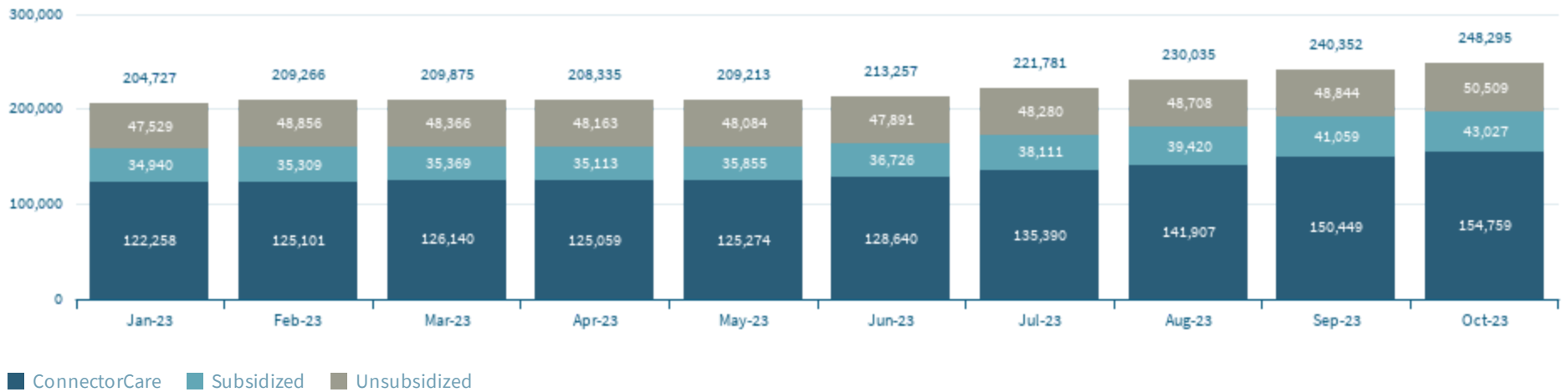


Enrollment Summary

Enrollment information current through Tuesday, October 3, 2023

Overall Non-group Health Enrollments, by Program Type

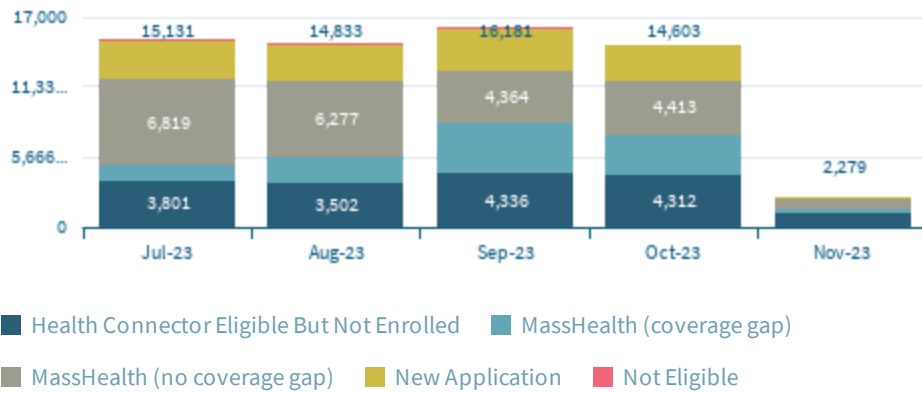


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
ConnectorCare	122,258	125,101	126,140	125,059	125,274	128,640	135,390	141,907	150,449	154,759
Subsidized	34,940	35,309	35,369	35,113	35,855	36,726	38,111	39,420	41,059	43,027
Unsubsidized	47,529	48,856	48,366	48,163	48,084	47,891	48,280	48,708	48,844	50,509
Total	204,727	209,266	209,875	208,335	209,213	213,257	221,781	230,035	240,352	248,295

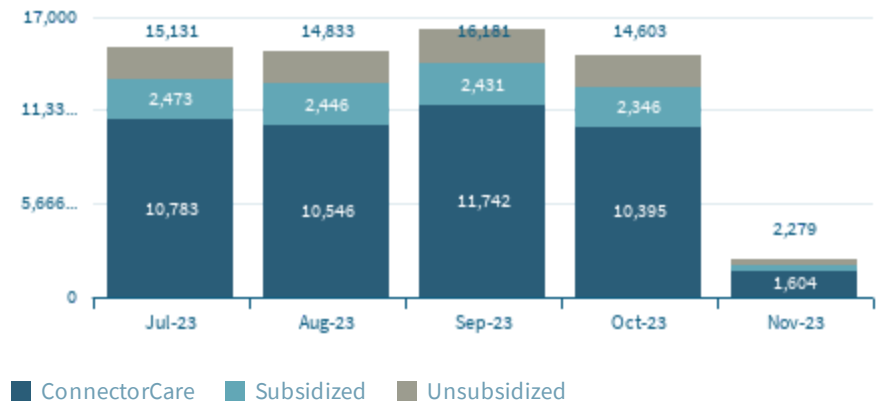
Newly Enrolled Summary

Enrollment information current through Tuesday, October 3, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



