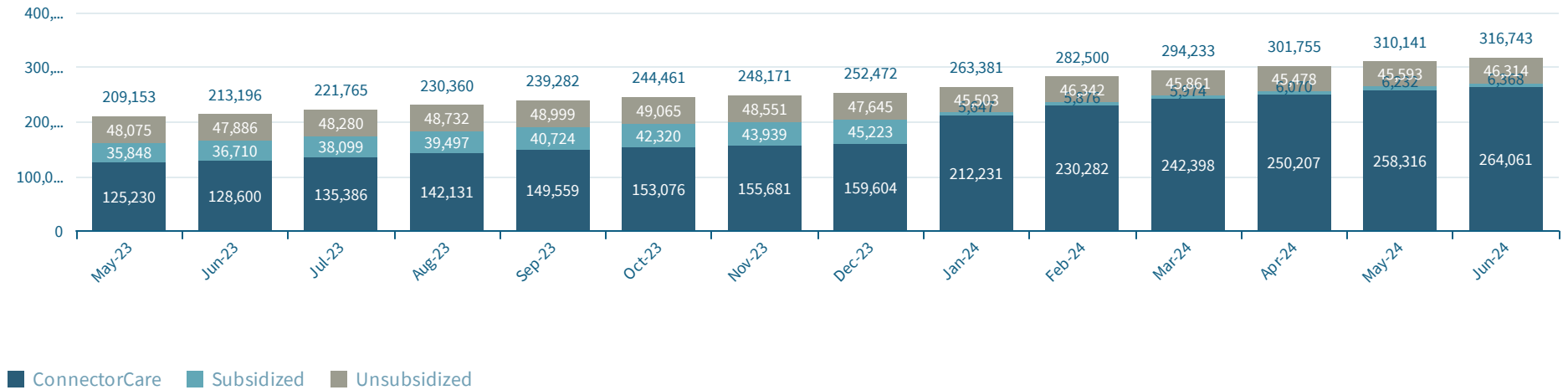


Enrollment Summary

Enrollment information current through Sunday, June 2, 2024

Overall Non-group Health Enrollments, by Program Type

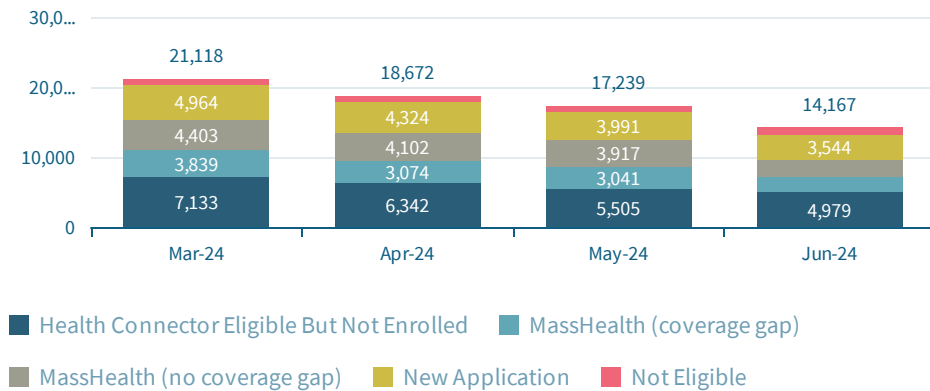


	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
ConnectorCare	125,230	128,600	135,386	142,131	149,559	153,076	155,681	159,604	212,231	230,282	242,398	250,207	258,316	264,061
Subsidized	35,848	36,710	38,099	39,497	40,724	42,320	43,939	45,223	5,647	5,876	5,974	6,070	6,232	6,368
Unsubsidized	48,075	47,886	48,280	48,732	48,999	49,065	48,551	47,645	45,503	46,342	45,861	45,478	45,593	46,314
Total	209,153	213,196	221,765	230,360	239,282	244,461	248,171	252,472	263,381	282,500	294,233	301,755	310,141	316,743

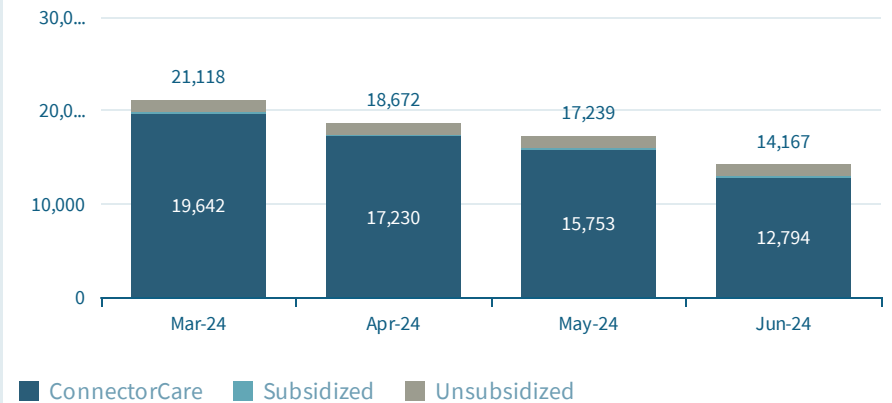
Newly Enrolled Summary

Enrollment information current through Sunday, June 2, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



