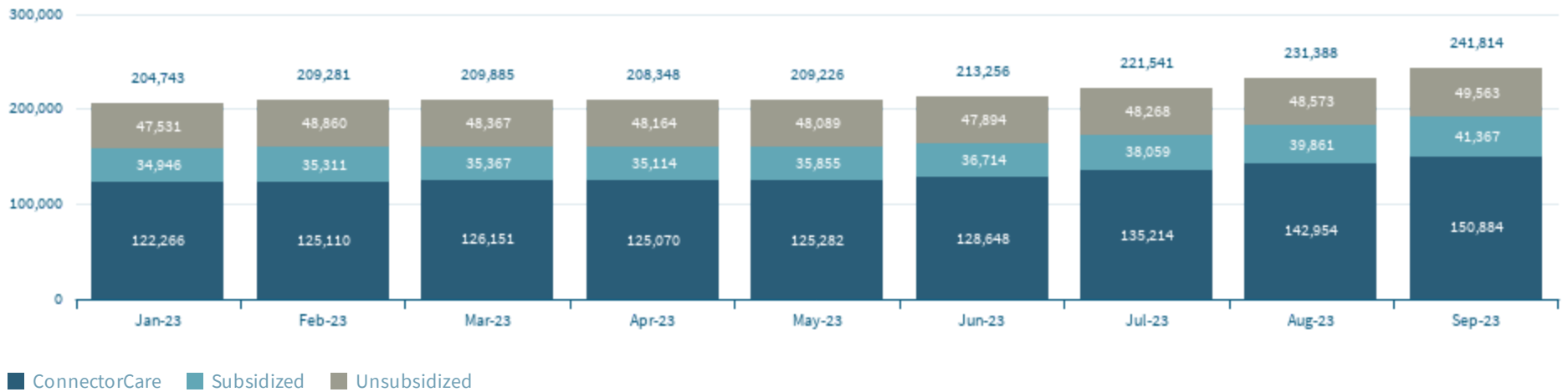


## Enrollment Summary

Enrollment information current through Saturday, September 2, 2023

### Overall Non-group Health Enrollments, by Program Type

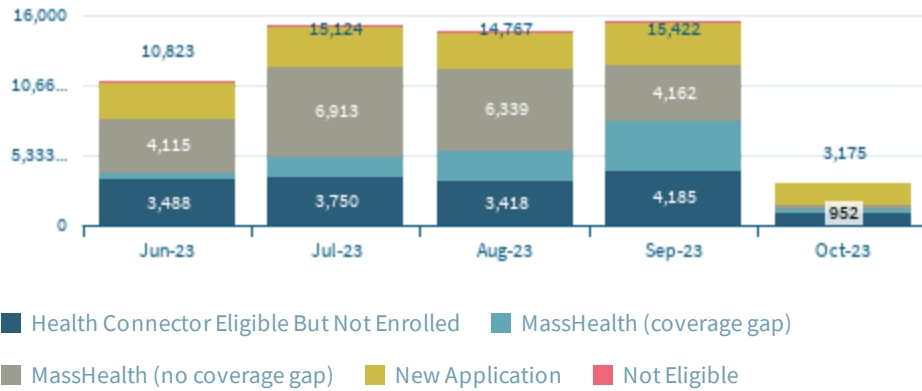


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
<b>ConnectorCare</b>	122,266	125,110	126,151	125,070	125,282	128,648	135,214	142,954	150,884
<b>Subsidized</b>	34,946	35,311	35,367	35,114	35,855	36,714	38,059	39,861	41,367
<b>Unsubsidized</b>	47,531	48,860	48,367	48,164	48,089	47,894	48,268	48,573	49,563
<b>Total</b>	204,743	209,281	209,885	208,348	209,226	213,256	221,541	231,388	241,814

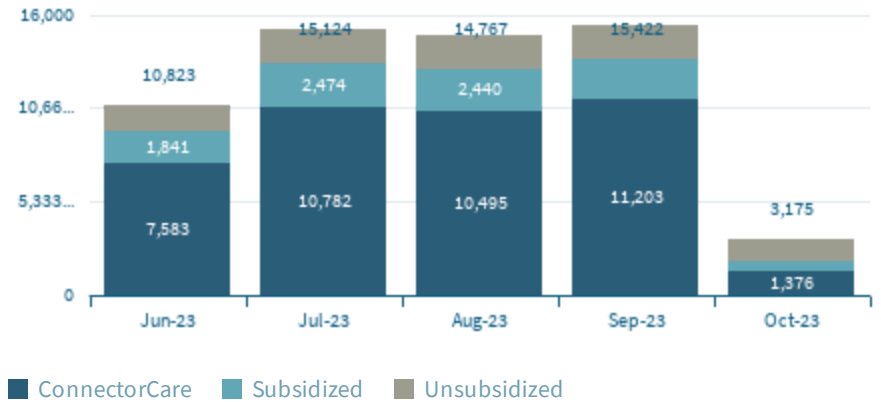
## Newly Enrolled Summary

Enrollment information current through Saturday, September 2, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



