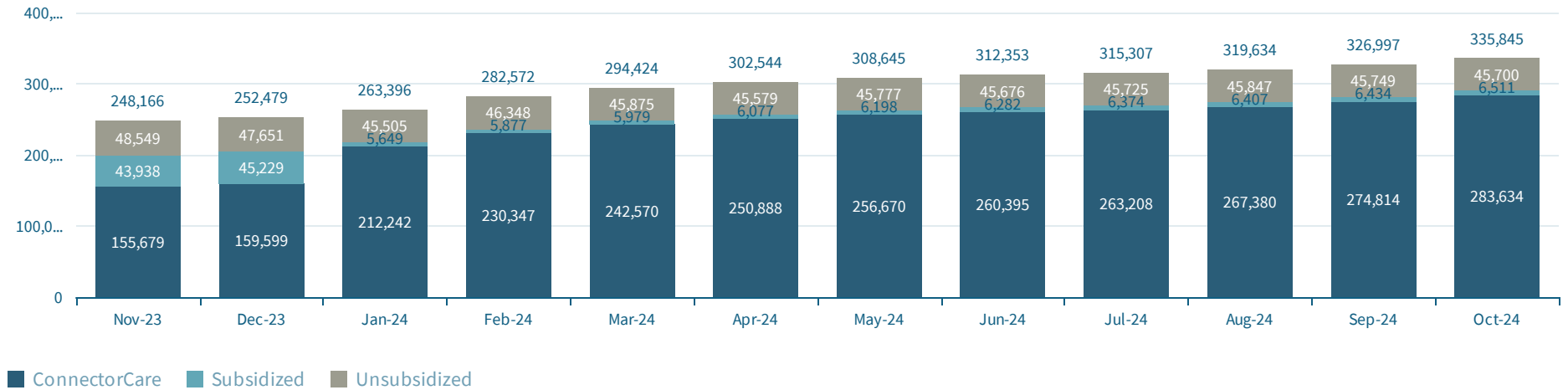


Enrollment Summary

Enrollment information current through Tuesday, November 19, 2024

Overall Non-group Health Enrollments, by Program Type

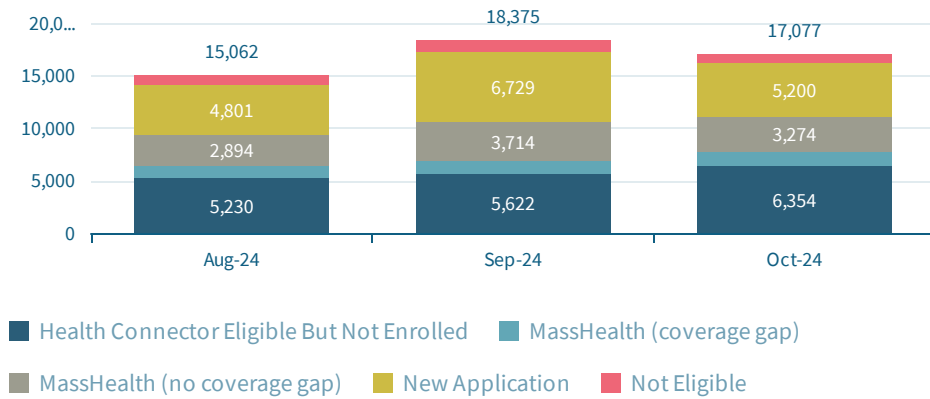


	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
ConnectorCare	155,679	159,599	212,242	230,347	242,570	250,888	256,670	260,395	263,208	267,380	274,814	283,634
Subsidized	43,938	45,229	5,649	5,877	5,979	6,077	6,198	6,282	6,374	6,407	6,434	6,511
Unsubsidized	48,549	47,651	45,505	46,348	45,875	45,579	45,777	45,676	45,725	45,847	45,749	45,700
Total	248,166	252,479	263,396	282,572	294,424	302,544	308,645	312,353	315,307	319,634	326,997	335,845

