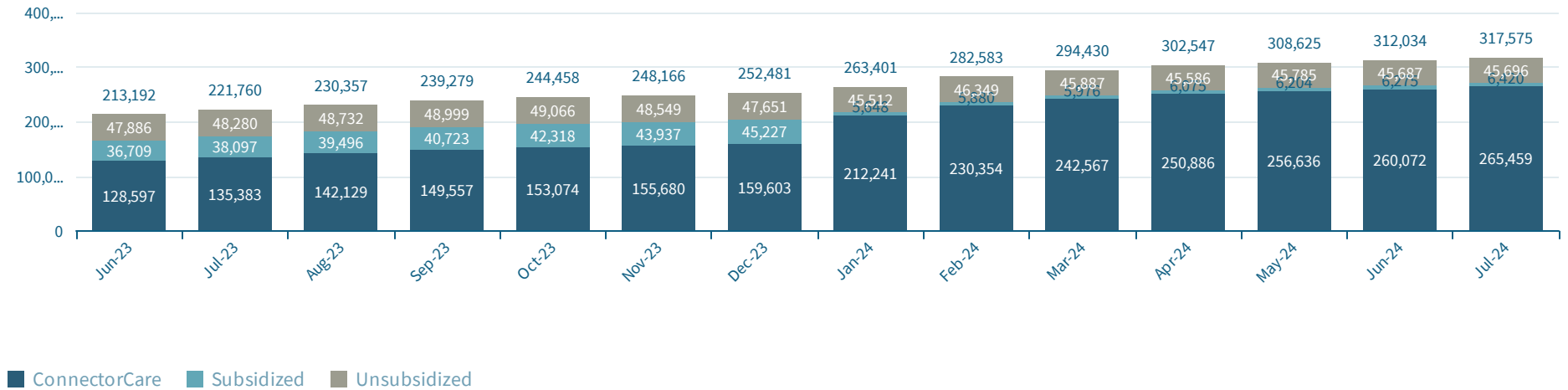


Enrollment Summary

Enrollment information current through Monday, August 12, 2024

Overall Non-group Health Enrollments, by Program Type

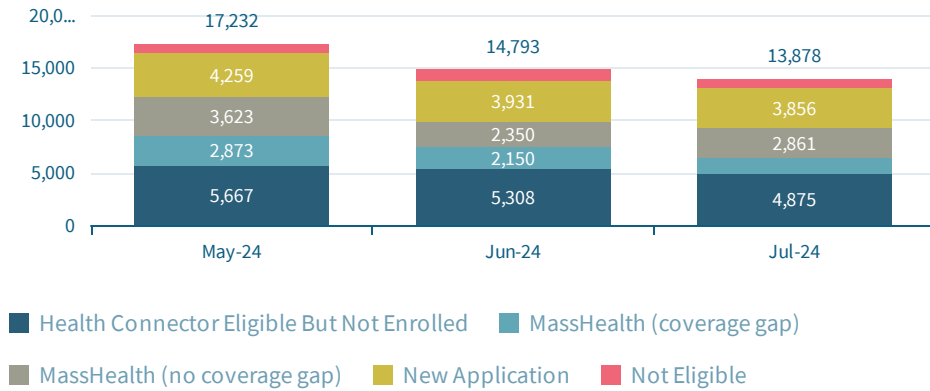


	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
ConnectorCare	128,597	135,383	142,129	149,557	153,074	155,680	159,603	212,241	230,354	242,567	250,886	256,636	260,072	265,459
Subsidized	36,709	38,097	39,496	40,723	42,318	43,937	45,227	5,648	5,880	5,976	6,075	6,204	6,275	6,420
Unsubsidized	47,886	48,280	48,732	48,999	49,066	48,549	47,651	45,512	46,349	45,887	45,586	45,785	45,687	45,696
Total	213,192	221,760	230,357	239,279	244,458	248,166	252,481	263,401	282,583	294,430	302,547	308,625	312,034	317,575

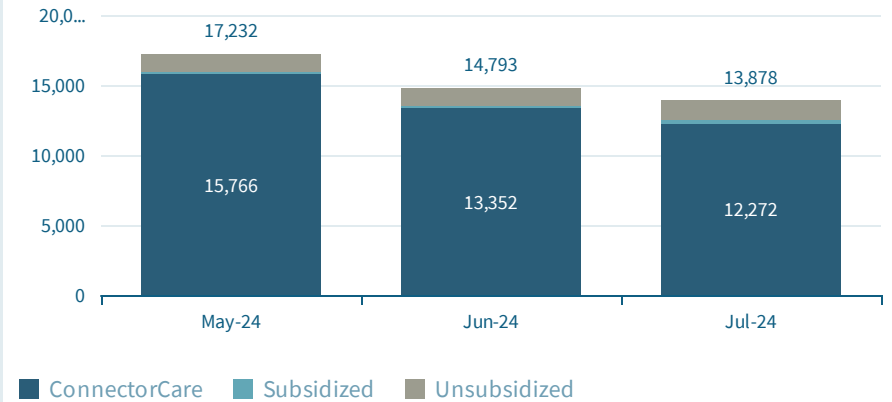
Newly Enrolled Summary

Enrollment information current through Monday, August 12, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



