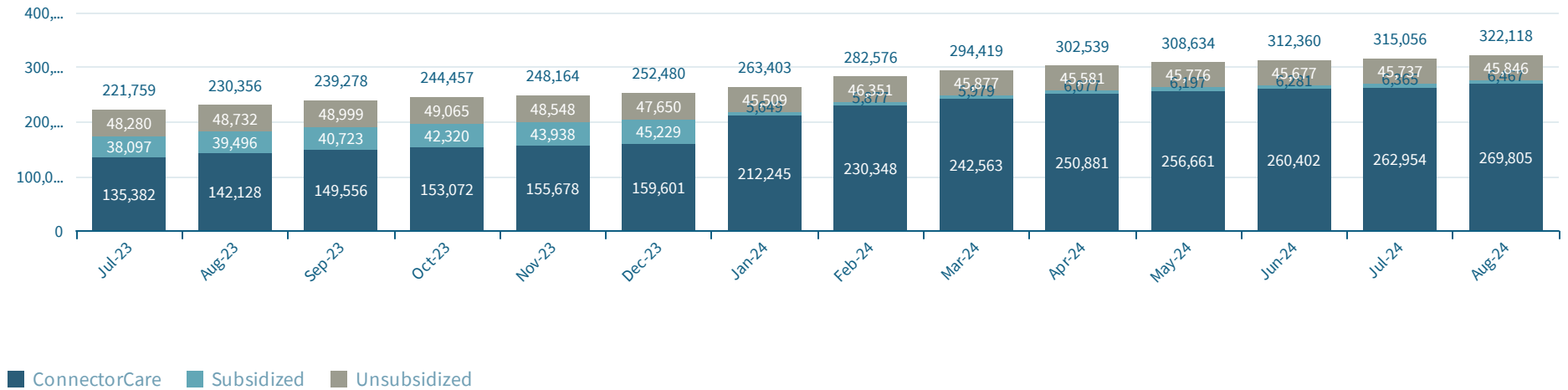


## Enrollment Summary

Enrollment information current through Monday, September 16, 2024

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

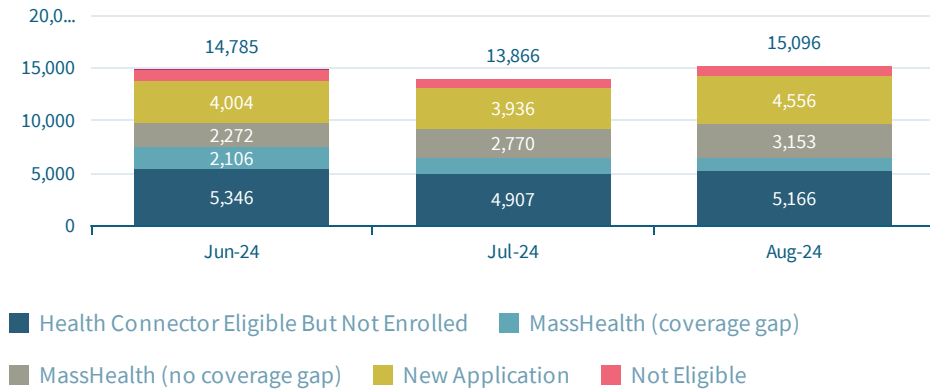


	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
<b>ConnectorCare</b>	135,382	142,128	149,556	153,072	155,678	159,601	212,245	230,348	242,563	250,881	256,661	260,402	262,954	269,805
<b>Subsidized</b>	38,097	39,496	40,723	42,320	43,938	45,229	5,649	5,877	5,979	6,077	6,197	6,281	6,365	6,467
<b>Unsubsidized</b>	48,280	48,732	48,999	49,065	48,548	47,650	45,509	46,351	45,877	45,581	45,776	45,677	45,737	45,846
<b>Total</b>	221,759	230,356	239,278	244,457	248,164	252,480	263,403	282,576	294,419	302,539	308,634	312,360	315,056	322,118

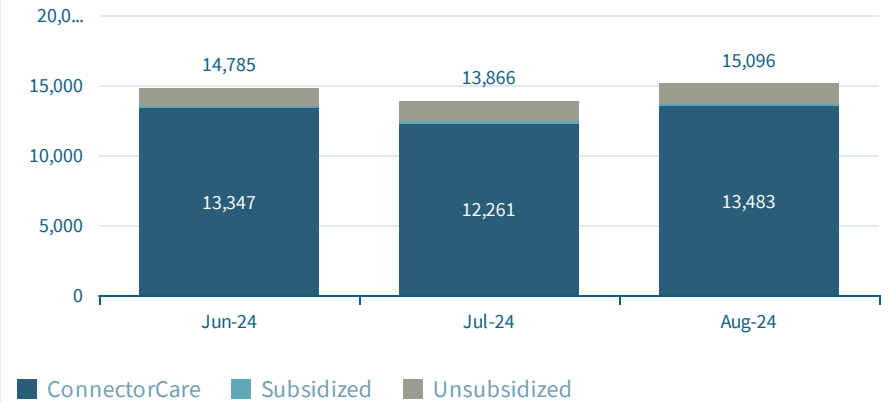
## Newly Enrolled Summary

Enrollment information current through Monday, September 16, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