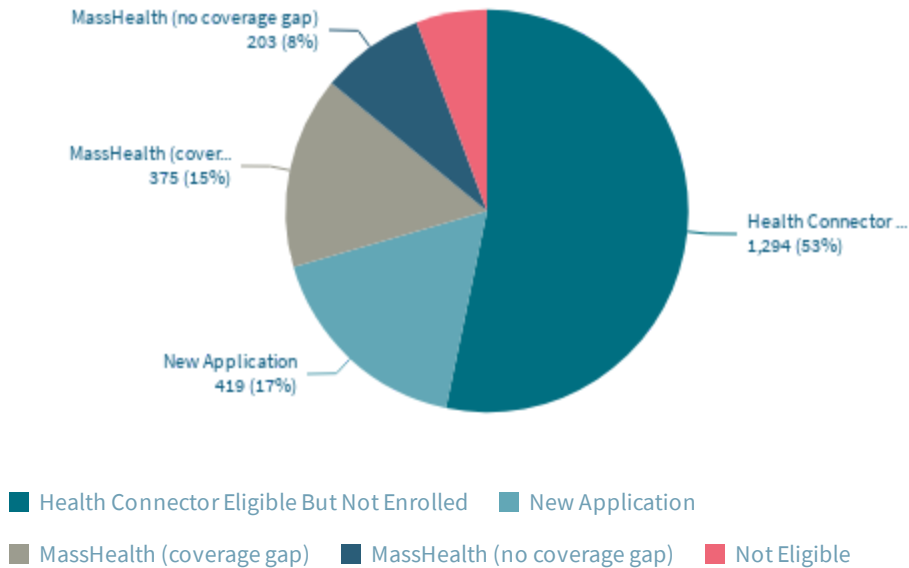
	Mar-24	Apr-24	May-24	Jun-24
Health Connector Eligible But Not Enrolled	7,133	6,342	5,505	4,979
MassHealth (coverage gap)	3,839	3,074	3,041	2,186
MassHealth (no coverage gap)	4,403	4,102	3,917	2,441
New Application	4,964	4,324	3,991	3,544
Not Eligible	779	830	785	1,017
Total	21,118	18,672	17,239	14,167

	Mar-24	Apr-24	May-24	Jun-24
ConnectorCare	19,642	17,230	15,753	12,794
Subsidized	197	205	206	182
Unsubsidized	1,279	1,237	1,280	1,191
Total	21,118	18,672	17,239	14,167

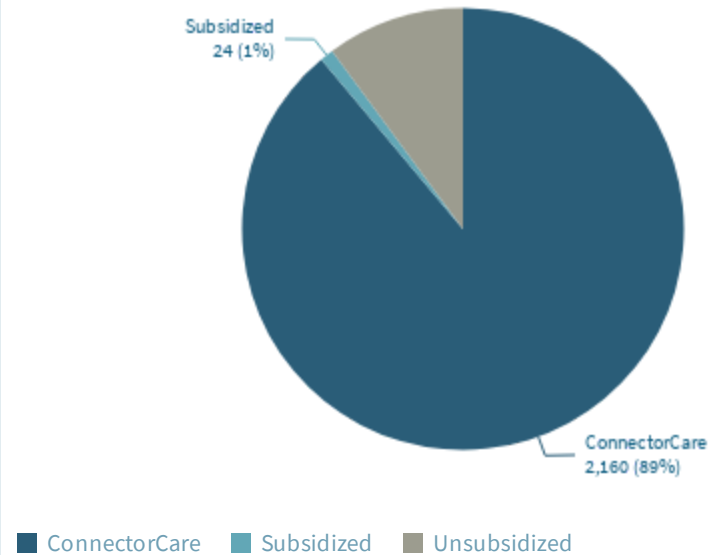
Plan Selection Summary

Enrollment information current through Sunday, June 2, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