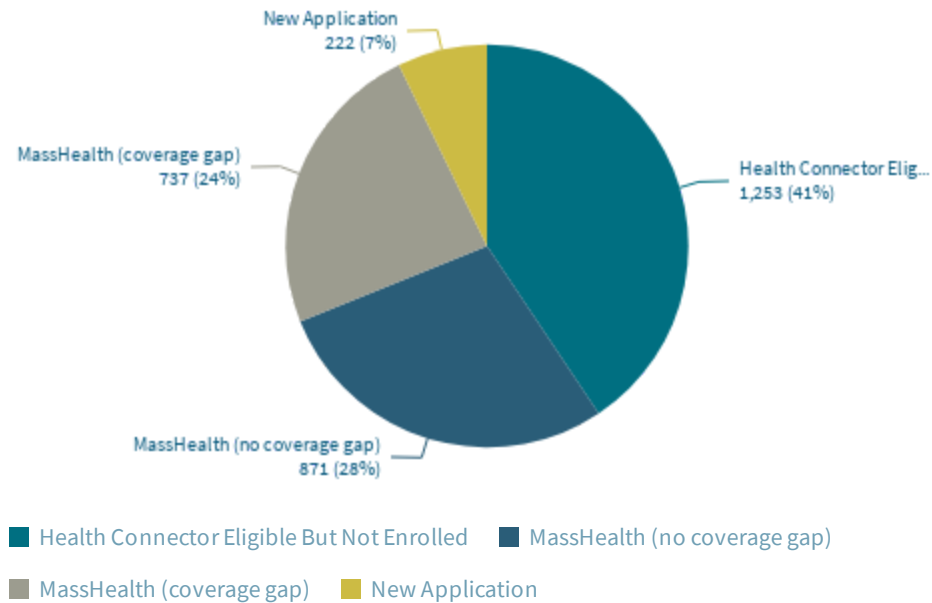
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Health Connector Eligible But Not Enrolled	3,801	3,502	4,336	4,312	1,127
MassHealth (coverage gap)	1,357	2,096	3,961	3,119	270
MassHealth (no coverage gap)	6,819	6,277	4,364	4,413	754
New Application	3,150	2,952	3,515	2,759	128
Not Eligible	4	6	5		
Total	15,131	14,833	16,181	14,603	2,279

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
ConnectorCare	10,783	10,546	11,742	10,395	1,604
Subsidized	2,473	2,446	2,431	2,346	402
Unsubsidized	1,875	1,841	2,008	1,862	273
Total	15,131	14,833	16,181	14,603	2,279

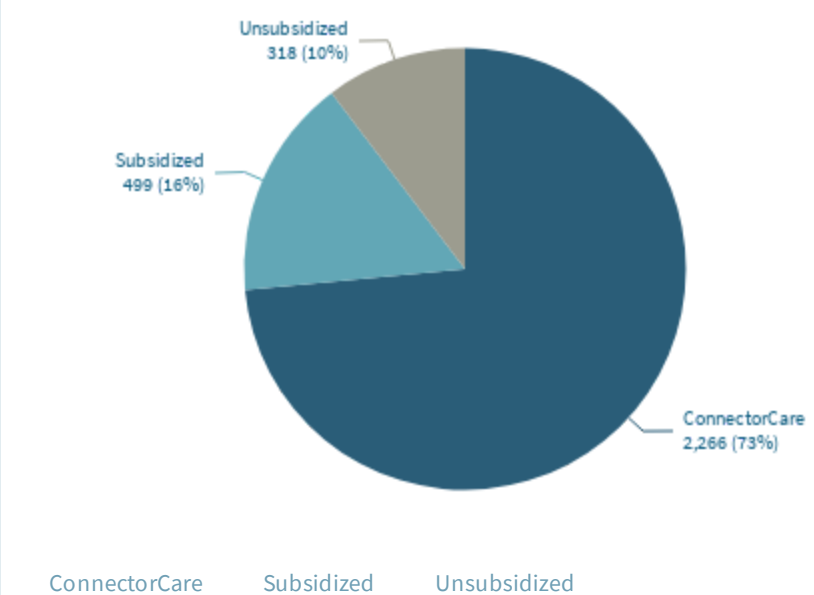
Plan Selection Summary

Enrollment information current through Tuesday, October 3, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



