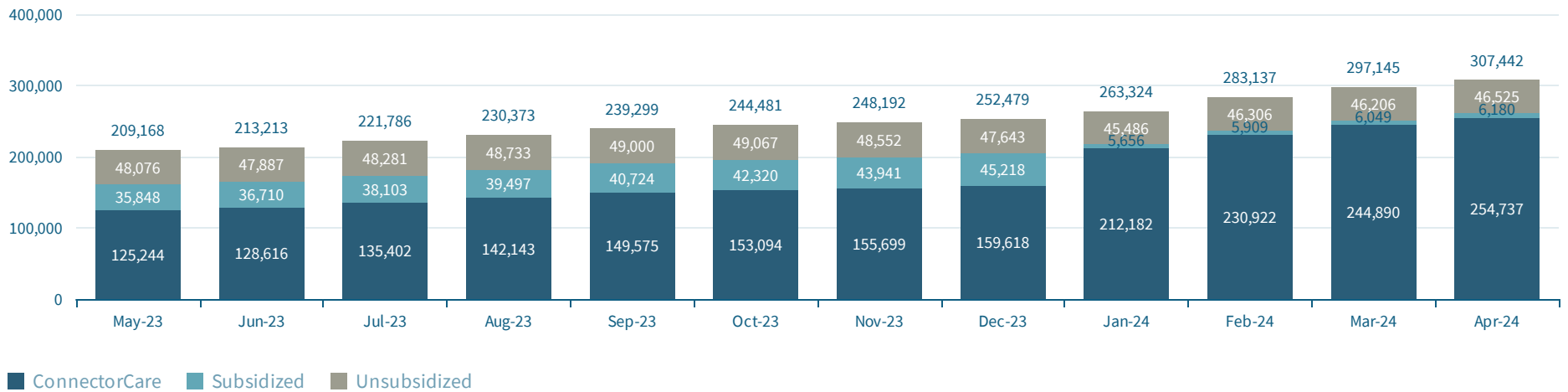


## Enrollment Summary

Enrollment information current through Wednesday, April 3, 2024

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

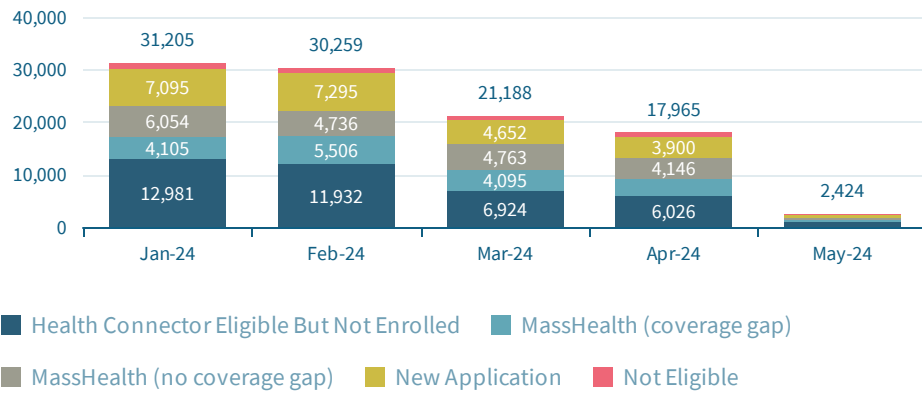


	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
<b>ConnectorCare</b>	125,244	128,616	135,402	142,143	149,575	153,094	155,699	159,618	212,182	230,922	244,890	254,737
<b>Subsidized</b>	35,848	36,710	38,103	39,497	40,724	42,320	43,941	45,218	5,656	5,909	6,049	6,180
<b>Unsubsidized</b>	48,076	47,887	48,281	48,733	49,000	49,067	48,552	47,643	45,486	46,306	46,206	46,525
<b>Total</b>	209,168	213,213	221,786	230,373	239,299	244,481	248,192	252,479	263,324	283,137	297,145	307,442

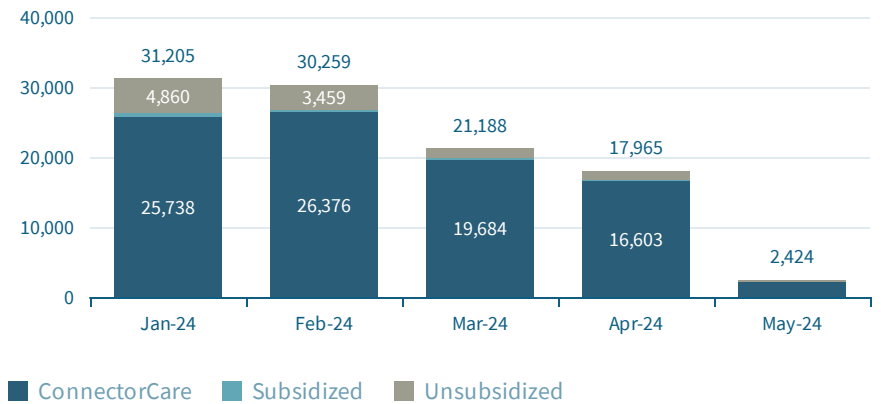
## Newly Enrolled Summary

Enrollment information current through Wednesday, April 3, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