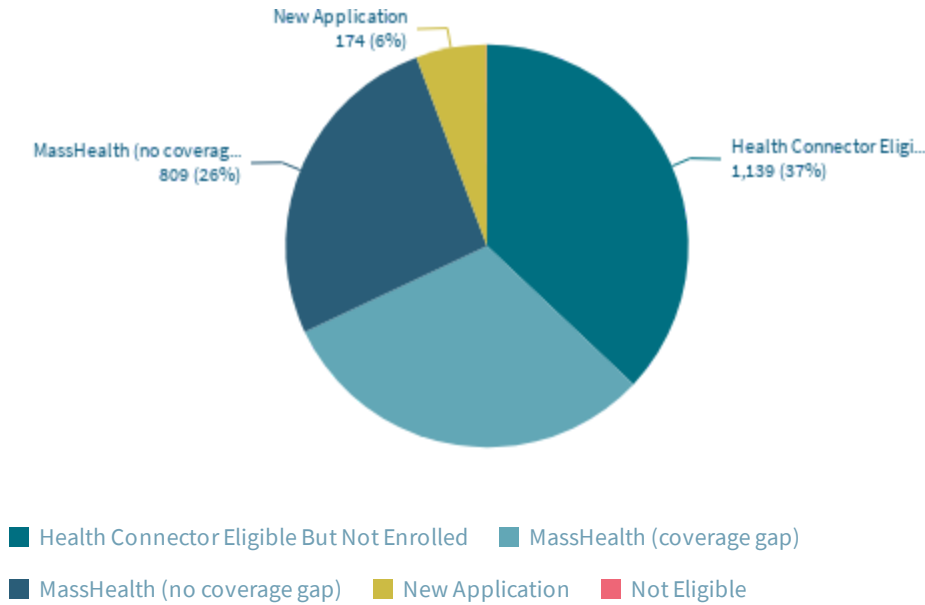
	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
<b>Health Connector Eligible But Not Enrolled</b>	3,488	3,750	3,418	4,185	952
<b>MassHealth (coverage gap)</b>	545	1,383	2,134	3,843	312
<b>MassHealth (no coverage gap)</b>	4,115	6,913	6,339	4,162	331
<b>New Application</b>	2,671	3,074	2,870	3,230	1,580
<b>Not Eligible</b>	4	4	6	2	
<b>Total</b>	10,823	15,124	14,767	15,422	3,175

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
<b>ConnectorCare</b>	7,583	10,782	10,495	11,203	1,376
<b>Subsidized</b>	1,841	2,474	2,440	2,312	617
<b>Unsubsidized</b>	1,399	1,868	1,832	1,907	1,182
<b>Total</b>	10,823	15,124	14,767	15,422	3,175

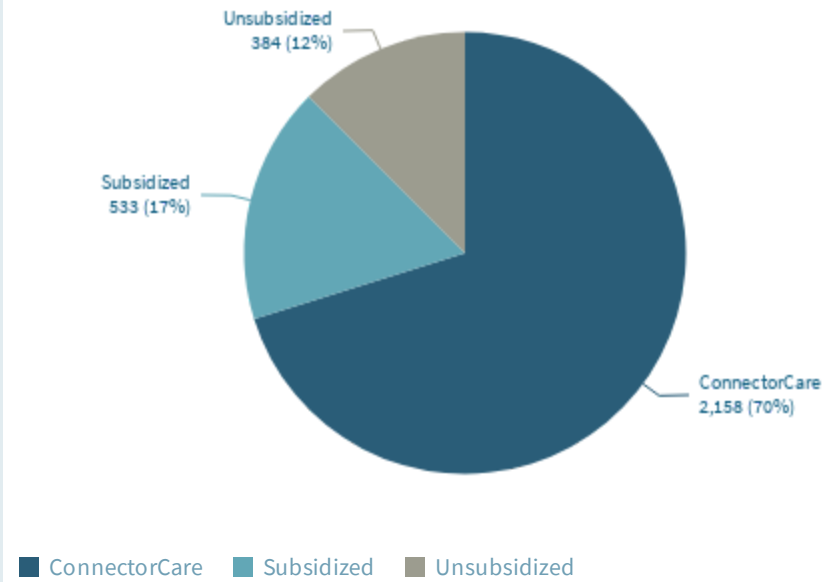
## Plan Selection Summary

Enrollment information current through Saturday, September 2, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



