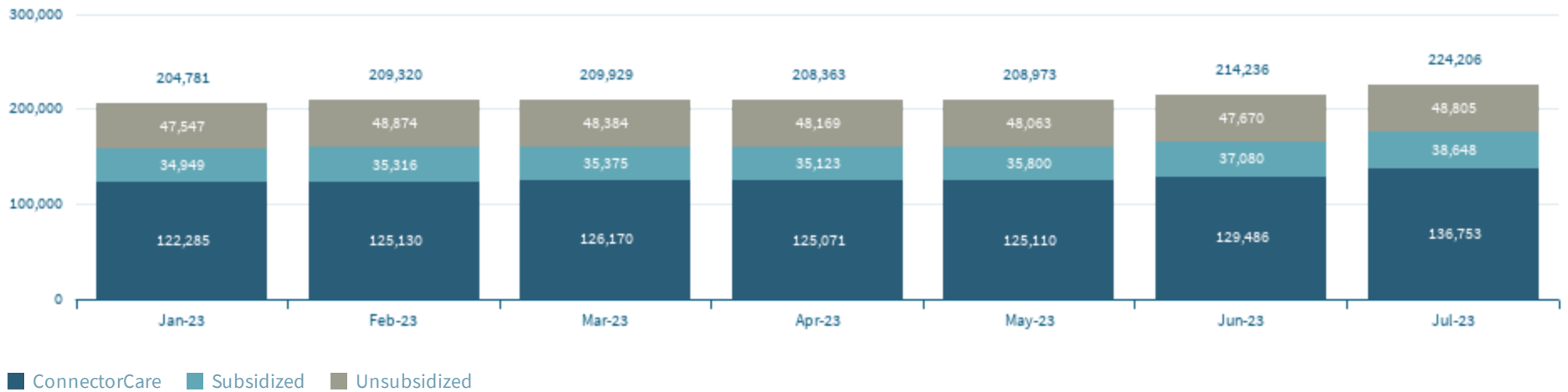


Enrollment Summary

Enrollment information current through Sunday, July 2, 2023

Overall Non-group Health Enrollments, by Program Type

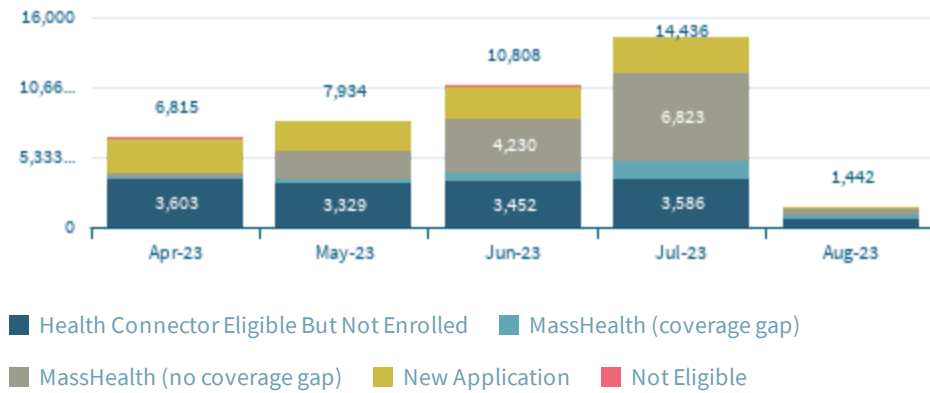


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
ConnectorCare	122,285	125,130	126,170	125,071	125,110	129,486	136,753
Subsidized	34,949	35,316	35,375	35,123	35,800	37,080	38,648
Unsubsidized	47,547	48,874	48,384	48,169	48,063	47,670	48,805
Total	204,781	209,320	209,929	208,363	208,973	214,236	224,206

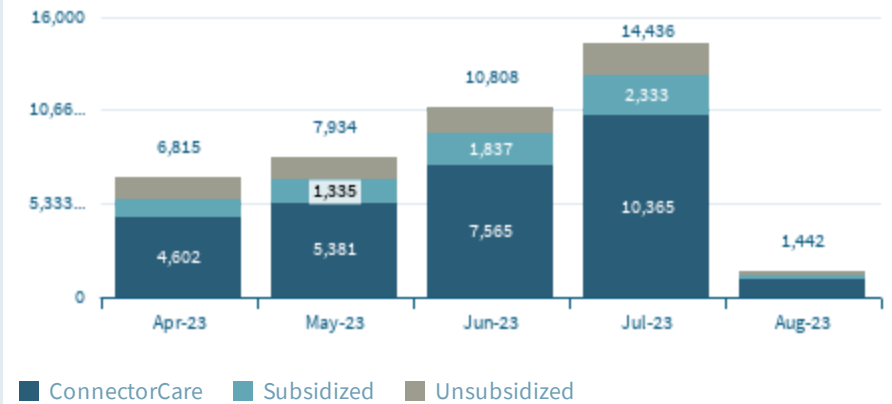
Newly Enrolled Summary

Enrollment information current through Sunday, July 2, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



