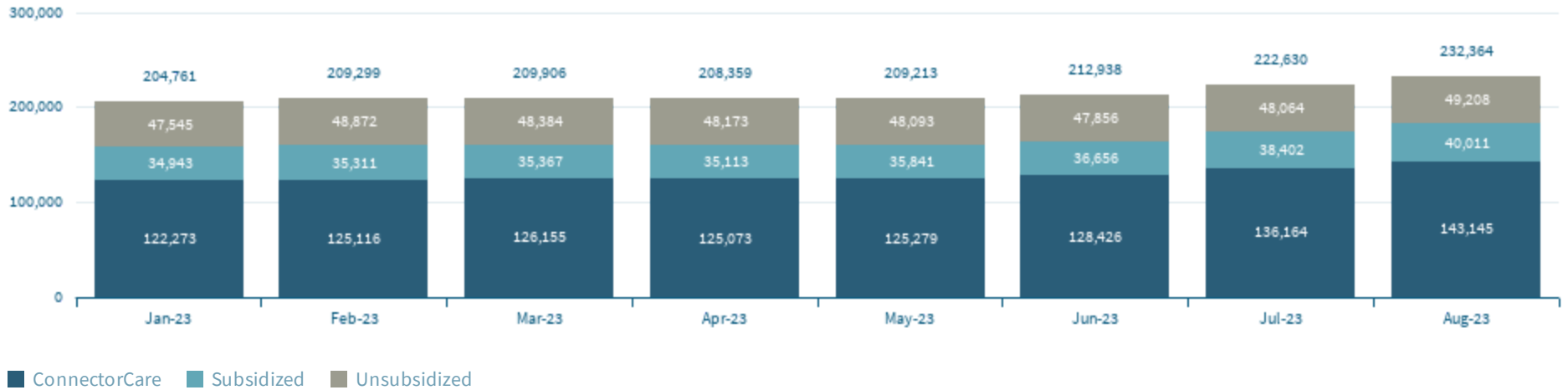


Enrollment Summary

Enrollment information current through Wednesday, August 2, 2023

Overall Non-group Health Enrollments, by Program Type

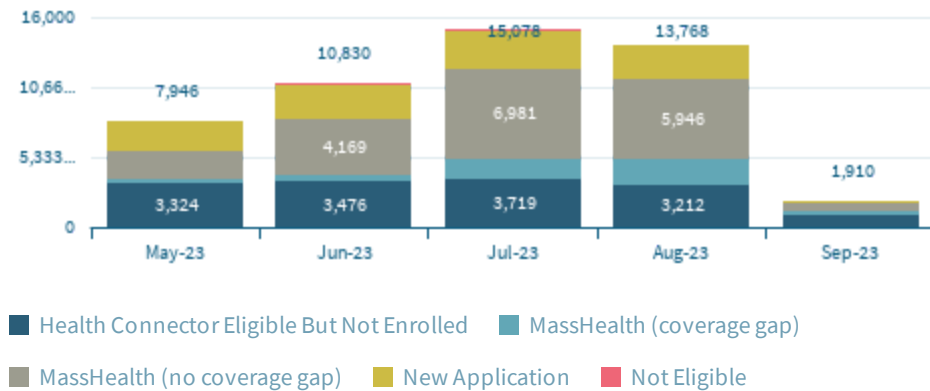


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
ConnectorCare	122,273	125,116	126,155	125,073	125,279	128,426	136,164	143,145
Subsidized	34,943	35,311	35,367	35,113	35,841	36,656	38,402	40,011
Unsubsidized	47,545	48,872	48,384	48,173	48,093	47,856	48,064	49,208
Total	204,761	209,299	209,906	208,359	209,213	212,938	222,630	232,364

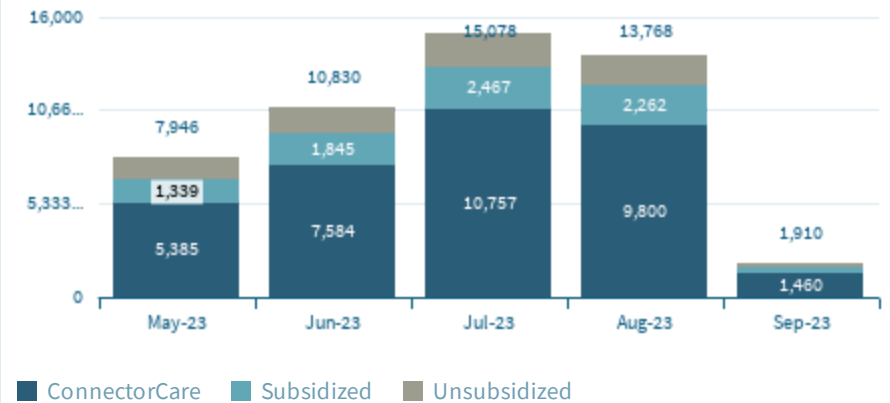
Newly Enrolled Summary

Enrollment information current through Wednesday, August 2, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