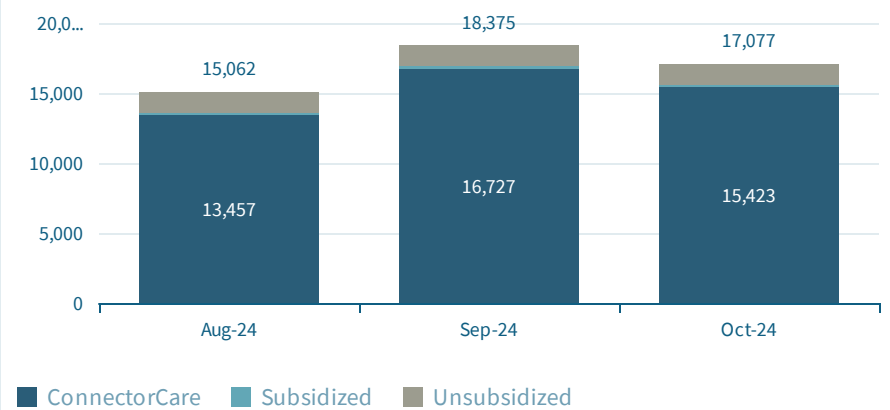
Newly Enrolled Summary

Enrollment information current through Tuesday, November 19, 2024

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



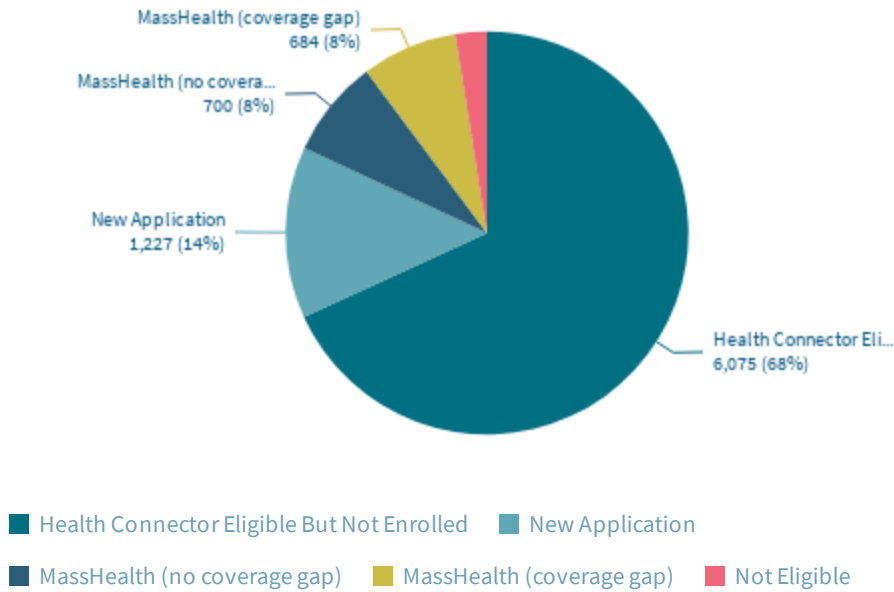
	Aug-24	Sep-24	Oct-24
Health Connector Eligible But Not ...	5,230	5,622	6,354
MassHealth (coverage gap)	1,193	1,217	1,422
MassHealth (no coverage gap)	2,894	3,714	3,274
New Application	4,801	6,729	5,200
Not Eligible	944	1,093	827
Total	15,062	18,375	17,077

	Aug-24	Sep-24	Oct-24
ConnectorCare	13,457	16,727	15,423
Subsidized	175	209	209
Unsubsidized	1,430	1,439	1,445
Total	15,062	18,375	17,077