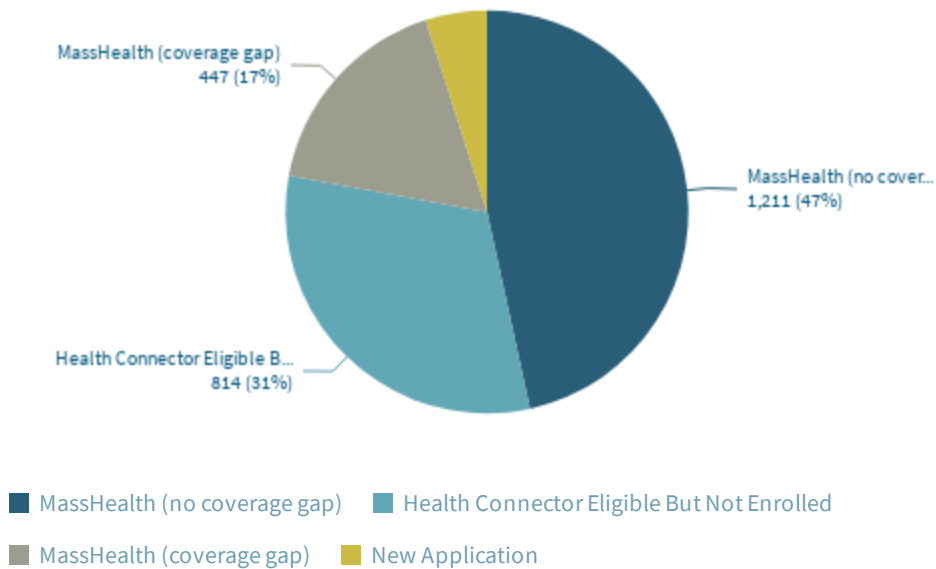
	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Health Connector Eligible But Not Enrolled	3,603	3,329	3,452	3,586	667
MassHealth (coverage gap)	289	370	576	1,363	234
MassHealth (no coverage gap)	320	2,039	4,230	6,823	522
New Application	2,602	2,196	2,546	2,664	19
Not Eligible	1		4		
Total	6,815	7,934	10,808	14,436	1,442

	Apr-23	May-23	Jun-23	Jul-23	Aug-23
ConnectorCare	4,602	5,381	7,565	10,365	1,047
Subsidized	961	1,335	1,837	2,333	198
Unsubsidized	1,252	1,218	1,406	1,738	197
Total	6,815	7,934	10,808	14,436	1,442

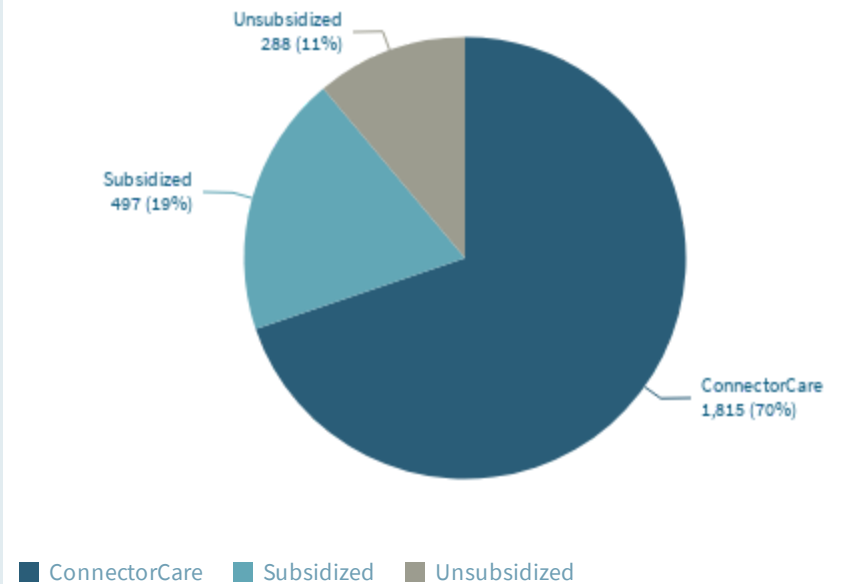
Plan Selection Summary

Enrollment information current through Sunday, July 2, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



