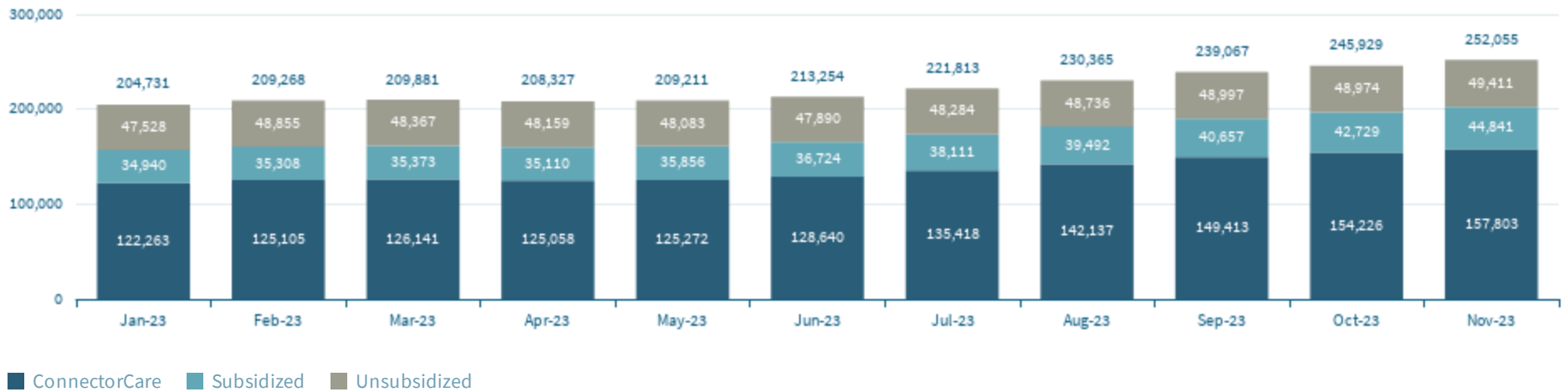


Enrollment Summary

Enrollment information current through Thursday, November 2, 2023

Overall Non-group Health Enrollments, by Program Type

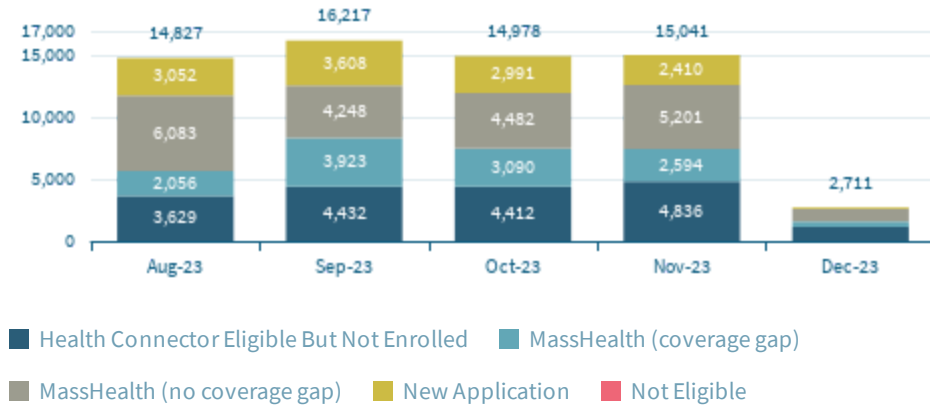


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
ConnectorCare	122,263	125,105	126,141	125,058	125,272	128,640	135,418	142,137	149,413	154,226	157,803
Subsidized	34,940	35,308	35,373	35,110	35,856	36,724	38,111	39,492	40,657	42,729	44,841
Unsubsidized	47,528	48,855	48,367	48,159	48,083	47,890	48,284	48,736	48,997	48,974	49,411
Total	204,731	209,268	209,881	208,327	209,211	213,254	221,813	230,365	239,067	245,929	252,055

