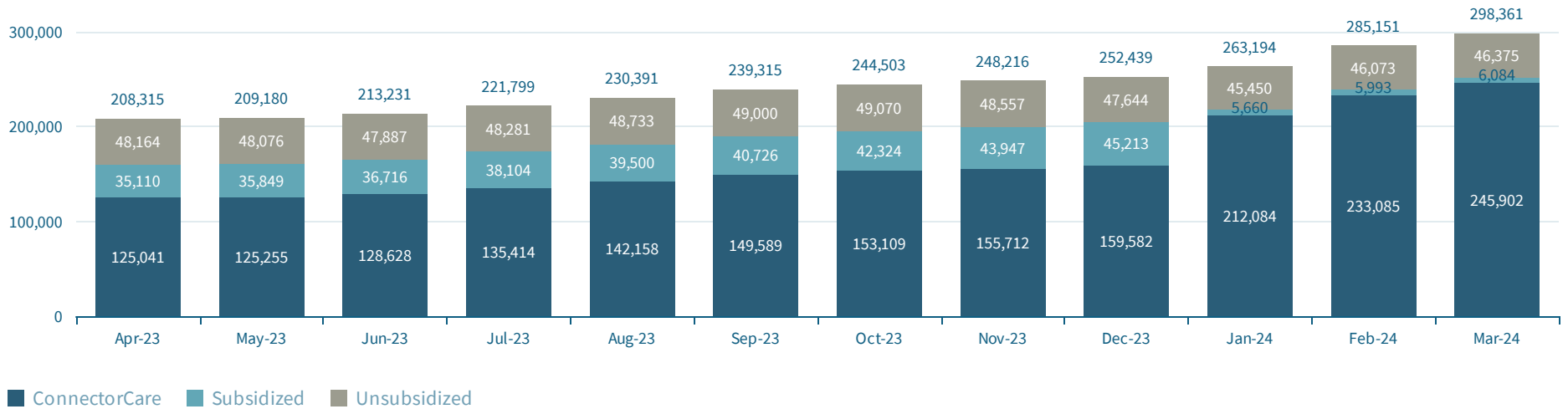


Enrollment Summary

Enrollment information current through Saturday, March 2, 2024

Overall Non-group Health Enrollments, by Program Type

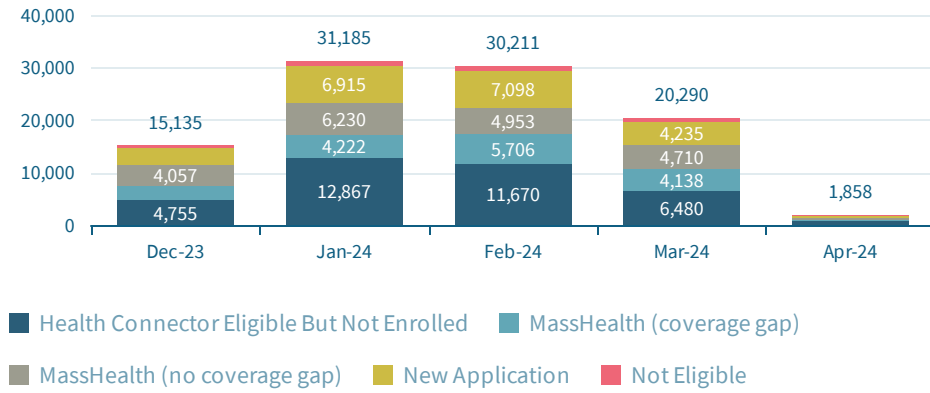


	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
ConnectorCare	125,041	125,255	128,628	135,414	142,158	149,589	153,109	155,712	159,582	212,084	233,085	245,902
Subsidized	35,110	35,849	36,716	38,104	39,500	40,726	42,324	43,947	45,213	5,660	5,993	6,084
Unsubsidized	48,164	48,076	47,887	48,281	48,733	49,000	49,070	48,557	47,644	45,450	46,073	46,375
Total	208,315	209,180	213,231	221,799	230,391	239,315	244,503	248,216	252,439	263,194	285,151	298,361

