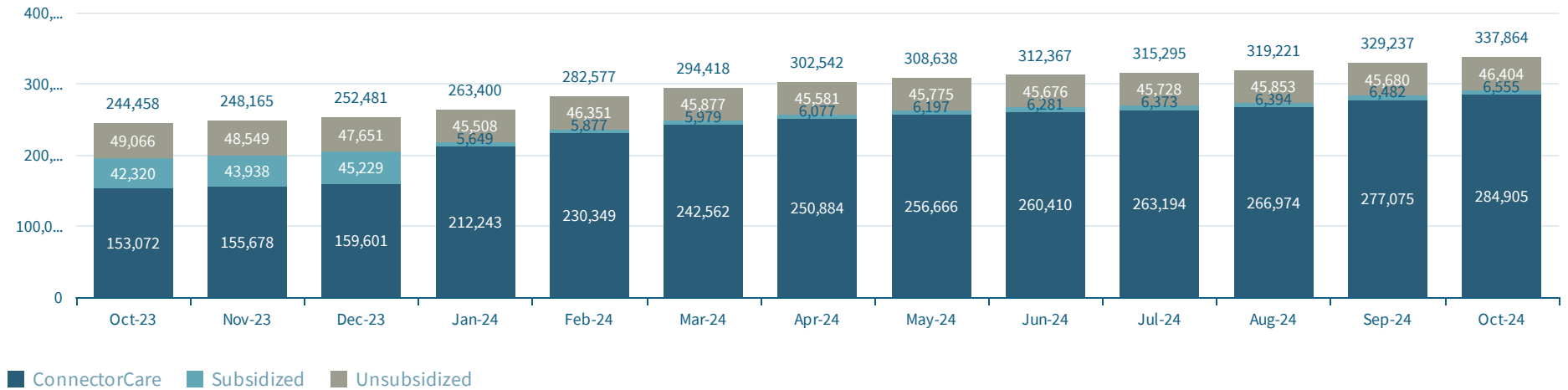


Enrollment Summary

Enrollment information current through Sunday, October 6, 2024

Overall Non-group Health Enrollments, by Program Type

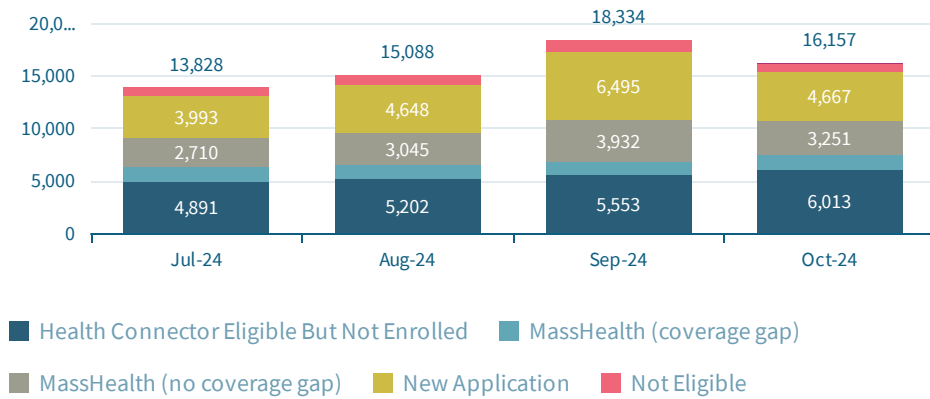


	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
ConnectorCare	153,072	155,678	159,601	212,243	230,349	242,562	250,884	256,666	260,410	263,194	266,974	277,075	284,905
Subsidized	42,320	43,938	45,229	5,649	5,877	5,979	6,077	6,197	6,281	6,373	6,394	6,482	6,555
Unsubsidized	49,066	48,549	47,651	45,508	46,351	45,877	45,581	45,775	45,676	45,728	45,853	45,680	46,404
Total	244,458	248,165	252,481	263,400	282,577	294,418	302,542	308,638	312,367	315,295	319,221	329,237	337,864

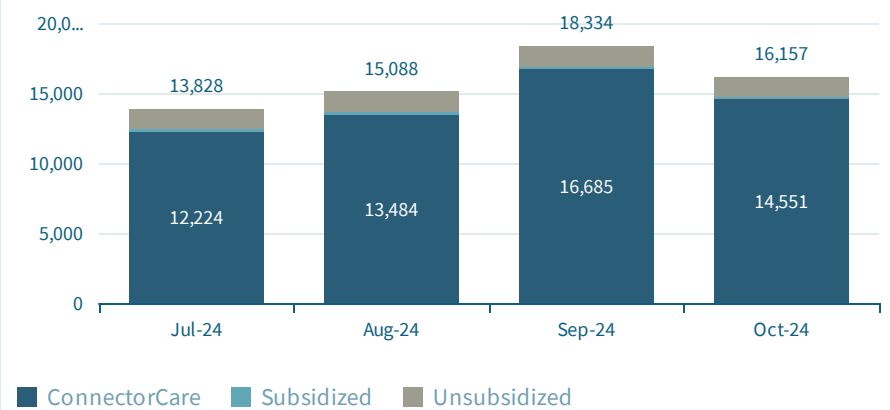
Newly Enrolled Summary

Enrollment information current through Sunday, October 6, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



