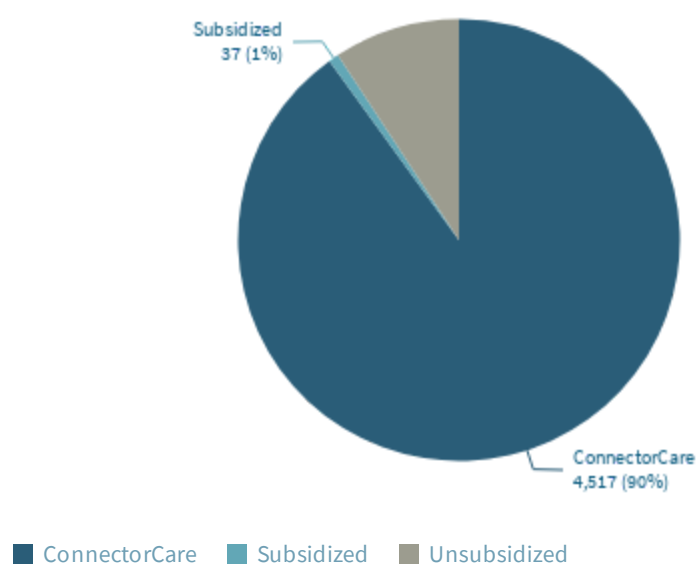
Plan Selection Summary

Enrollment information current through Saturday, February 3, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



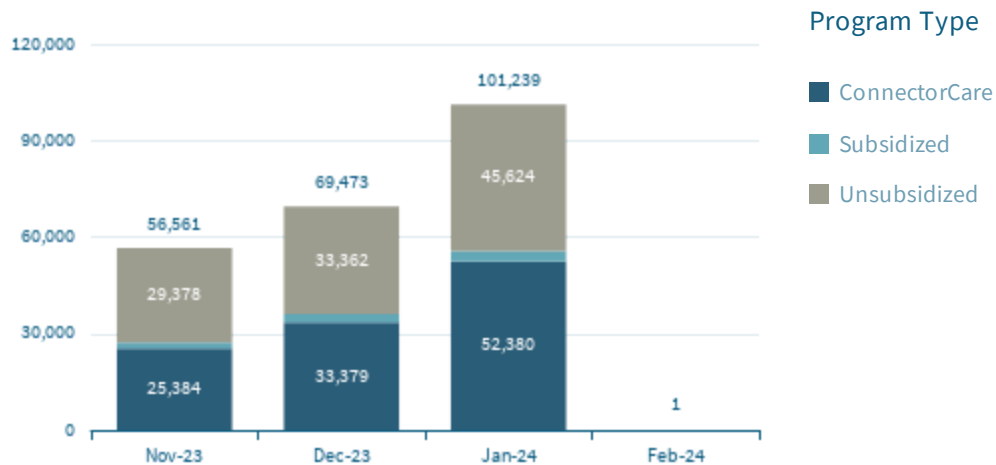
	Members
Health Connector Eligible But Not Enrolled	1,278
MassHealth (coverage gap)	1,014
MassHealth (no coverage gap)	922
New Application	1,783
Not Eligible	19
Unknown	1
Total	5,017

	Members
ConnectorCare	4,517
Subsidized	37
Unsubsidized	463
Total	5,017

Eligible but not Enrolled Summary

HIX information current through Saturday, February 3, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	10,503
Springfield	2	8,958
Lawrence	3	7,472
Brockton	4	7,229
Lowell	5	6,620
Lynn	6	6,432
New Bedford	7	5,626
Dorchester	8	5,434
Fall River	9	4,623
Dorchester Center	10	3,407
Revere	11	3,260

	Nov-23	Dec-23	Jan-24	Feb-24	Total
ConnectorCare	25,384	33,379	52,380		111,143
Subsidized	1,799	2,732	3,235		7,766
Unsubsidized	29,378	33,362	45,624	1	108,365
Total	56,561	69,473	101,239	1	227,274

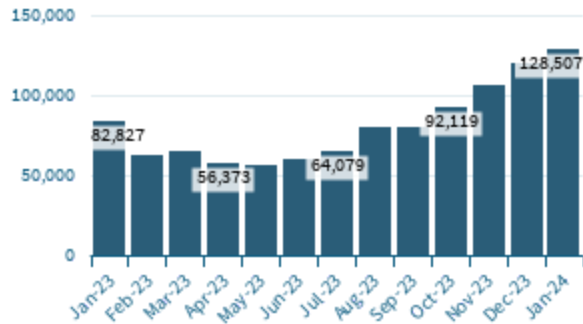
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	104,313
Subsidized	11,978
Unsubsidized	149,425
Total	265,716

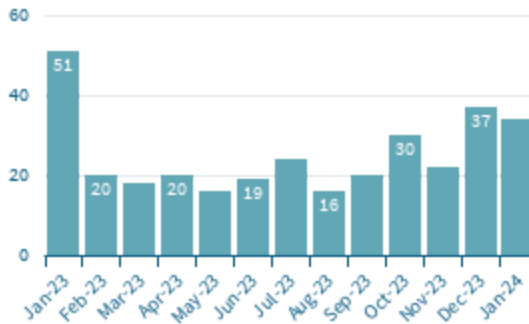
Contact Center Summary

Contact Center information current through Thursday, February 1, 2024

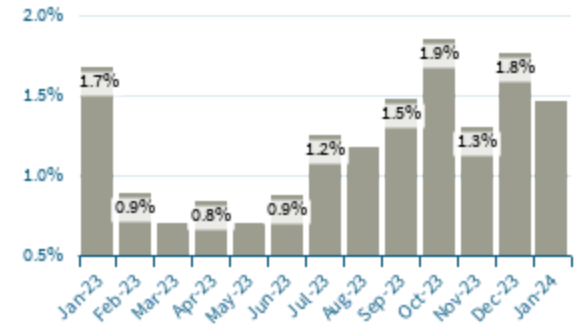
Monthly Call Volume



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	Jan-24
Call Volume (Calls)	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929	92,119	105,659	119,437	128,507
Average Answer Speed (Seconds)	51	20	18	20	16	19	24	16	20	30	22	37	34
Abandonment Rate (%)	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47	1.85	1.3	1.76	1.46