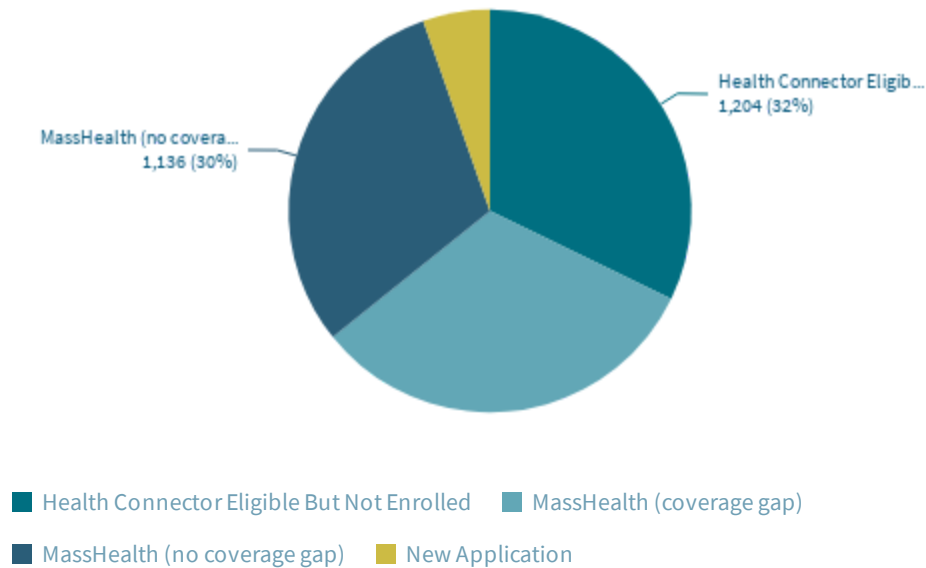
	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Health Connector Eligible But Not Enrolled	3,324	3,476	3,719	3,212	934
MassHealth (coverage gap)	368	558	1,405	2,031	393
MassHealth (no coverage gap)	2,018	4,169	6,981	5,946	471
New Application	2,236	2,623	2,972	2,579	112
Not Eligible		4	1		
Total	7,946	10,830	15,078	13,768	1,910

	May-23	Jun-23	Jul-23	Aug-23	Sep-23
ConnectorCare	5,385	7,584	10,757	9,800	1,460
Subsidized	1,339	1,845	2,467	2,262	237
Unsubsidized	1,222	1,401	1,854	1,706	213
Total	7,946	10,830	15,078	13,768	1,910

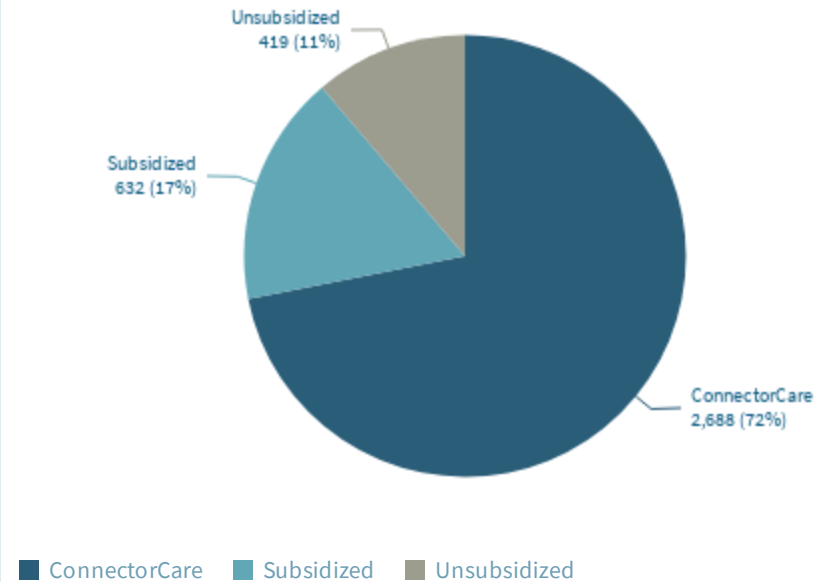
Plan Selection Summary

Enrollment information current through Wednesday, August 2, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