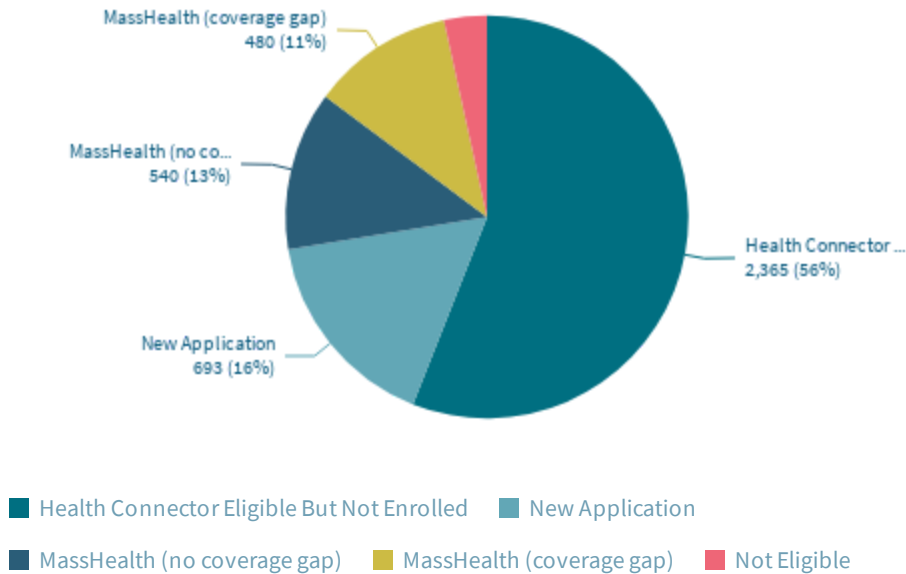
	Jul-24	Aug-24	Sep-24	Oct-24
Health Connector Eligible But Not Enrolled	4,891	5,202	5,553	6,013
MassHealth (coverage gap)	1,467	1,253	1,274	1,432
MassHealth (no coverage gap)	2,710	3,045	3,932	3,251
New Application	3,993	4,648	6,495	4,667
Not Eligible	767	940	1,080	794
Total	13,828	15,088	18,334	16,157

	Jul-24	Aug-24	Sep-24	Oct-24
ConnectorCare	12,224	13,484	16,685	14,551
Subsidized	219	174	209	203
Unsubsidized	1,385	1,430	1,440	1,403
Total	13,828	15,088	18,334	16,157

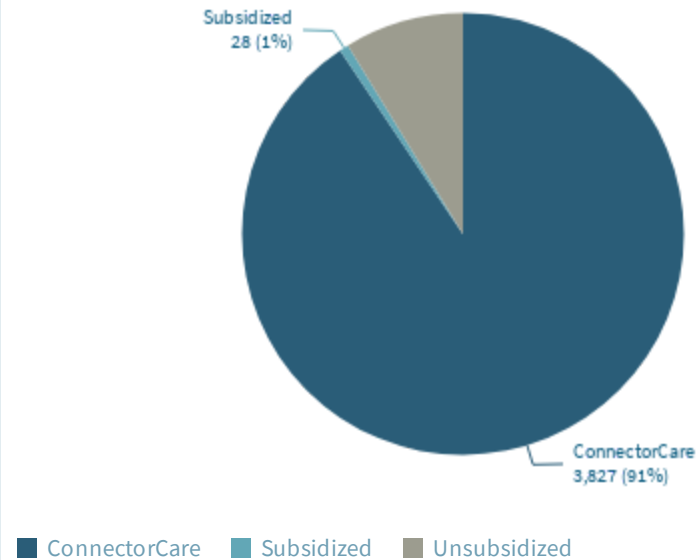
Plan Selection Summary

Enrollment information current through Sunday, October 6, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