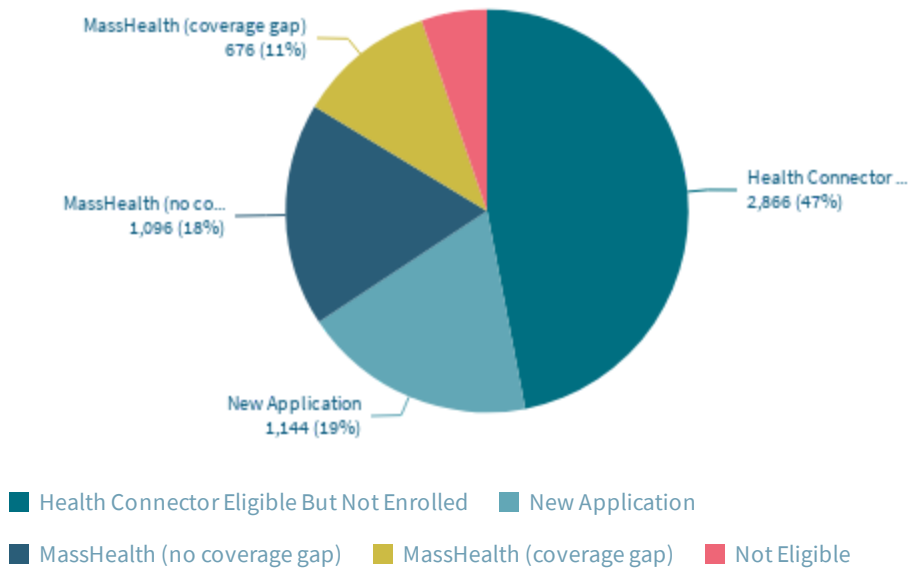
	Jun-24	Jul-24	Aug-24
<b>Health Connector Eligible But Not Enrolled</b>	5,346	4,907	5,166
<b>MassHealth (coverage gap)</b>	2,106	1,485	1,282
<b>MassHealth (no coverage gap)</b>	2,272	2,770	3,153
<b>New Application</b>	4,004	3,936	4,556
<b>Not Eligible</b>	1,057	768	939
<b>Total</b>	14,785	13,866	15,096

	Jun-24	Jul-24	Aug-24
<b>ConnectorCare</b>	13,347	12,261	13,483
<b>Subsidized</b>	193	219	177
<b>Unsubsidized</b>	1,245	1,386	1,436
<b>Total</b>	14,785	13,866	15,096

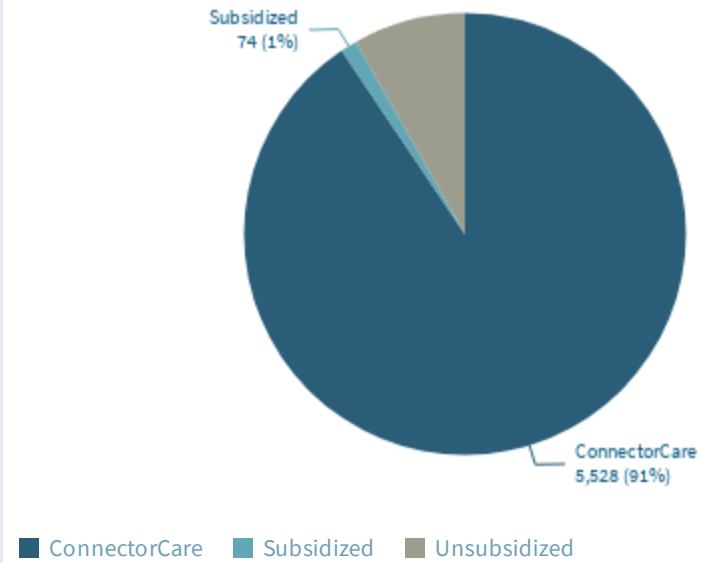
## Plan Selection Summary

Enrollment information current through Monday, September 16, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