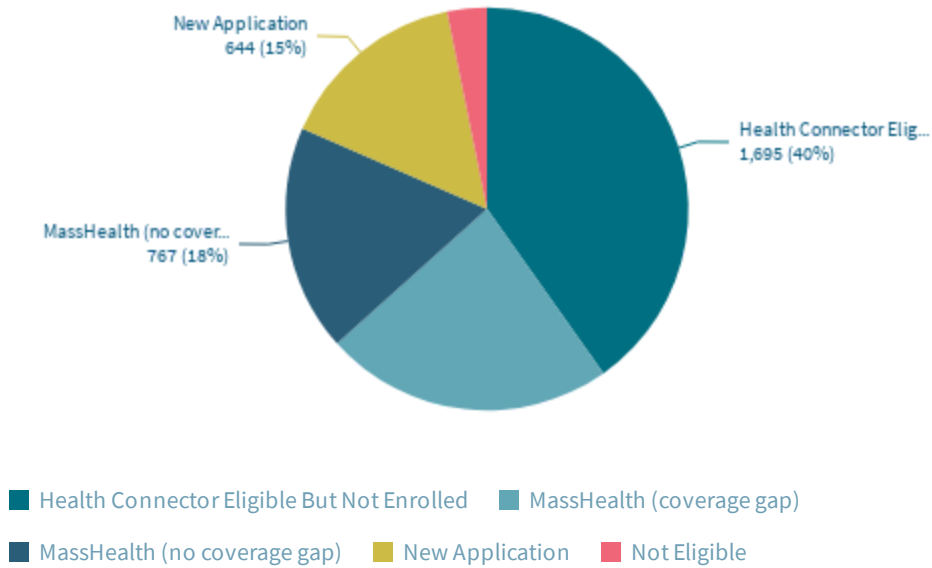
	Jan-24	Feb-24	Mar-24	Apr-24	May-24
<b>Health Connector Eligible But Not ...</b>	12,981	11,932	6,924	6,026	1,031
<b>MassHealth (coverage gap)</b>	4,105	5,506	4,095	3,097	376
<b>MassHealth (no coverage gap)</b>	6,054	4,736	4,763	4,146	383
<b>New Application</b>	7,095	7,295	4,652	3,900	521
<b>Not Eligible</b>	970	790	754	796	113
<b>Total</b>	31,205	30,259	21,188	17,965	2,424

	Jan-24	Feb-24	Mar-24	Apr-24	May-24
<b>ConnectorCare</b>	25,738	26,376	19,684	16,603	2,226
<b>Subsidized</b>	607	424	200	190	18
<b>Unsubsidized</b>	4,860	3,459	1,304	1,172	180
<b>Total</b>	31,205	30,259	21,188	17,965	2,424

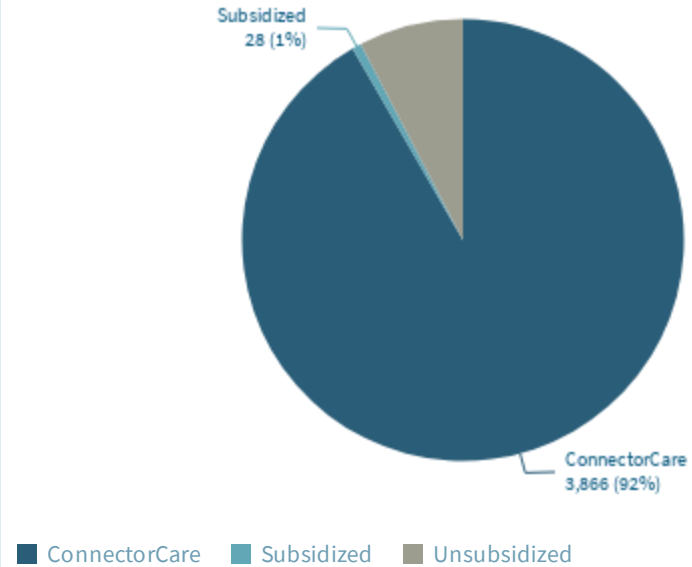
## Plan Selection Summary

Enrollment information current through Wednesday, April 3, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