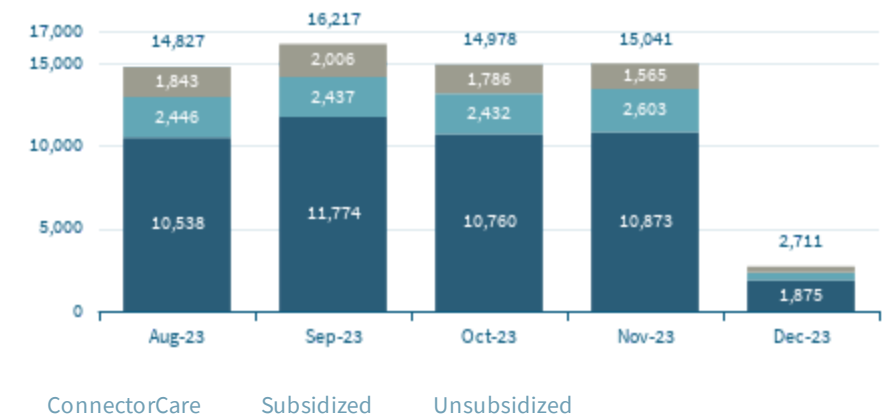
Newly Enrolled Summary

Enrollment information current through Thursday, November 2, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



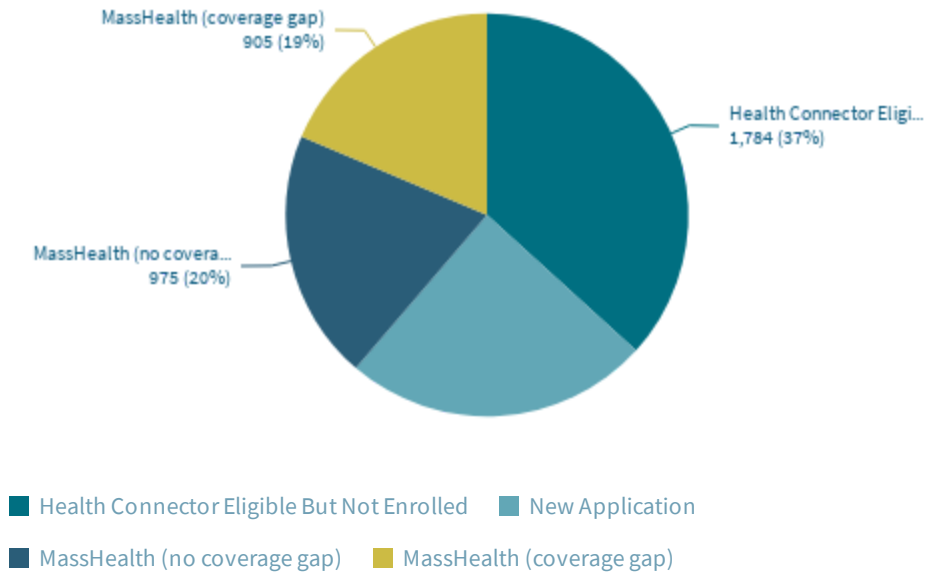
	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Health Connector Eligible But Not ...	3,629	4,432	4,412	4,836	1,149
MassHealth (coverage gap)	2,056	3,923	3,090	2,594	442
MassHealth (no coverage gap)	6,083	4,248	4,482	5,201	996
New Application	3,052	3,608	2,991	2,410	124
Not Eligible	7	6	3		
Total	14,827	16,217	14,978	15,041	2,711

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
ConnectorCare	10,538	11,774	10,760	10,873	1,875
Subsidized	2,446	2,437	2,432	2,603	477
Unsubsidized	1,843	2,006	1,786	1,565	359
Total	14,827	16,217	14,978	15,041	2,711

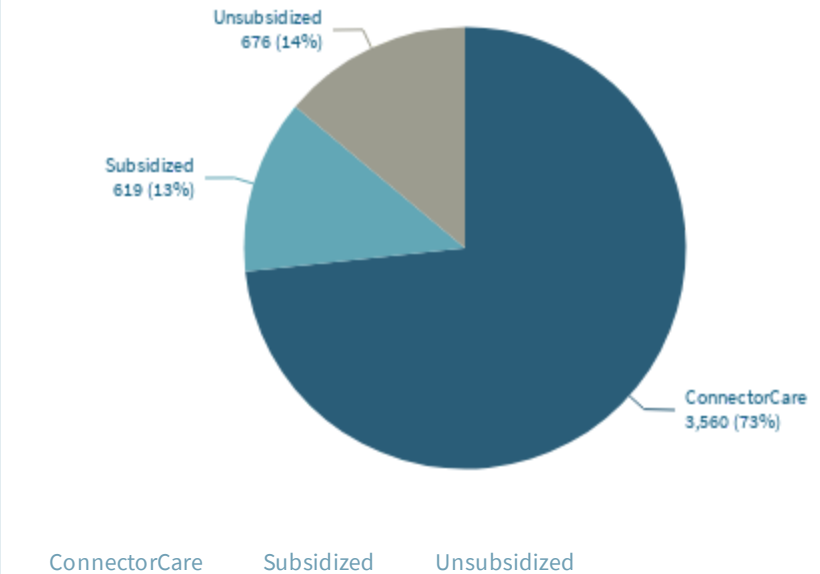
Plan Selection Summary

Enrollment information current through Thursday, November 2, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



