

Massachusetts Health Connector

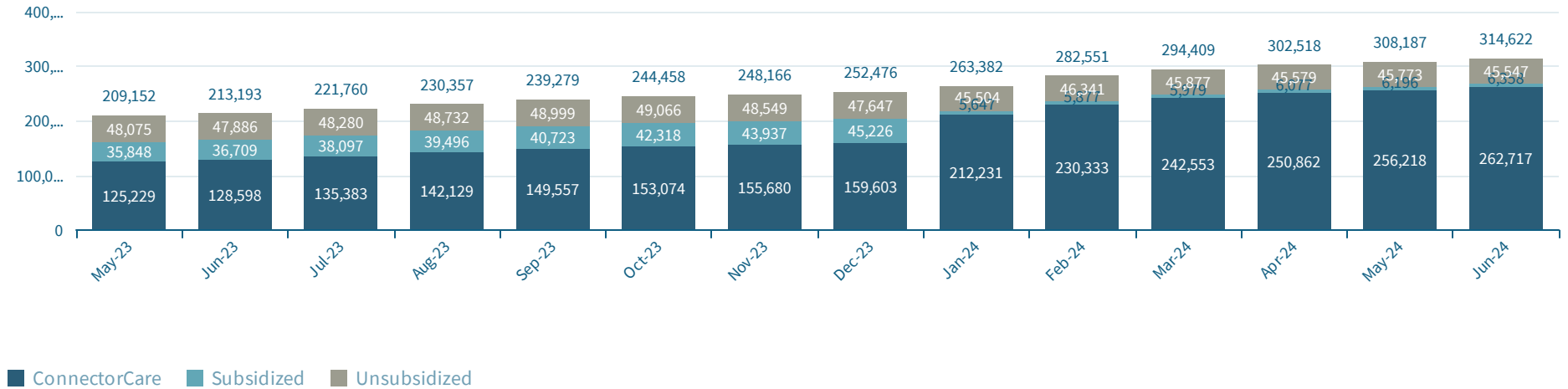
Membership During MassHealth Redeterminations



Enrollment Summary

Enrollment information current through Sunday, July 7, 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	125,229	128,598	135,383	142,129	149,557	153,074	155,680	159,603	212,231	230,333	242,553	250,862	256,218	262,717
Subsidized	35,848	36,709	38,097	39,496	40,723	42,318	43,937	45,226	5,647	5,877	5,979	6,077	6,196	6,358
Unsubsidized	48,075	47,886	48,280	48,732	48,999	49,066	48,549	47,647	45,504	46,341	45,877	45,579	45,773	45,547
Total	209,152	213,193	221,760	230,357	239,279	244,458	248,166	252,476	263,382	282,551	294,409	302,518	308,187	314,622

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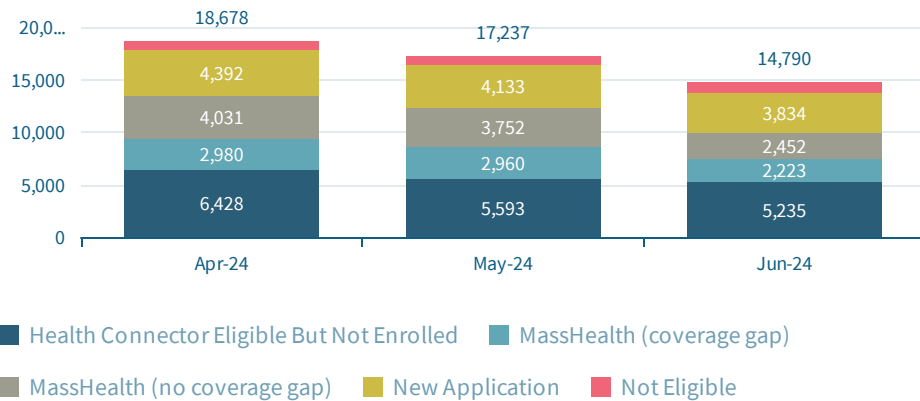
Membership During MassHealth Redeterminations



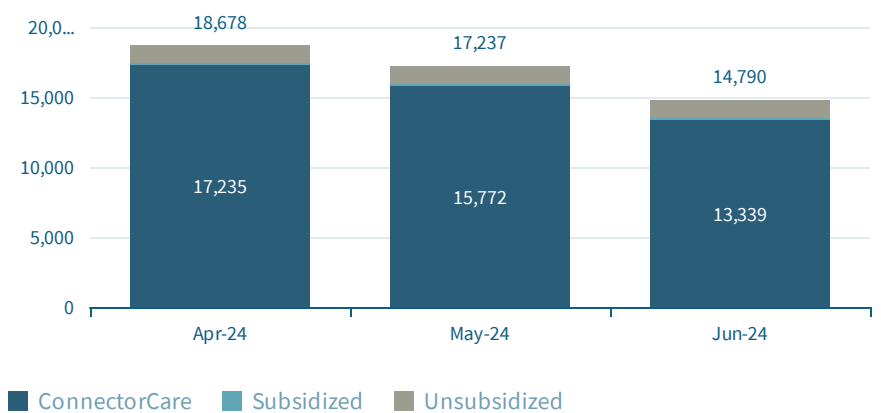
Newly Enrolled Summary

Enrollment information current through Sunday, July 7, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