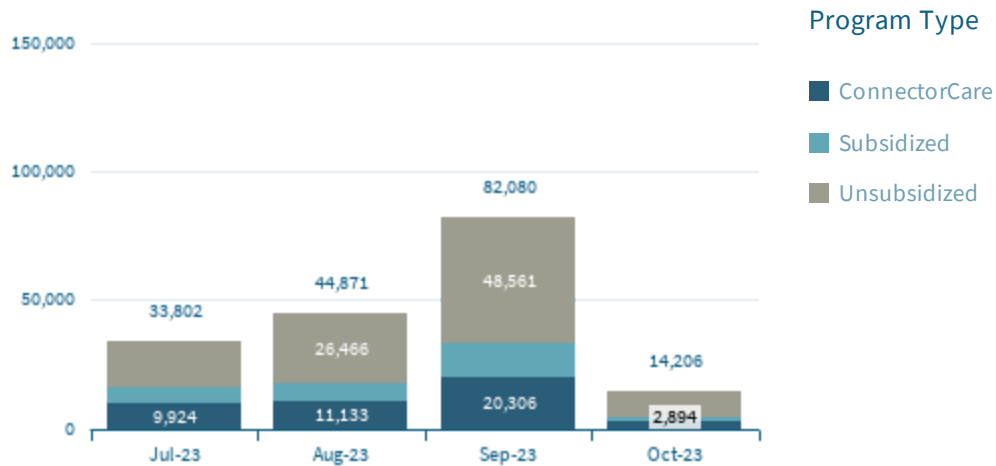
	Members
Health Connector Eligible But Not ...	1,253
MassHealth (coverage gap)	737
MassHealth (no coverage gap)	871
New Application	222
Total	3,083

	Members
ConnectorCare	2,266
Subsidized	499
Unsubsidized	318
Total	3,083

Eligible but not Enrolled Summary

HIX information current through Tuesday, October 3, 2023

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	7,827
Springfield	2	7,219
Lawrence	3	5,578
Brockton	4	5,530
Lowell	5	4,940
Lynn	6	4,523
New Bedford	7	4,362
Dorchester	8	4,323
Fall River	9	3,663
Dorchester Center	10	2,642
Quincy	11	2,543

	Jul-23	Aug-23	Sep-23	Oct-23	Total
ConnectorCare	9,924	11,133	20,306	2,894	44,257
Subsidized	6,056	7,272	13,213	1,428	27,969
Unsubsidized	17,822	26,466	48,561	9,884	102,733
Total	33,802	44,871	82,080	14,206	174,959

Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	38,121
Subsidized	27,121
Unsubsidized	81,178
Total	146,420

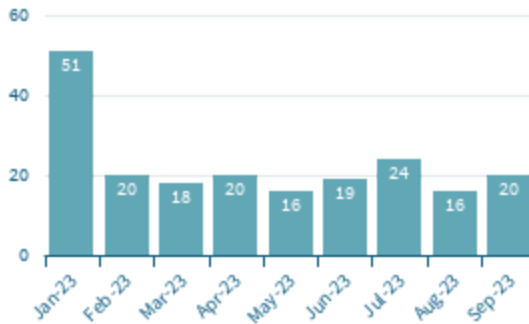
Contact Center Summary

Contact Center information current through Sunday, October 1, 2023

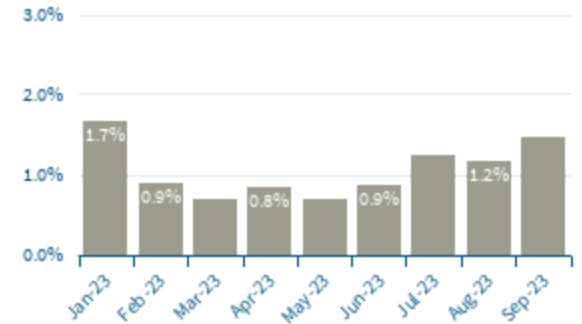
Monthly Call Volume



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	Sep-23
Call Volume (Calls)	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929
Average Answer Speed (Seconds)	51	20	18	20	16	19	24	16	20
Abandonment Rate (%)	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47