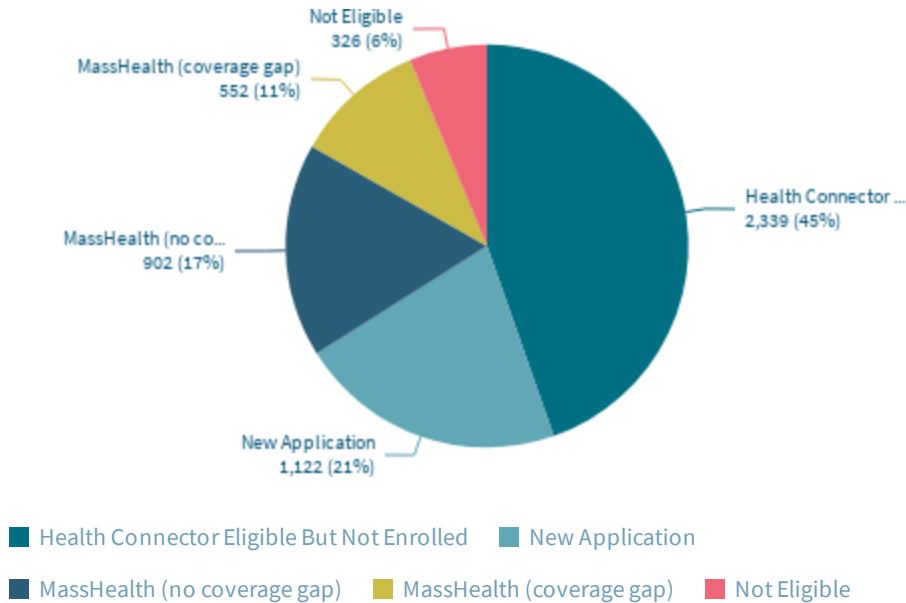
	May-24	Jun-24	Jul-24
Health Connector Eligible But Not Enrolled	5,667	5,308	4,875
MassHealth (coverage gap)	2,873	2,150	1,520
MassHealth (no coverage gap)	3,623	2,350	2,861
New Application	4,259	3,931	3,856
Not Eligible	810	1,054	766
Total	17,232	14,793	13,878

	May-24	Jun-24	Jul-24
ConnectorCare	15,766	13,352	12,272
Subsidized	208	190	217
Unsubsidized	1,258	1,251	1,389
Total	17,232	14,793	13,878

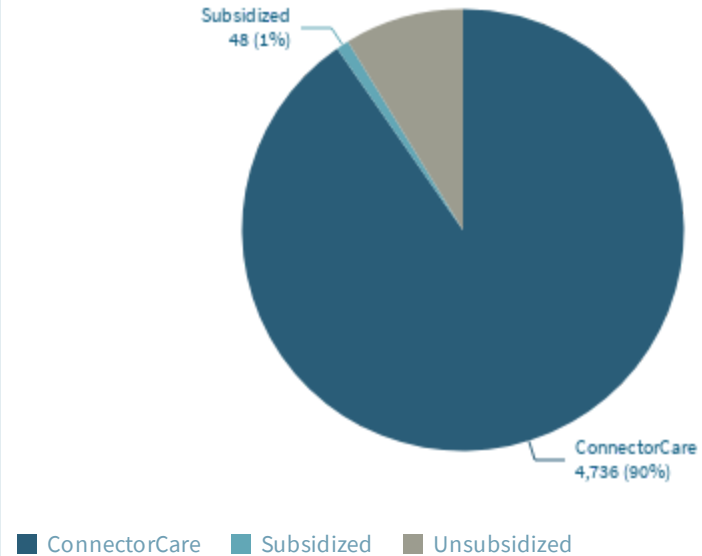
Plan Selection Summary

Enrollment information current through Monday, August 12, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