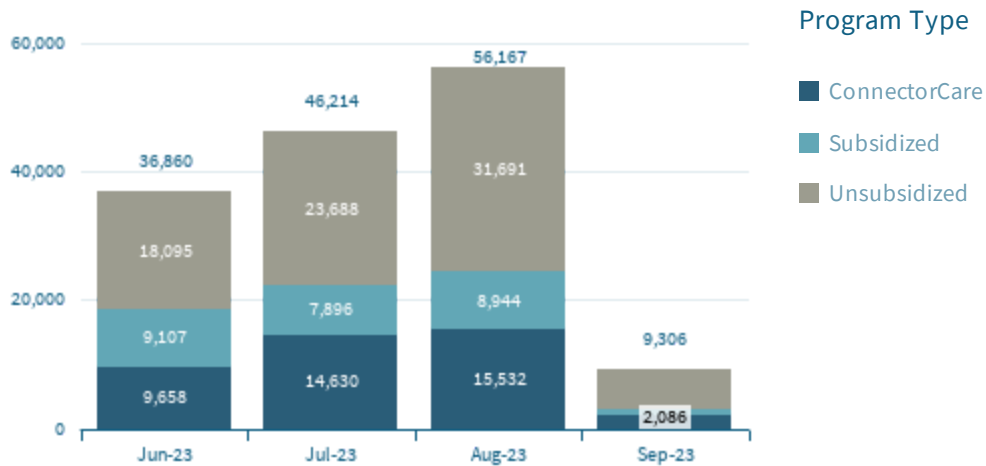
	Members
Health Connector Eligible But Not ...	1,139
MassHealth (coverage gap)	952
MassHealth (no coverage gap)	809
New Application	174
Not Eligible	1
<b>Total</b>	<b>3,075</b>

	Members
ConnectorCare	2,158
Subsidized	533
Unsubsidized	384
<b>Total</b>	<b>3,075</b>

## Eligible but not Enrolled Summary

HIX information current through Saturday, September 2, 2023

### Individuals with Eligibility Determination within last 90 Days



### Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	6,719
Springfield	2	5,863
Lawrence	3	4,722
Brockton	4	4,324
Lowell	5	4,131
Lynn	6	3,674
Dorchester	7	3,669
New Bedford	8	3,630
Fall River	9	3,060
Quincy	10	2,270
Dorchester Center	11	2,241

	Jun-23	Jul-23	Aug-23	Sep-23	Total
<b>ConnectorCare</b>	9,658	14,630	15,532	2,086	41,906
<b>Subsidized</b>	9,107	7,896	8,944	1,108	27,055
<b>Unsubsidized</b>	18,095	23,688	31,691	6,112	79,586
<b>Total</b>	36,860	46,214	56,167	9,306	148,547

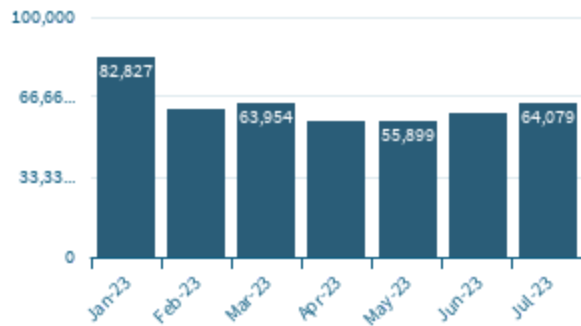
### Individuals eligible after losing MassHealth since April 1, 2023

	Total
<b>ConnectorCare</b>	27,850
<b>Subsidized</b>	17,517
<b>Unsubsidized</b>	43,084
<b>Total</b>	88,451

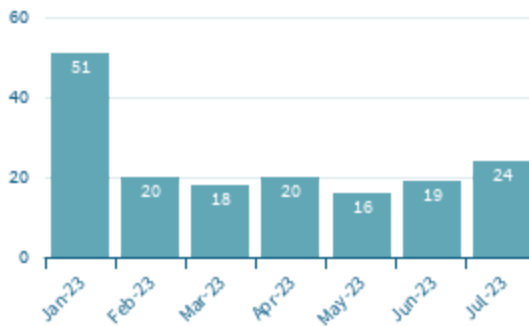
## Contact Center Summary

Contact Center information current through Friday, September 1, 2023

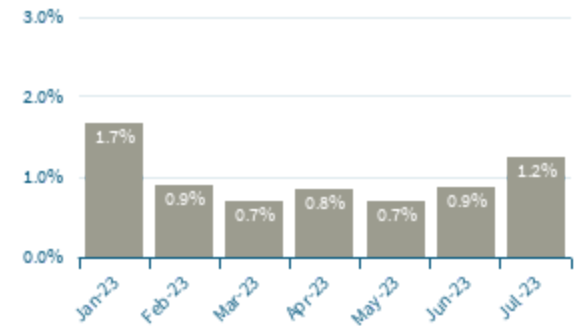
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
<b>Call Volume (Calls)</b>	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691
<b>Average Answer Speed (Seconds)</b>	51	20	18	20	16	19	24	16
<b>Abandonment Rate (%)</b>	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17