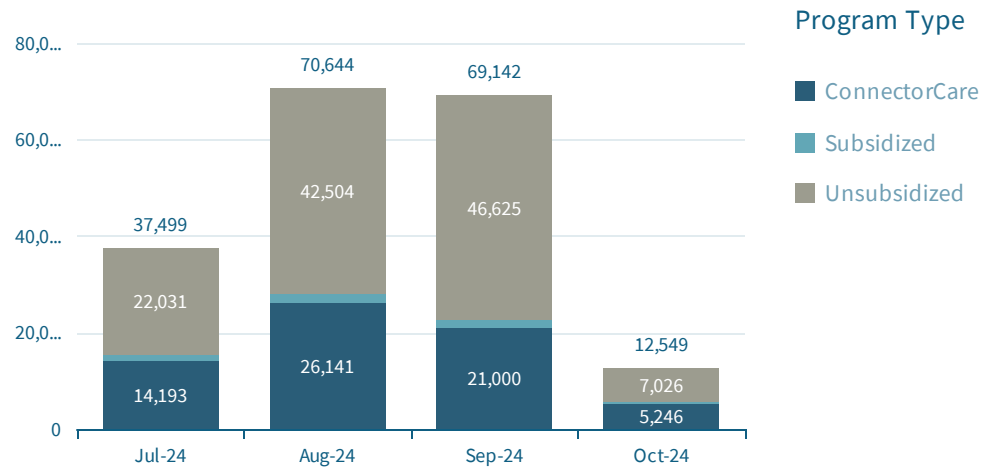
	Members
Health Connector Eligible But Not ...	2,365
MassHealth (coverage gap)	480
MassHealth (no coverage gap)	540
New Application	693
Not Eligible	145
Total	4,223

	Members
ConnectorCare	3,827
Subsidized	28
Unsubsidized	368
Total	4,223

Eligible but not Enrolled Summary

HIX information current through Sunday, October 6, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Springfield	1	9,314
Worcester	2	8,980
Brockton	3	6,672
Lawrence	4	6,479
Lowell	5	5,526
Lynn	6	5,189
Dorchester	7	5,099
New Bedford	8	5,008
Fall River	9	4,115
Dorchester Center	10	3,137
Haverhill	11	2,553

	Jul-24	Aug-24	Sep-24	Oct-24	Total
ConnectorCare	14,193	26,141	21,000	5,246	66,580
Subsidized	1,275	1,999	1,517	277	5,068
Unsubsidized	22,031	42,504	46,625	7,026	118,186
Total	37,499	70,644	69,142	12,549	189,834

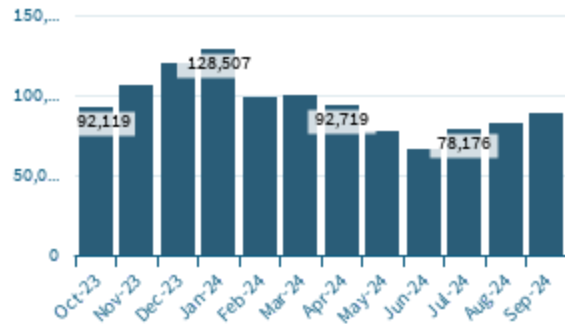
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	123,565
Subsidized	13,899
Unsubsidized	184,396
Total	321,860

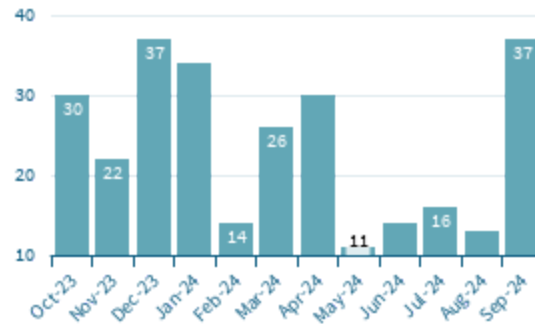
Contact Center Summary

Contact Center information current through Tuesday, October 1, 2024

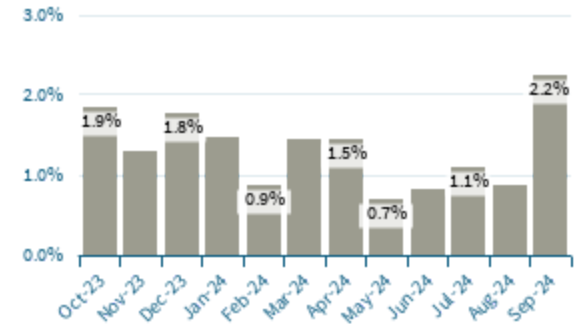
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Call Volume (Calls)	92,119	105,659	119,437	128,507	98,100	99,231	92,719	76,674	65,252	78,176	82,081	87,872
Average Answer Speed (Seconds)	30	22	37	34	14	26	30	11	14	16	13	37
Abandonment Rate (%)	1.85	1.3	1.76	1.46	0.87	1.45	1.45	0.69	0.82	1.1	0.86	2.23