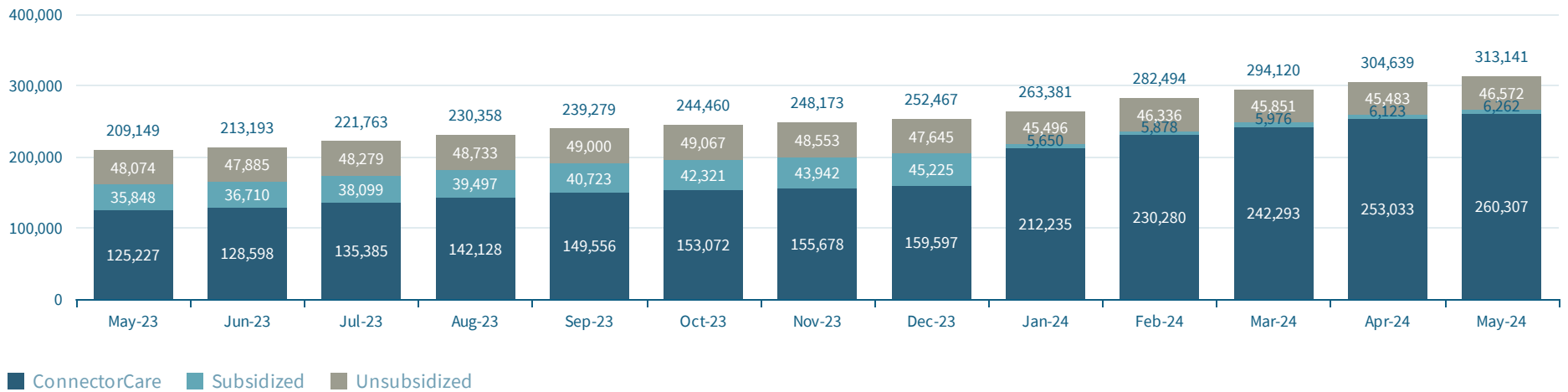


Enrollment Summary

Enrollment information current through Saturday, May 4, 2024

Overall Non-group Health Enrollments, by Program Type

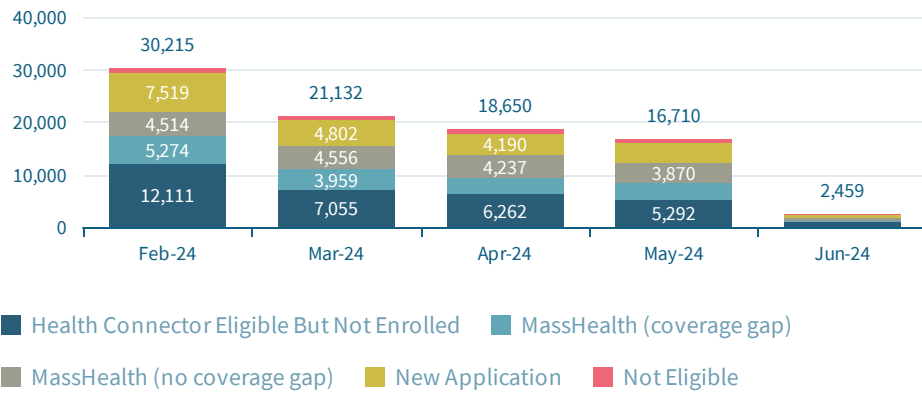


	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
ConnectorCare	125,227	128,598	135,385	142,128	149,556	153,072	155,678	159,597	212,235	230,280	242,293	253,033	260,307
Subsidized	35,848	36,710	38,099	39,497	40,723	42,321	43,942	45,225	5,650	5,878	5,976	6,123	6,262
Unsubsidized	48,074	47,885	48,279	48,733	49,000	49,067	48,553	47,645	45,496	46,336	45,851	45,483	46,572
Total	209,149	213,193	221,763	230,358	239,279	244,460	248,173	252,467	263,381	282,494	294,120	304,639	313,141

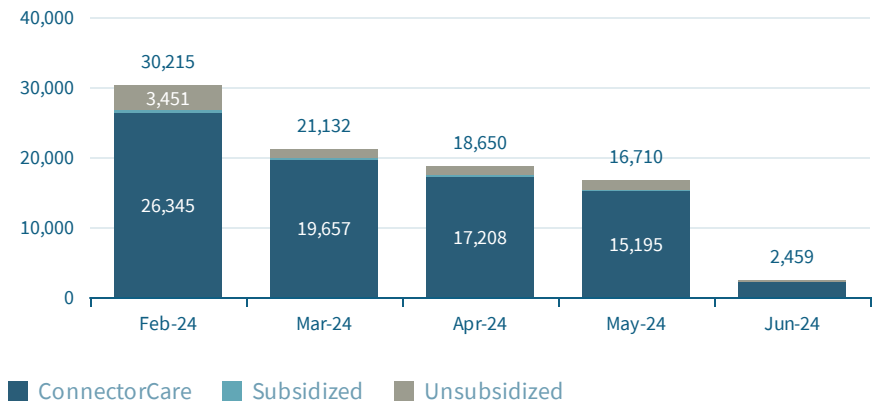
Newly Enrolled Summary

Enrollment information current through Saturday, May 4, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