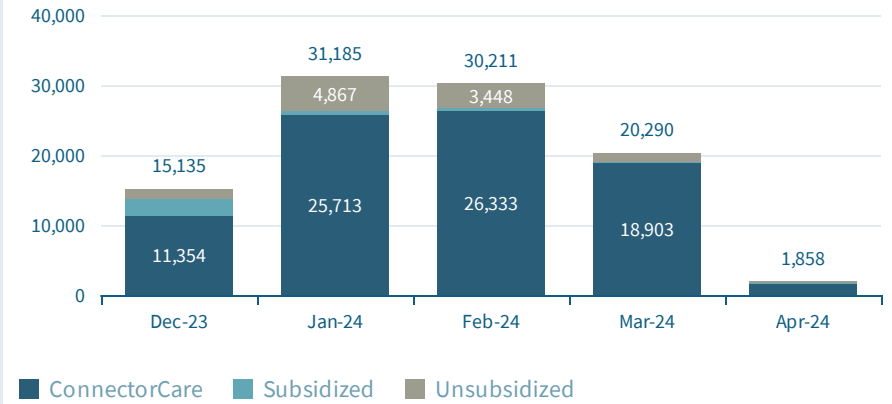
Newly Enrolled Summary

Enrollment information current through Saturday, March 2, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



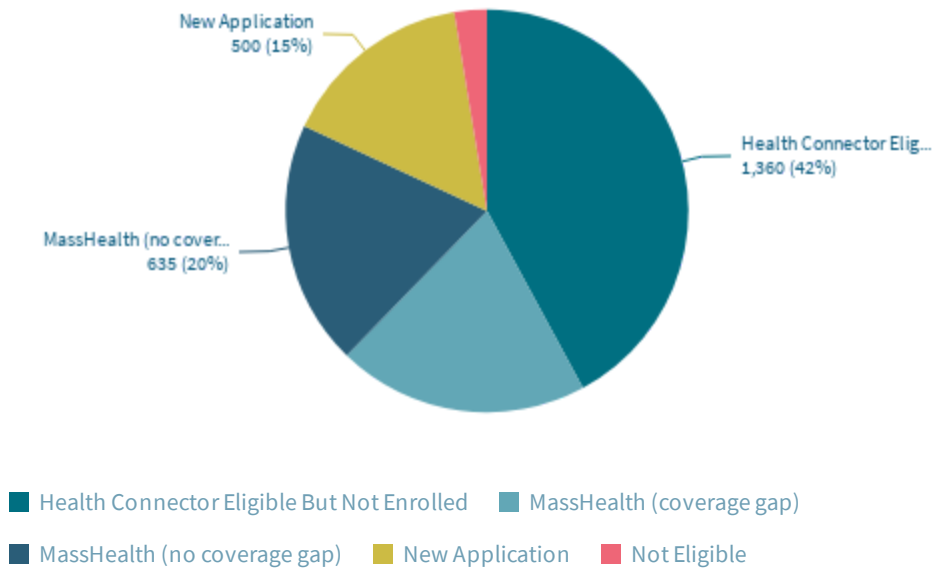
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Health Connector Eligible But Not ...	4,755	12,867	11,670	6,480	742
MassHealth (coverage gap)	2,687	4,222	5,706	4,138	284
MassHealth (no coverage gap)	4,057	6,230	4,953	4,710	391
New Application	3,245	6,915	7,098	4,235	355
Not Eligible	391	951	784	727	86
Total	15,135	31,185	30,211	20,290	1,858

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
ConnectorCare	11,354	25,713	26,333	18,903	1,694
Subsidized	2,391	605	430	173	20
Unsubsidized	1,390	4,867	3,448	1,214	144
Total	15,135	31,185	30,211	20,290	1,858

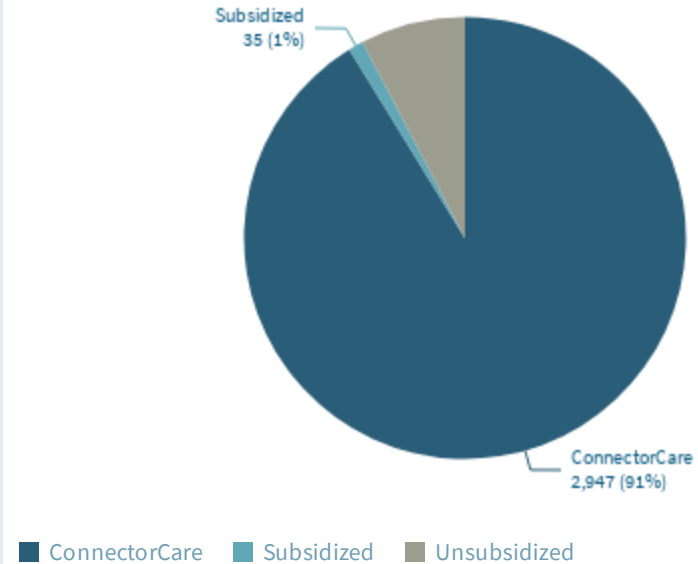
Plan Selection Summary

Enrollment information current through Saturday, March 2, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