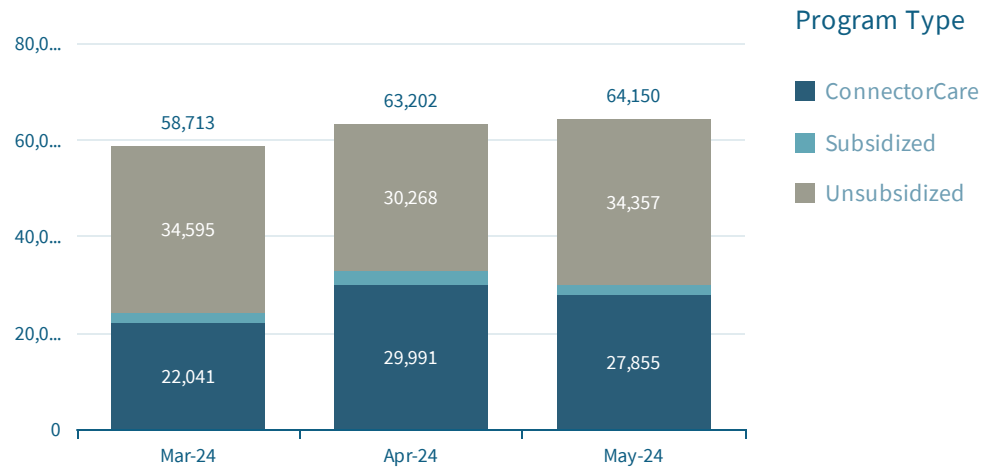
	Members
Health Connector Eligible But Not ...	1,294
MassHealth (coverage gap)	375
MassHealth (no coverage gap)	203
New Application	419
Not Eligible	138
Total	2,429

	Members
ConnectorCare	2,160
Subsidized	24
Unsubsidized	245
Total	2,429

Eligible but not Enrolled Summary

HIX information current through Sunday, June 2, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	8,926
Springfield	2	8,796
Brockton	3	6,314
Lawrence	4	6,192
Lowell	5	5,707
Lynn	6	5,275
New Bedford	7	5,025
Dorchester	8	4,886
Fall River	9	4,313
Dorchester Center	10	3,056
Revere	11	2,722

	Mar-24	Apr-24	May-24	Total
ConnectorCare	22,041	29,991	27,855	79,887
Subsidized	2,077	2,943	1,938	6,958
Unsubsidized	34,595	30,268	34,357	99,220
Total	58,713	63,202	64,150	186,065

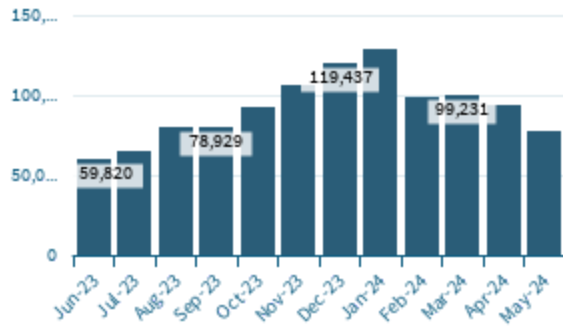
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	112,617
Subsidized	13,237
Unsubsidized	160,483
Total	286,337

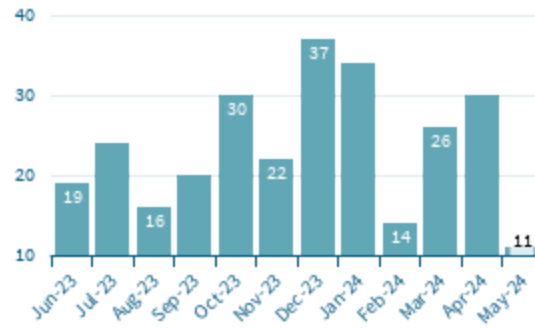
Contact Center Summary

Contact Center information current through Saturday, June 1, 2024

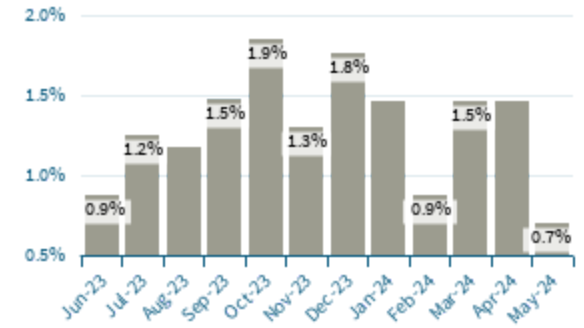
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Call Volume (Calls)	59,820	64,079	79,691	78,929	92,119	105,659	119,437	128,507	98,100	99,231	92,719	76,674
Average Answer Speed (Seconds)	19	24	16	20	30	22	37	34	14	26	30	11
Abandonment Rate (%)	0.87	1.24	1.17	1.47	1.85	1.3	1.76	1.46	0.87	1.45	1.45	0.69