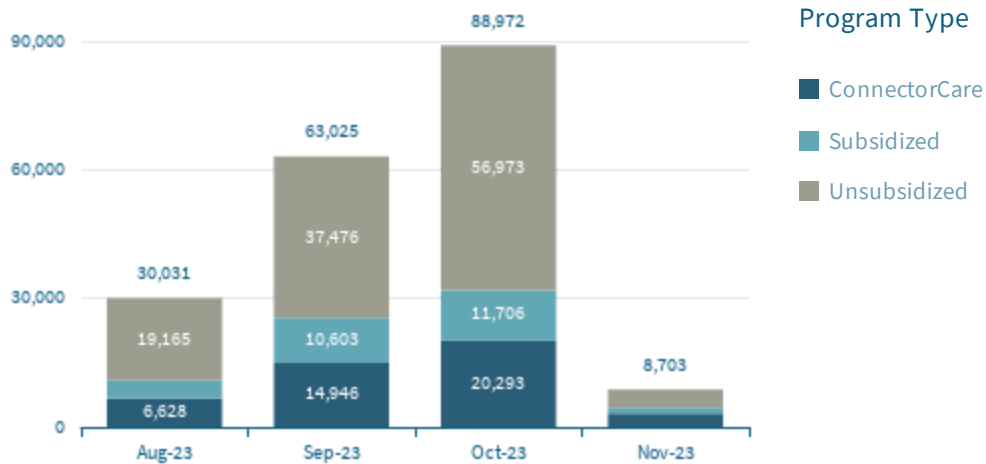
	Members
Health Connector Eligible But Not ...	1,784
MassHealth (coverage gap)	905
MassHealth (no coverage gap)	975
New Application	1,191
Total	4,855

	Members
ConnectorCare	3,560
Subsidized	619
Unsubsidized	676
Total	4,855

Eligible but not Enrolled Summary

HIX information current through Thursday, November 2, 2023

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	8,641
Springfield	2	7,911
Lawrence	3	6,046
Brockton	4	5,995
Lowell	5	5,565
Lynn	6	5,218
New Bedford	7	4,891
Dorchester	8	4,702
Fall River	9	3,884
Dorchester Center	10	2,885
Quincy	11	2,835

	Aug-23	Sep-23	Oct-23	Nov-23	Total
ConnectorCare	6,628	14,946	20,293	3,160	45,027
Subsidized	4,238	10,603	11,706	1,381	27,928
Unsubsidized	19,165	37,476	56,973	4,162	117,776
Total	30,031	63,025	88,972	8,703	190,731

Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	44,025
Subsidized	31,351
Unsubsidized	99,697
Total	175,073

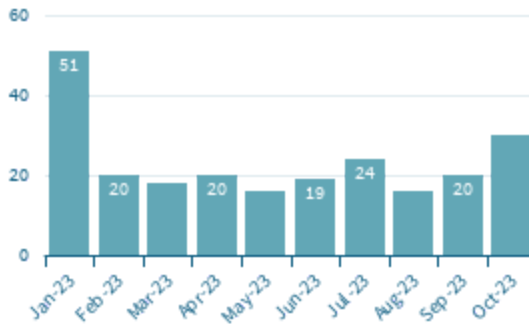
Contact Center Summary

Contact Center information current through Sunday, October 1, 2023

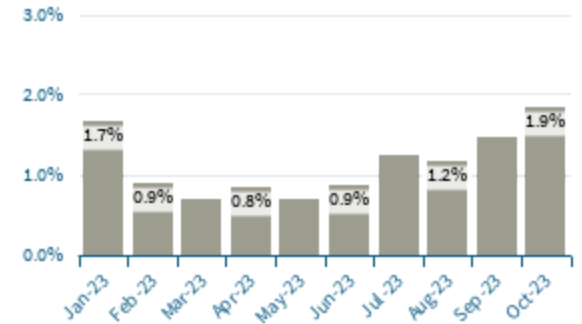
Monthly Call Volume



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	Oct-23
Call Volume (Calls)	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929	92,119
Average Answer Speed (Seconds)	51	20	18	20	16	19	24	16	20	30
Abandonment Rate (%)	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47	1.85