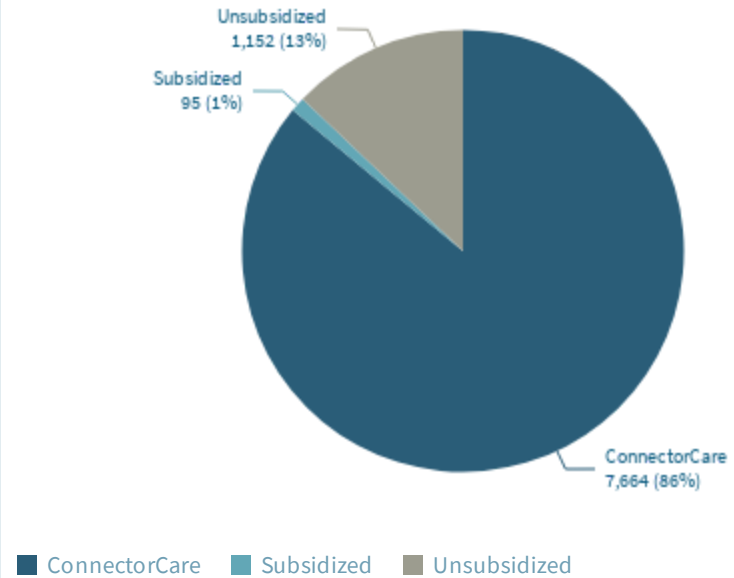
Plan Selection Summary

Enrollment information current through Tuesday, November 19, 2024

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



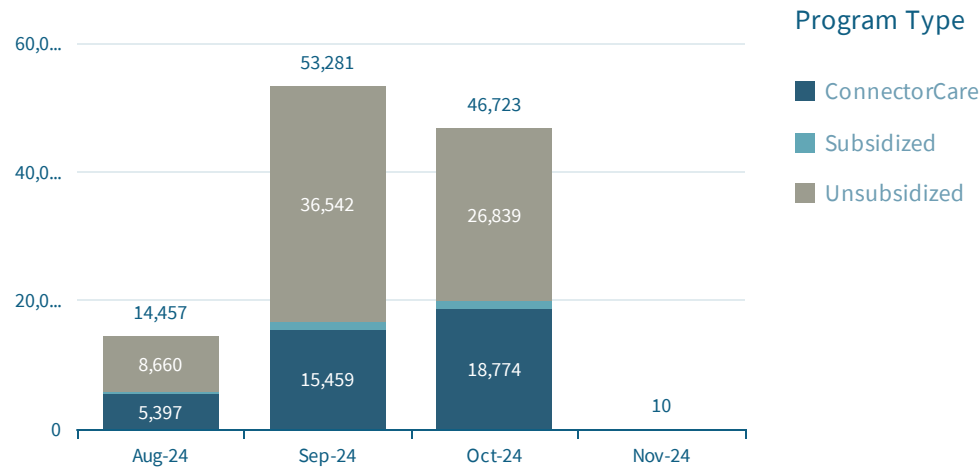
	Members
Health Connector Eligible But Not ...	6,075
MassHealth (coverage gap)	684
MassHealth (no coverage gap)	700
New Application	1,227
Not Eligible	225
Total	8,911

	Members
ConnectorCare	7,664
Subsidized	95
Unsubsidized	1,152
Total	8,911

Eligible but not Enrolled Summary

HIX information current through Tuesday, November 19, 2024

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Springfield	1	5,445
Worcester	2	5,379
Brockton	3	4,123
Lawrence	4	3,848
Lowell	5	3,461
Lynn	6	3,107
Dorchester	7	3,012
New Bedford	8	2,972
Fall River	9	2,412
Dorchester Center	10	1,895
Revere	11	1,592

	Aug-24	Sep-24	Oct-24	Nov-24	Total
ConnectorCare	5,397	15,459	18,774	5	39,635
Subsidized	400	1,280	1,110		2,790
Unsubsidized	8,660	36,542	26,839	5	72,046
Total	14,457	53,281	46,723	10	114,471

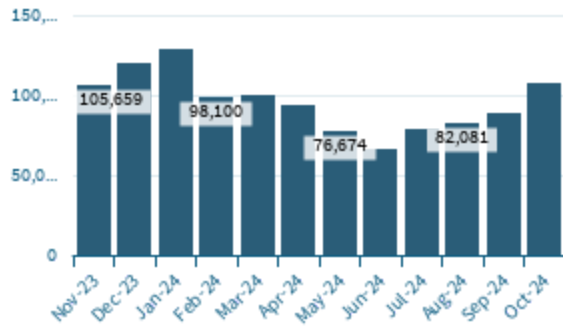
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	122,497
Subsidized	14,102
Unsubsidized	187,326
Total	323,925

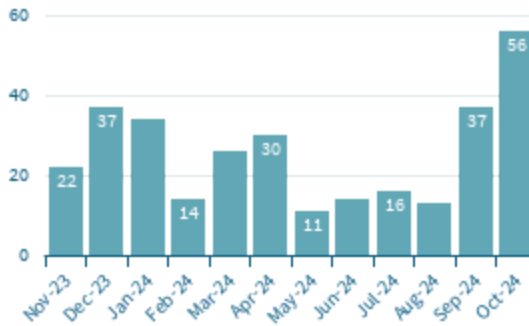
Contact Center Summary

Contact Center information current through Friday, November 1, 2024

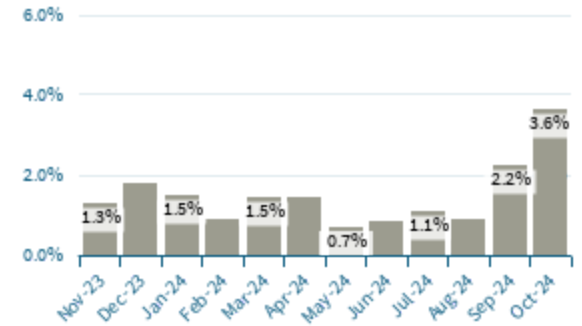
Monthly Call Volume



Monthly Average Answer Speed (< 40 secs)



Monthly Abandonment Rate (< 2%)



	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Call Volume (Calls)	105,659	119,437	128,507	98,100	99,231	92,719	76,674	65,252	78,176	82,081	87,872	107,497
Average Answer Speed ...	22	37	34	14	26	30	11	14	16	13	37	56
Abandonment Rate (%)	1.3	1.76	1.46	0.87	1.45	1.45	0.69	0.82	1.1	0.86	2.23	3.62