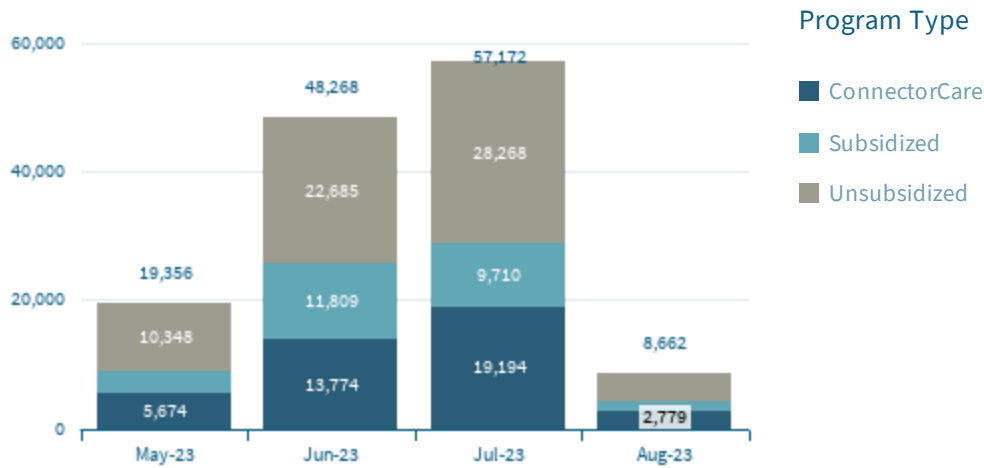
	Members
Health Connector Eligible But Not ...	1,204
MassHealth (coverage gap)	1,198
MassHealth (no coverage gap)	1,136
New Application	201
Total	3,739

	Members
ConnectorCare	2,688
Subsidized	632
Unsubsidized	419
Total	3,739

Eligible but not Enrolled Summary

HIX information current through Wednesday, August 2, 2023

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	5,911
Springfield	2	5,006
Lawrence	3	4,332
Brockton	4	3,817
Lowell	5	3,593
Lynn	6	3,220
Dorchester	7	3,187
New Bedford	8	3,126
Fall River	9	2,706
Quincy	10	2,115
Dorchester Center	11	1,871

	May-23	Jun-23	Jul-23	Aug-23
ConnectorCare	5,674	13,774	19,194	2,779
Subsidized	3,334	11,809	9,710	1,786
Unsubsidized	10,348	22,685	28,268	4,097
Total	19,356	48,268	57,172	8,662

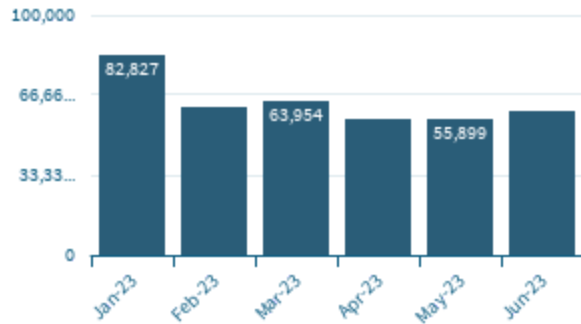
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	27,174
Subsidized	17,459
Unsubsidized	32,073
Total	76,706

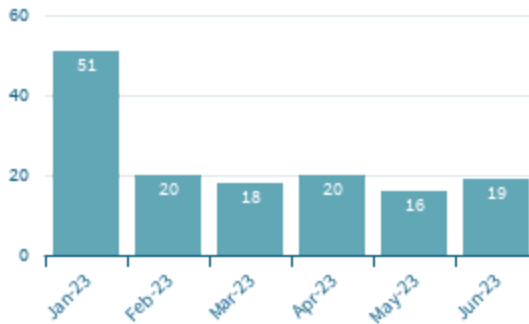
Contact Center Summary

Contact Center information current through August 2, 2023

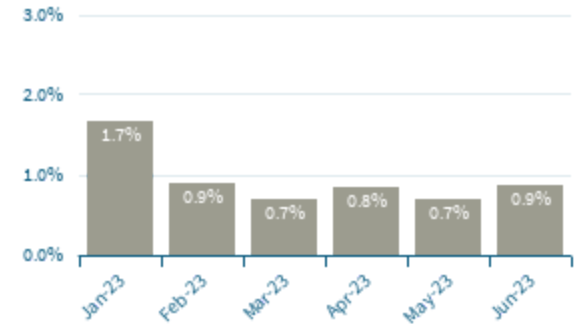
Monthly Call Volume



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