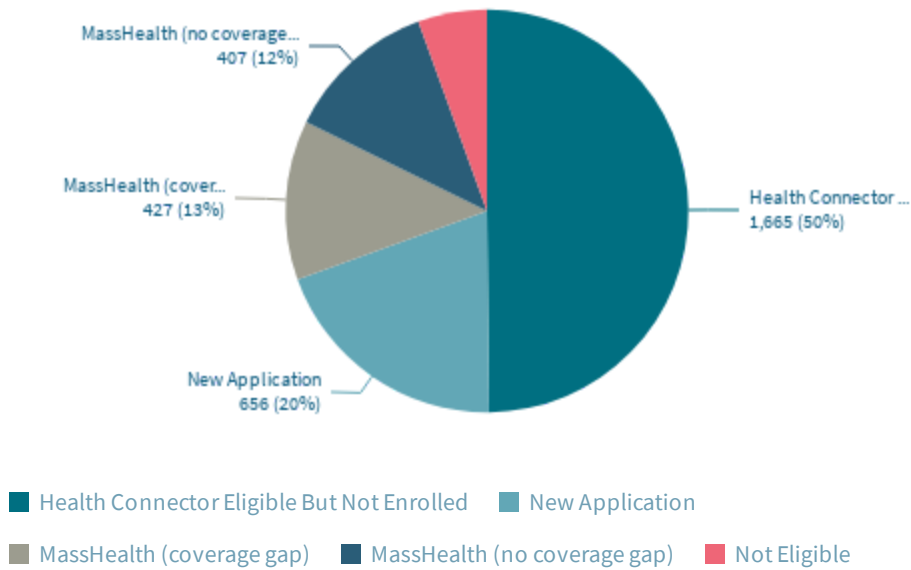
	Apr-24	May-24	Jun-24
Health Connector Eligible But Not Enrolled	6,428	5,593	5,235
MassHealth (coverage gap)	2,980	2,960	2,223
MassHealth (no coverage gap)	4,031	3,752	2,452
New Application	4,392	4,133	3,834
Not Eligible	847	799	1,046
Total	18,678	17,237	14,790

	Apr-24	May-24	Jun-24
ConnectorCare	17,235	15,772	13,339
Subsidized	205	205	199
Unsubsidized	1,238	1,260	1,252
Total	18,678	17,237	14,790

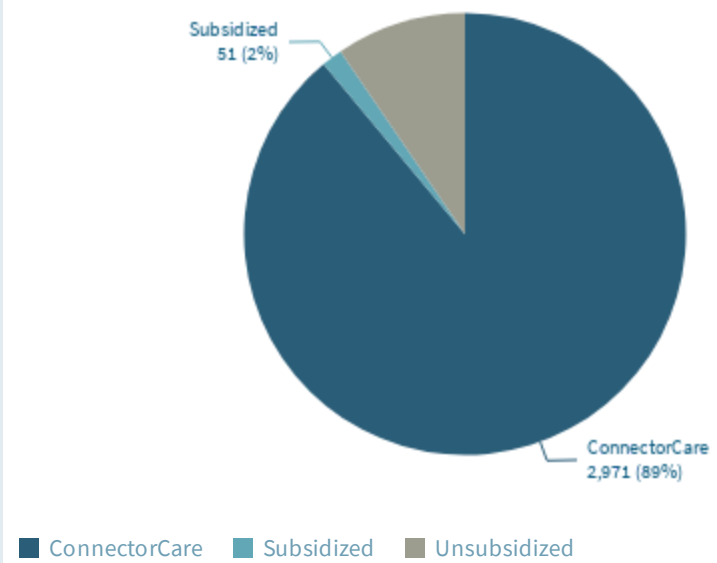
Plan Selection Summary

Enrollment information current through Sunday, July 7, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