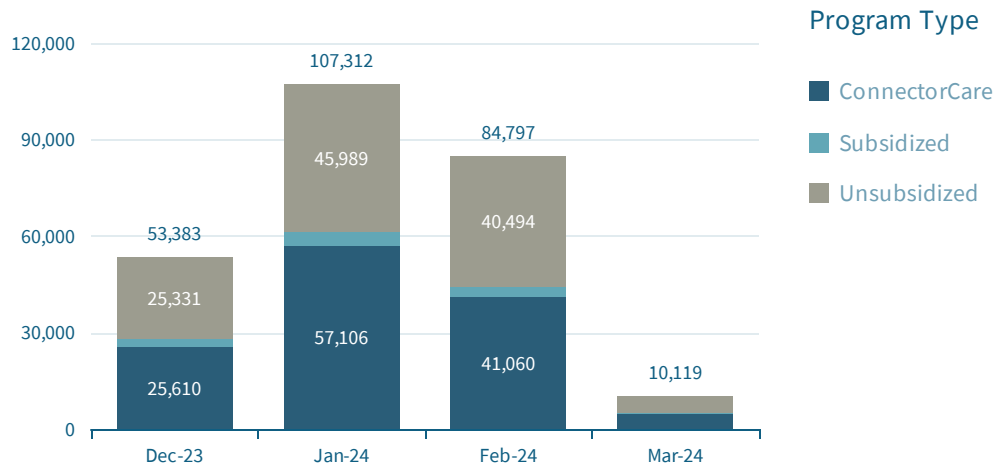
	Members
Health Connector Eligible But Not ...	1,360
MassHealth (coverage gap)	651
MassHealth (no coverage gap)	635
New Application	500
Not Eligible	84
Total	3,230

	Members
ConnectorCare	2,947
Subsidized	35
Unsubsidized	248
Total	3,230

Eligible but not Enrolled Summary

HIX information current through Saturday, March 2, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	11,699
Springfield	2	10,150
Brockton	3	8,330
Lawrence	4	8,322
Lowell	5	7,548
Lynn	6	7,315
New Bedford	7	6,296
Dorchester	8	6,202
Fall River	9	5,240
Dorchester Center	10	3,870
Revere	11	3,708

	Dec-23	Jan-24	Feb-24	Mar-24	Total
ConnectorCare	25,610	57,106	41,060	4,671	128,447
Subsidized	2,442	4,217	3,243	289	10,191
Unsubsidized	25,331	45,989	40,494	5,159	116,973
Total	53,383	107,312	84,797	10,119	255,611

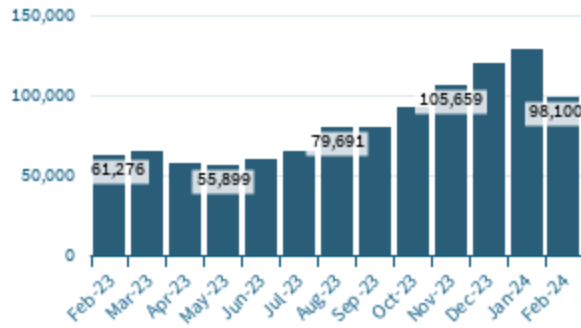
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	108,805
Subsidized	12,225
Unsubsidized	152,874
Total	273,904

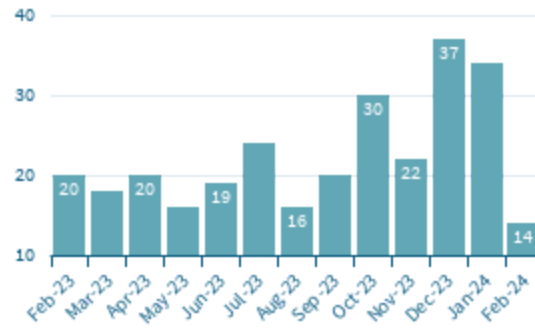
Contact Center Summary

Contact Center information current through Friday, March 1, 2024

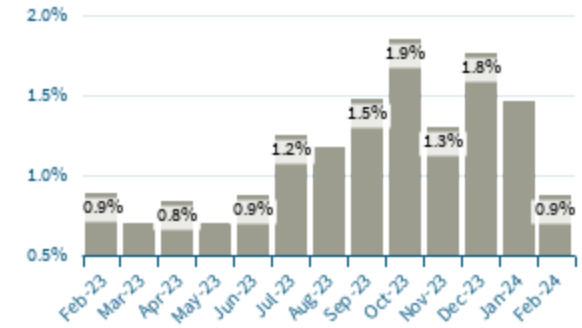
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	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
Call Volume (Calls)	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929	92,119	105,659	119,437	128,507	98,100
Average Answer Speed (Seconds)	20	18	20	16	19	24	16	20	30	22	37	34	14
Abandonment Rate (%)	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47	1.85	1.3	1.76	1.46	0.87