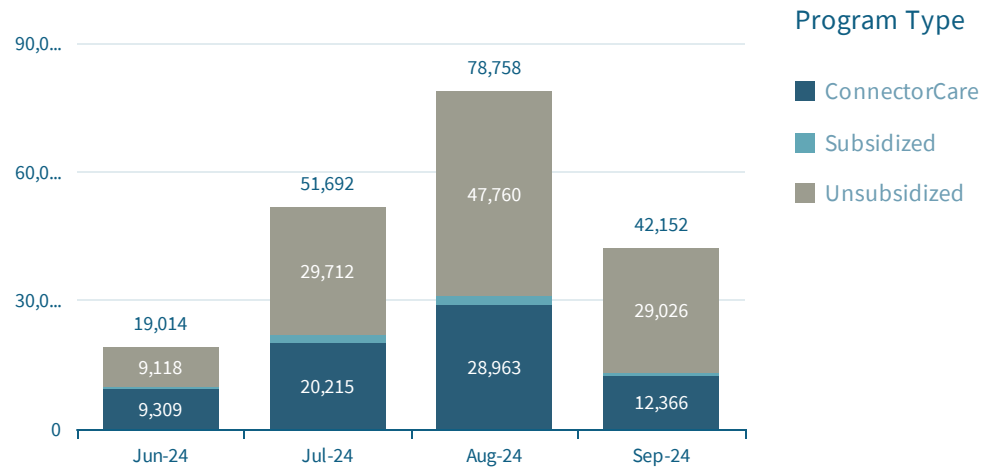
	Members
Health Connector Eligible But Not ...	2,866
MassHealth (coverage gap)	676
MassHealth (no coverage gap)	1,096
New Application	1,144
Not Eligible	321
<b>Total</b>	<b>6,103</b>

	Members
ConnectorCare	5,528
Subsidized	74
Unsubsidized	501
<b>Total</b>	<b>6,103</b>

## Eligible but not Enrolled Summary

HIX information current through Monday, September 16, 2024

### Individuals with Eligibility Determination within last 90 Days



### Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Springfield	1	9,352
Worcester	2	9,078
Brockton	3	6,726
Lawrence	4	6,509
Lowell	5	5,700
Lynn	6	5,413
New Bedford	7	4,987
Dorchester	8	4,963
Fall River	9	4,314
Dorchester Center	10	3,060
Quincy	11	2,603

	Jun-24	Jul-24	Aug-24	Sep-24	Total
<b>ConnectorCare</b>	9,309	20,215	28,963	12,366	70,853
<b>Subsidized</b>	587	1,765	2,035	760	5,147
<b>Unsubsidized</b>	9,118	29,712	47,760	29,026	115,616
<b>Total</b>	19,014	51,692	78,758	42,152	191,616

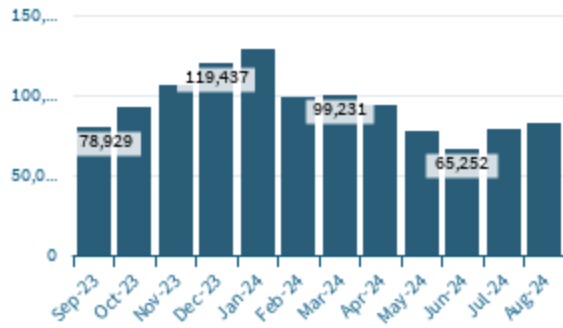
### Individuals eligible after losing MassHealth since April 1, 2023

	Total
<b>ConnectorCare</b>	120,328
<b>Subsidized</b>	13,694
<b>Unsubsidized</b>	179,065
<b>Total</b>	313,087

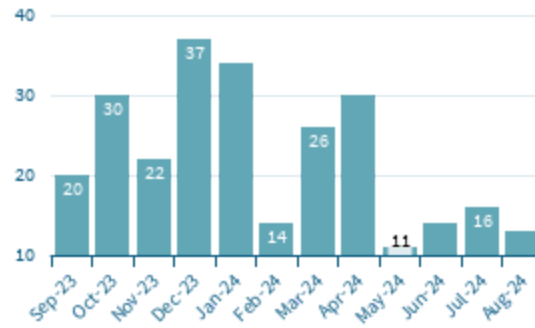
## Contact Center Summary

Contact Center information current through Sunday, September 1, 2024

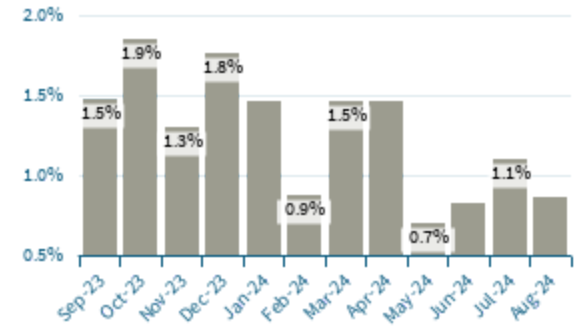
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
<b>Call Volume (Calls)</b>	78,929	92,119	105,659	119,437	128,507	98,100	99,231	92,719	76,674	65,252	78,176	82,081
<b>Average Answer Speed (Seconds)</b>	20	30	22	37	34	14	26	30	11	14	16	13
<b>Abandonment Rate (%)</b>	1.47	1.85	1.3	1.76	1.46	0.87	1.45	1.45	0.69	0.82	1.1	0.86