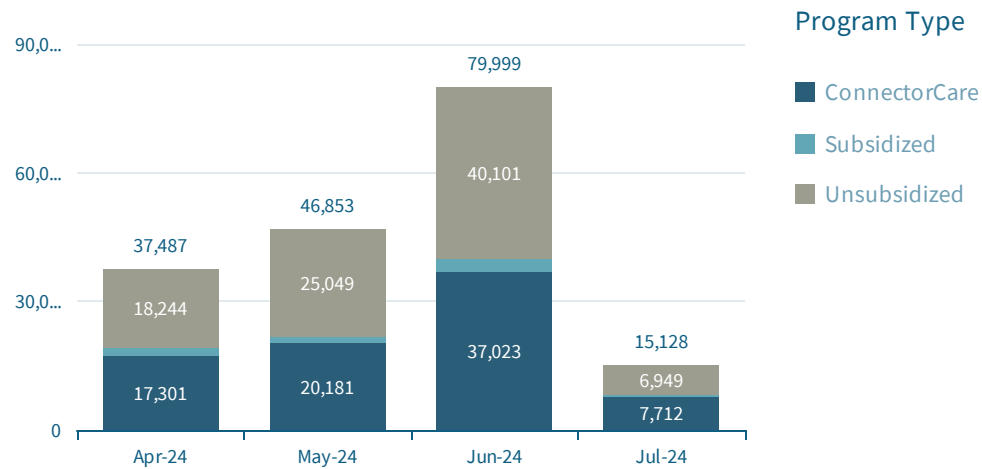
	Members
Health Connector Eligible But Not ...	1,665
MassHealth (coverage gap)	427
MassHealth (no coverage gap)	407
New Application	656
Not Eligible	185
Total	3,340

	Members
ConnectorCare	2,971
Subsidized	51
Unsubsidized	318
Total	3,340

Eligible but not Enrolled Summary

HIX information current through Saturday, July 6, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	8,358
Springfield	2	8,277
Brockton	3	6,213
Lawrence	4	5,965
Lowell	5	5,469
Lynn	6	5,195
New Bedford	7	4,798
Dorchester	8	4,583
Fall River	9	4,101
Dorchester Center	10	2,901
Revere	11	2,564

	Apr-24	May-24	Jun-24	Jul-24	Total
ConnectorCare	17,301	20,181	37,023	7,712	82,217
Subsidized	1,942	1,623	2,875	467	6,907
Unsubsidized	18,244	25,049	40,101	6,949	90,343
Total	37,487	46,853	79,999	15,128	179,467

Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	114,770
Subsidized	13,361
Unsubsidized	162,177
Total	290,308

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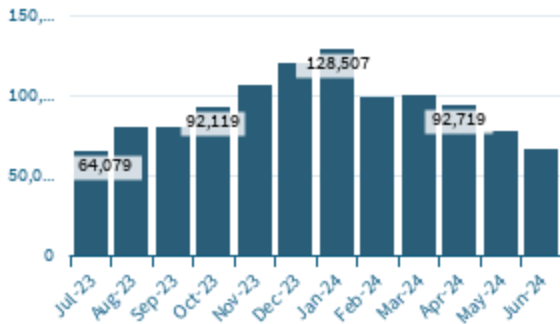
Membership During MassHealth Redeterminations



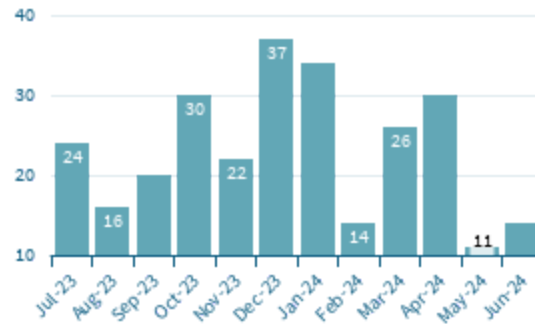
Contact Center Summary

Contact Center information current through Monday, July 1, 2024

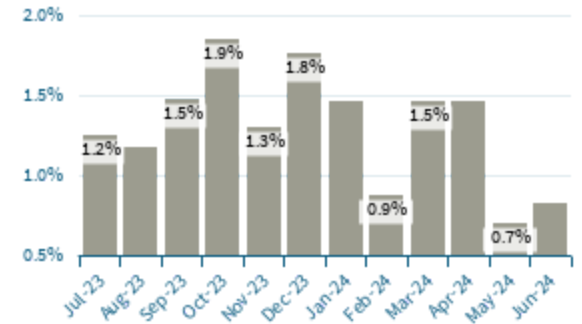
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Call Volume (Calls)	64,079	79,691	78,929	92,119	105,659	119,437	128,507	98,100	99,231	92,719	76,674	65,252
Average Answer Speed (Seconds)	24	16	20	30	22	37	34	14	26	30	11	14
Abandonment Rate (%)	1.24	1.17	1.47	1.85	1.3	1.76	1.46	0.87	1.45	1.45	0.69	0.82