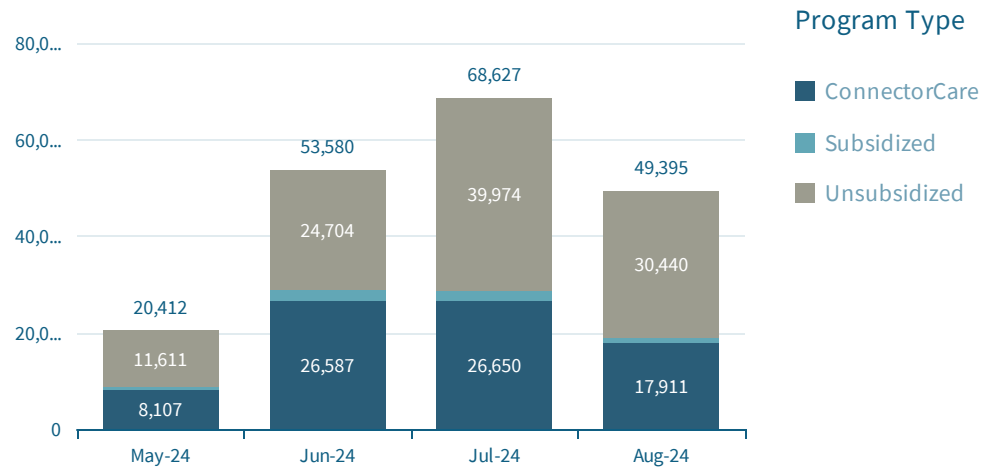
	Members
Health Connector Eligible But Not ...	2,339
MassHealth (coverage gap)	552
MassHealth (no coverage gap)	902
New Application	1,122
Not Eligible	326
Total	5,241

	Members
ConnectorCare	4,736
Subsidized	48
Unsubsidized	457
Total	5,241

Eligible but not Enrolled Summary

HIX information current through Monday, August 12, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	9,238
Springfield	2	9,120
Brockton	3	6,695
Lawrence	4	6,456
Lowell	5	5,765
Lynn	6	5,571
New Bedford	7	5,057
Dorchester	8	4,958
Fall River	9	4,439
Dorchester Center	10	3,189
Revere	11	2,654

	May-24	Jun-24	Jul-24	Aug-24	Total
ConnectorCare	8,107	26,587	26,650	17,911	79,255
Subsidized	694	2,289	2,003	1,044	6,030
Unsubsidized	11,611	24,704	39,974	30,440	106,729
Total	20,412	53,580	68,627	49,395	192,014

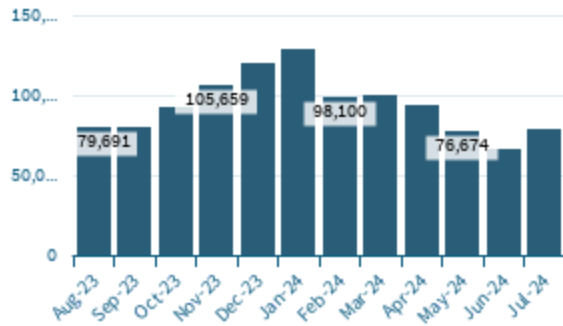
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	117,814
Subsidized	13,518
Unsubsidized	170,690
Total	302,022

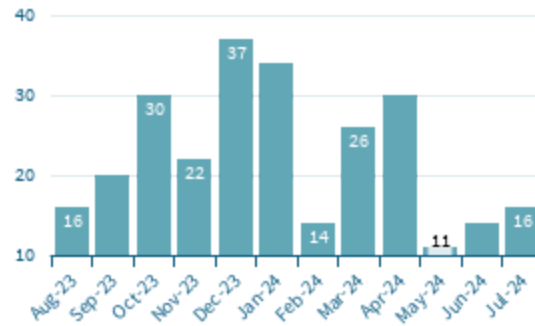
Contact Center Summary

Contact Center information current through Thursday, August 1, 2024

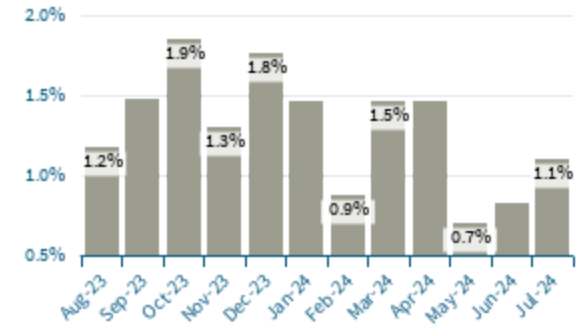
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
Call Volume (Calls)	79,691	78,929	92,119	105,659	119,437	128,507	98,100	99,231	92,719	76,674	65,252	78,176
Average Answer Speed (Seconds)	16	20	30	22	37	34	14	26	30	11	14	16
Abandonment Rate (%)	1.17	1.47	1.85	1.3	1.76	1.46	0.87	1.45	1.45	0.69	0.82	1.1