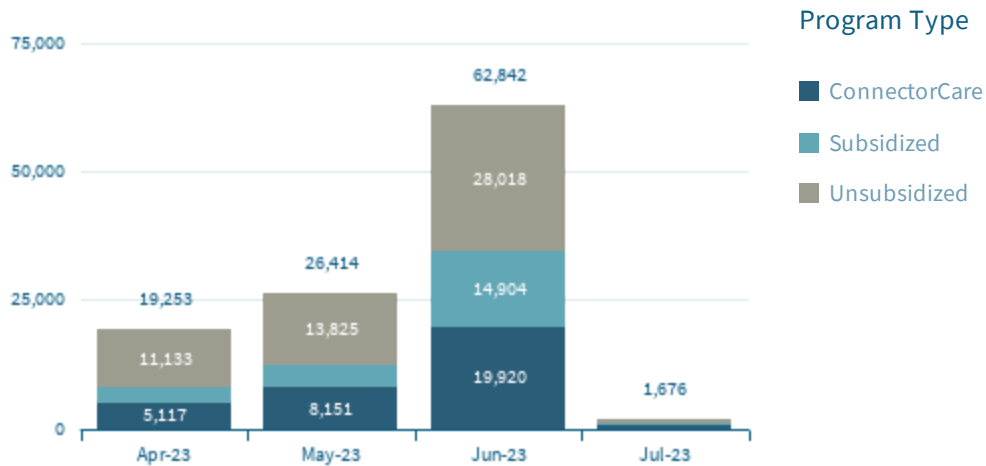
	Members
Health Connector Eligible But Not ...	814
MassHealth (coverage gap)	447
MassHealth (no coverage gap)	1,211
New Application	128
Total	2,600

	Members
ConnectorCare	1,815
Subsidized	497
Unsubsidized	288
Total	2,600

Eligible but not Enrolled Summary

HIX information current through Sunday, July 2, 2023

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	4,856
Springfield	2	4,126
Lawrence	3	3,638
Brockton	4	3,043
Lowell	5	2,933
Lynn	6	2,677
New Bedford	7	2,572
Dorchester	8	2,518
Fall River	9	2,152
Quincy	10	1,877
Malden	11	1,524

	Apr-23	May-23	Jun-23	Jul-23	
ConnectorCare	5,117	8,151	19,920	831	
Subsidized	3,003	4,438	14,904	189	
Unsubsidized	11,133	13,825	28,018	656	
Total	19,253	26,414	62,842	1,676	1

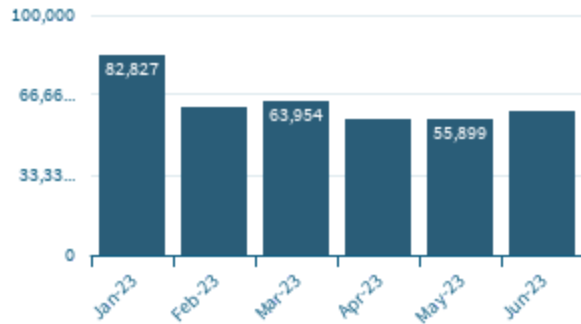
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	19,797
Subsidized	13,464
Unsubsidized	22,083
Total	55,344

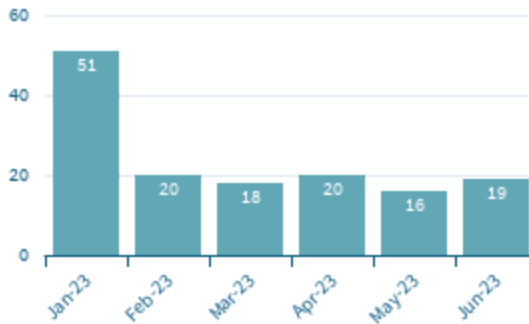
Contact Center Summary

Contact Center information current through Sunday, July 2, 2023

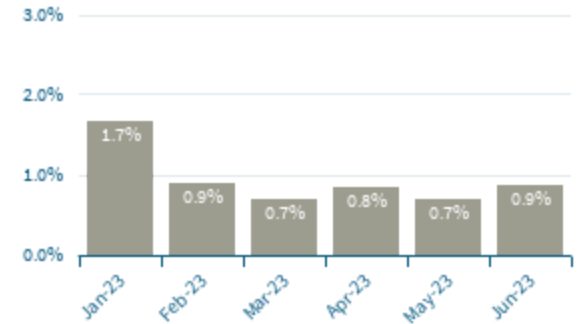
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Call Volume (Calls)	82,827	61,276	63,954	56,373	55,899	59,820
Average Answer Speed (Seconds)	51	20	18	20	16	19
Abandonment Rate (%)	1.67	0.88	0.69	0.83	0.69	0.87