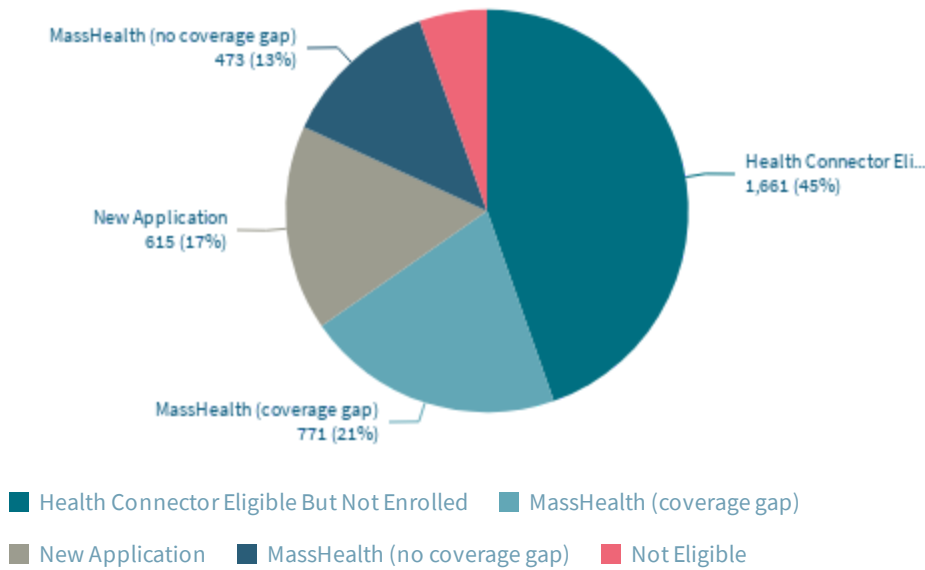
	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Health Connector Eligible But N...	12,111	7,055	6,262	5,292	916
MassHealth (coverage gap)	5,274	3,959	3,140	3,082	318
MassHealth (no coverage gap)	4,514	4,556	4,237	3,870	559
New Application	7,519	4,802	4,190	3,705	520
Not Eligible	797	760	821	761	146
Total	30,215	21,132	18,650	16,710	2,459

	Feb-24	Mar-24	Apr-24	May-24	Jun-24
ConnectorCare	26,345	19,657	17,208	15,195	2,202
Subsidized	419	197	204	191	37
Unsubsidized	3,451	1,278	1,238	1,324	220
Total	30,215	21,132	18,650	16,710	2,459

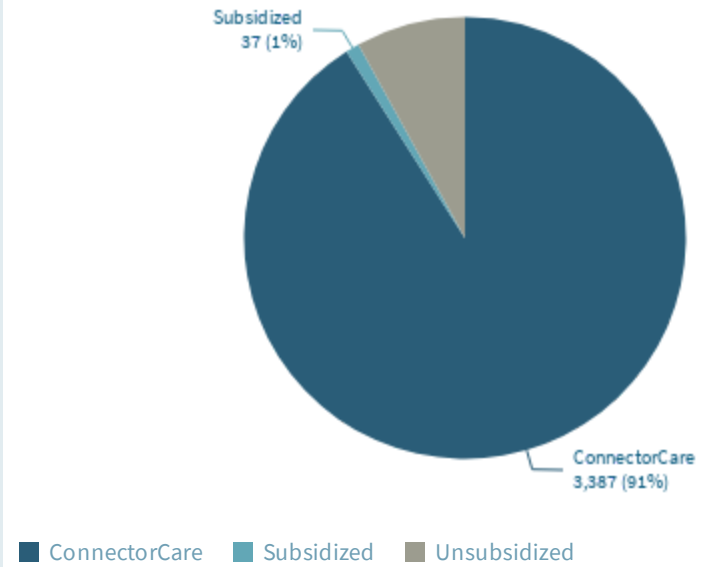
Plan Selection Summary

Enrollment information current through Saturday, May 4, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



