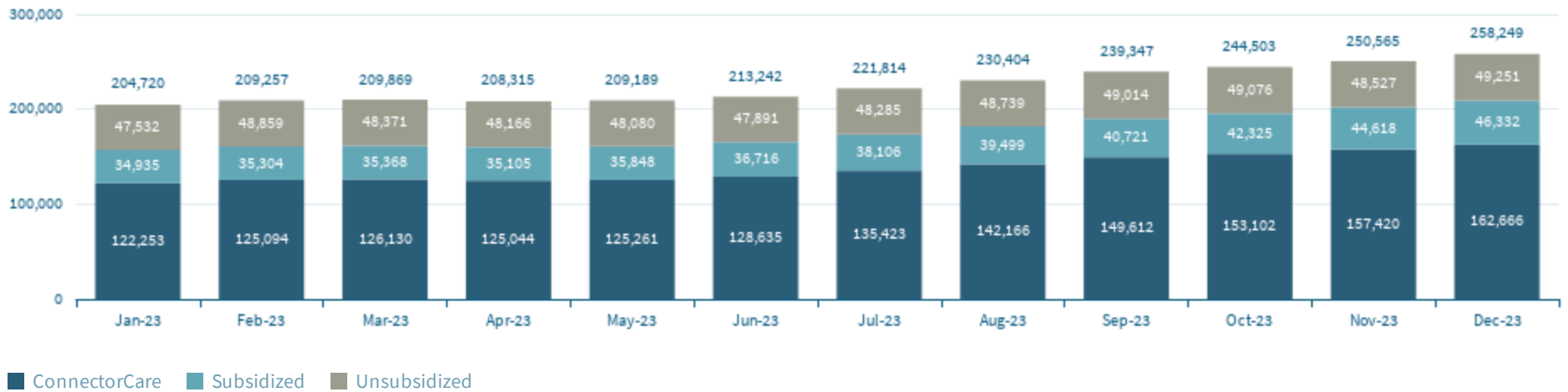


Enrollment Summary

Enrollment information current through Saturday, December 2, 2023

Overall Non-group Health Enrollments, by Program Type

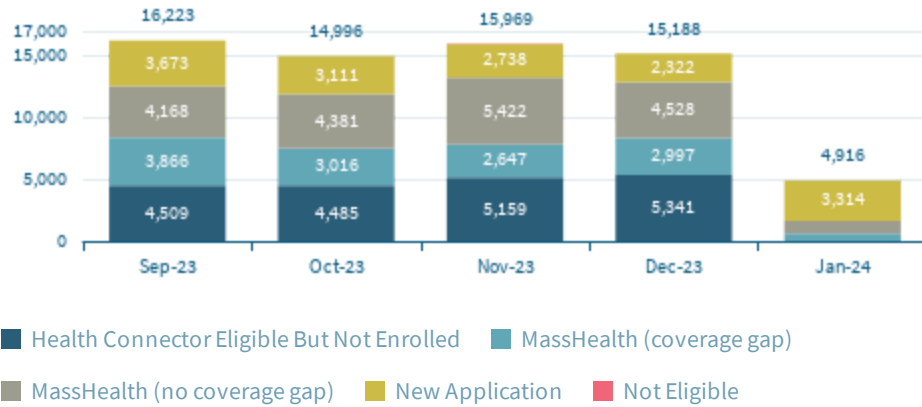


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
ConnectorCare	122,253	125,094	126,130	125,044	125,261	128,635	135,423	142,166	149,612	153,102	157,420	162,666
Subsidized	34,935	35,304	35,368	35,105	35,848	36,716	38,106	39,499	40,721	42,325	44,618	46,332
Unsubsidized	47,532	48,859	48,371	48,166	48,080	47,891	48,285	48,739	49,014	49,076	48,527	49,251
Total	204,720	209,257	209,869	208,315	209,189	213,242	221,814	230,404	239,347	244,503	250,565	258,249