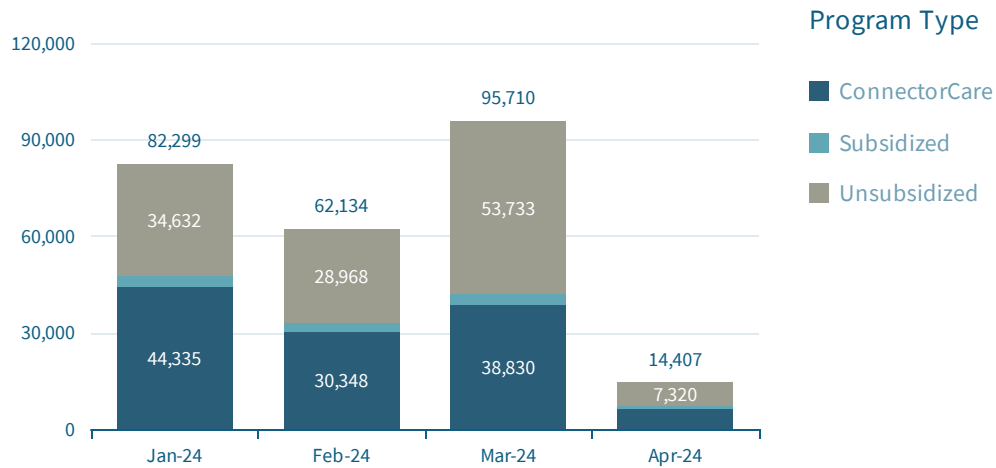
	Members
Health Connector Eligible But Not ...	1,695
MassHealth (coverage gap)	977
MassHealth (no coverage gap)	767
New Application	644
Not Eligible	134
<b>Total</b>	<b>4,217</b>

	Members
ConnectorCare	3,866
Subsidized	28
Unsubsidized	323
<b>Total</b>	<b>4,217</b>

## Eligible but not Enrolled Summary

HIX information current through Wednesday, April 3, 2024

### Individuals with Eligibility Determination within last 90 Days



### Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	11,733
Springfield	2	10,943
Brockton	3	8,302
Lawrence	4	8,220
Lowell	5	7,634
Lynn	6	7,242
New Bedford	7	6,519
Dorchester	8	6,337
Fall River	9	5,363
Dorchester Center	10	3,965
Revere	11	3,732

	Jan-24	Feb-24	Mar-24	Apr-24	Total
<b>ConnectorCare</b>	44,335	30,348	38,830	6,388	119,901
<b>Subsidized</b>	3,332	2,818	3,147	699	9,996
<b>Unsubsidized</b>	34,632	28,968	53,733	7,320	124,653
<b>Total</b>	82,299	62,134	95,710	14,407	254,550

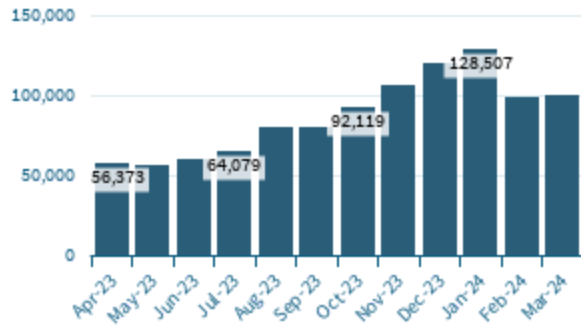
### Individuals eligible after losing MassHealth since April 1, 2023

	Total
<b>ConnectorCare</b>	113,839
<b>Subsidized</b>	12,870
<b>Unsubsidized</b>	160,050
<b>Total</b>	286,759

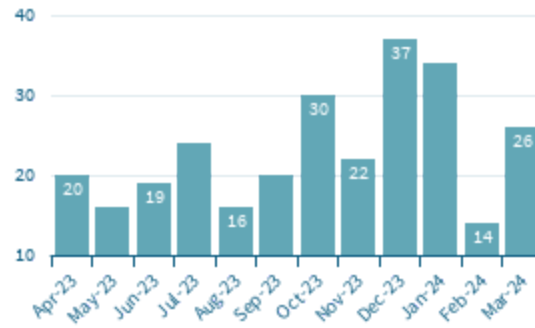
## Contact Center Summary

Contact Center information current through Monday, April 1, 2024

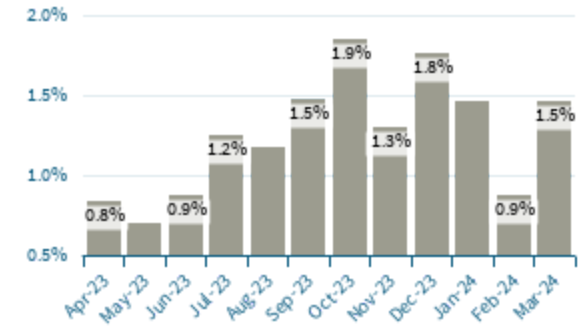
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
<b>Call Volume (Calls)</b>	56,373	55,899	59,820	64,079	79,691	78,929	92,119	105,659	119,437	128,507	98,100	99,231
<b>Average Answer Speed (Seconds)</b>	20	16	19	24	16	20	30	22	37	34	14	26
<b>Abandonment Rate (%)</b>	0.83	0.69	0.87	1.24	1.17	1.47	1.85	1.3	1.76	1.46	0.87	1.45