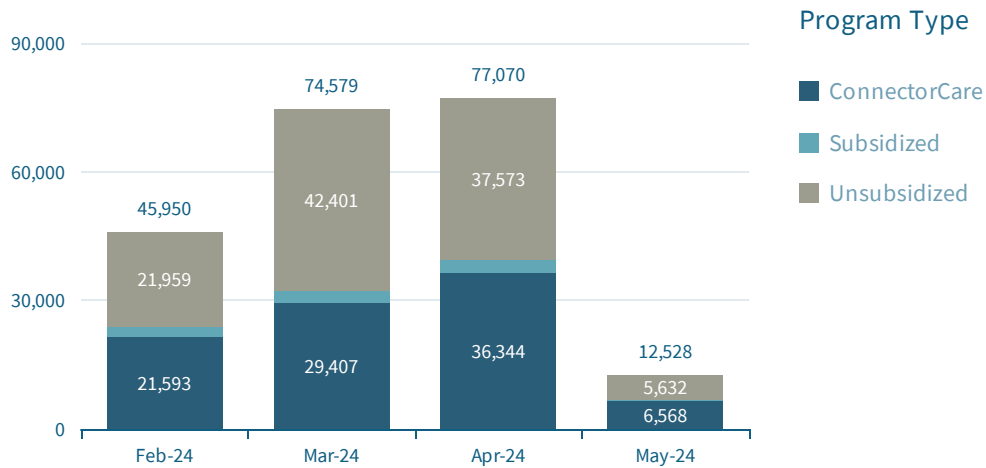
	Members
Health Connector Eligible But Not ...	1,661
MassHealth (coverage gap)	771
MassHealth (no coverage gap)	473
New Application	615
Not Eligible	202
Total	3,722

	Members
ConnectorCare	3,387
Subsidized	37
Unsubsidized	298
Total	3,722

Eligible but not Enrolled Summary

HIX information current through Saturday, May 4, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	9,798
Springfield	2	9,624
Brockton	3	6,908
Lawrence	4	6,887
Lowell	5	6,389
Lynn	6	5,945
New Bedford	7	5,590
Dorchester	8	5,520
Fall River	9	4,627
Dorchester Center	10	3,432
Revere	11	3,079

	Feb-24	Mar-24	Apr-24	May-24	Total
ConnectorCare	21,593	29,407	36,344	6,568	93,912
Subsidized	2,398	2,771	3,153	328	8,650
Unsubsidized	21,959	42,401	37,573	5,632	107,565
Total	45,950	74,579	77,070	12,528	210,127

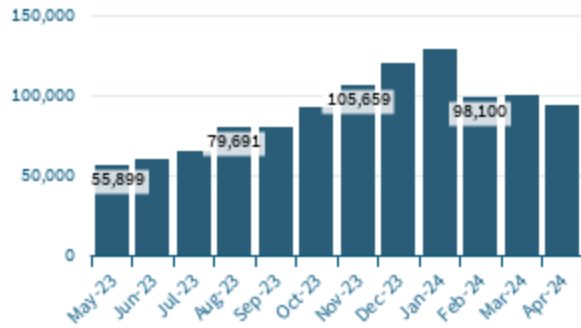
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	114,061
Subsidized	13,149
Unsubsidized	161,015
Total	288,225

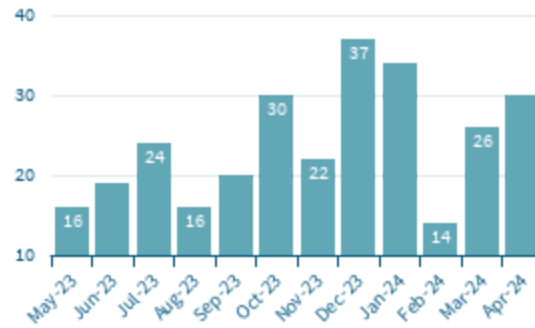
Contact Center Summary

Contact Center information current through Wednesday, May 1, 2024

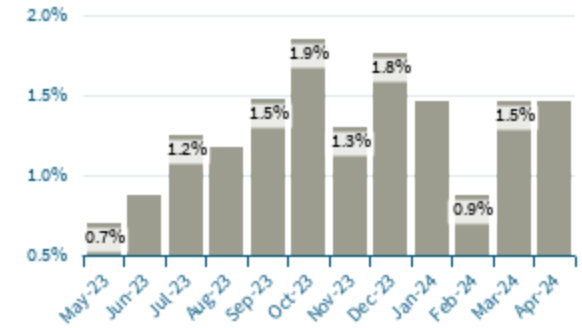
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Call Volume (Calls)	55,899	59,820	64,079	79,691	78,929	92,119	105,659	119,437	128,507	98,100	99,231	92,719
Average Answer Speed (Seconds)	16	19	24	16	20	30	22	37	34	14	26	30
Abandonment Rate (%)	0.69	0.87	1.24	1.17	1.47	1.85	1.3	1.76	1.46	0.87	1.45	1.45