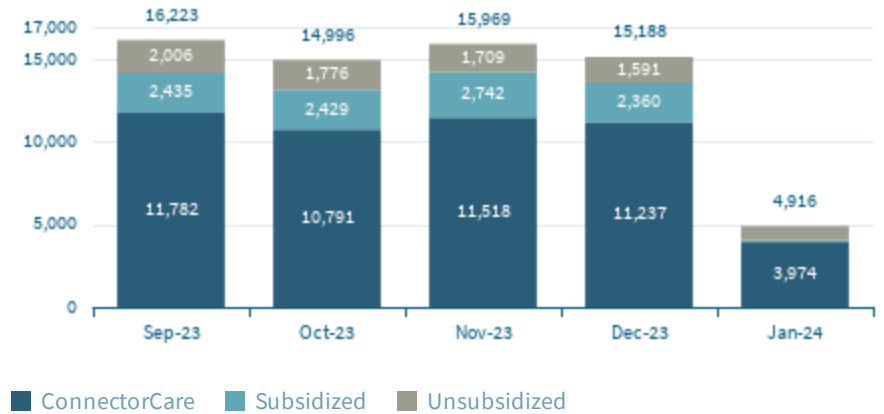
Newly Enrolled Summary

Enrollment information current through Saturday, December 2, 2023

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



Newly Enrolled Members, by Coverage Starting Period, Program Type



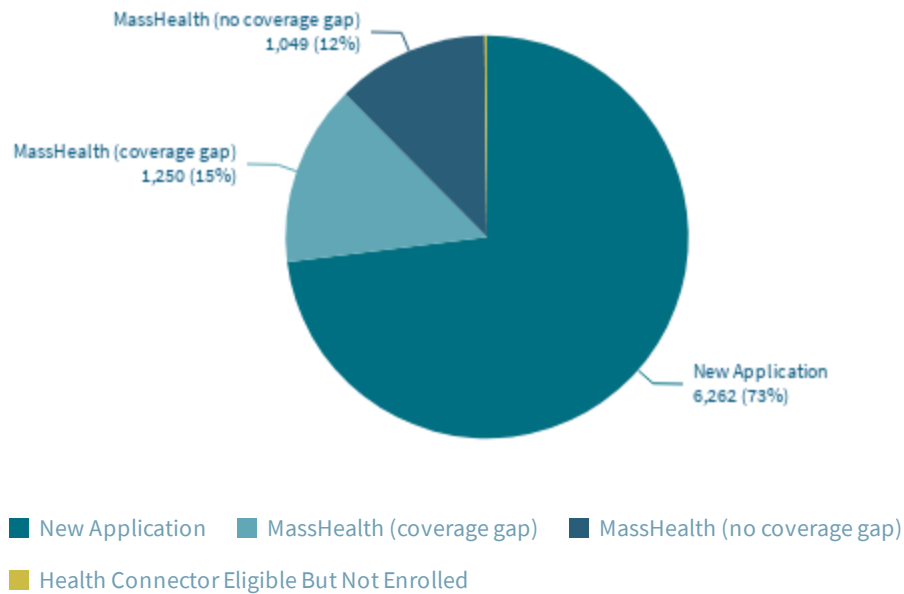
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Health Connector Eligible But Not ...	4,509	4,485	5,159	5,341	
MassHealth (coverage gap)	3,866	3,016	2,647	2,997	618
MassHealth (no coverage gap)	4,168	4,381	5,422	4,528	984
New Application	3,673	3,111	2,738	2,322	3,314
Not Eligible	7	3	3		
Total	16,223	14,996	15,969	15,188	4,916

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
ConnectorCare	11,782	10,791	11,518	11,237	3,974
Subsidized	2,435	2,429	2,742	2,360	93
Unsubsidized	2,006	1,776	1,709	1,591	849
Total	16,223	14,996	15,969	15,188	4,916

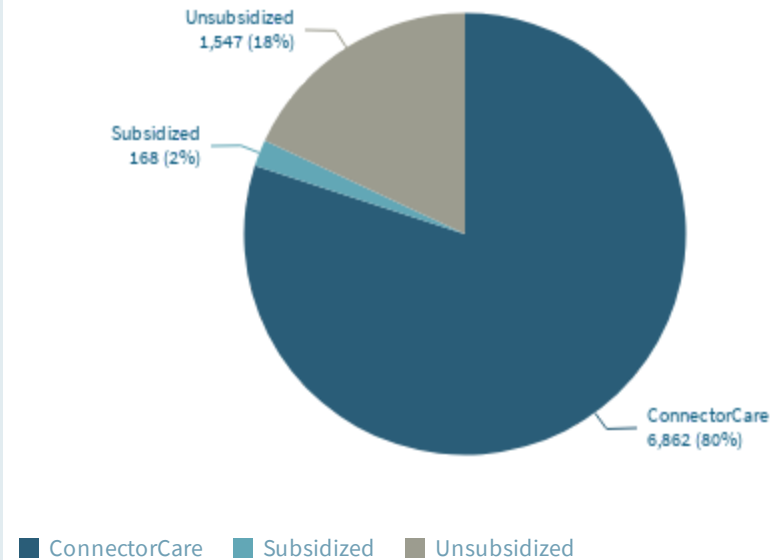
Plan Selection Summary

Enrollment information current through Saturday, December 2, 2023

Plan Selections, by Prior Eligibility Status



Plan Selections, by Program Type



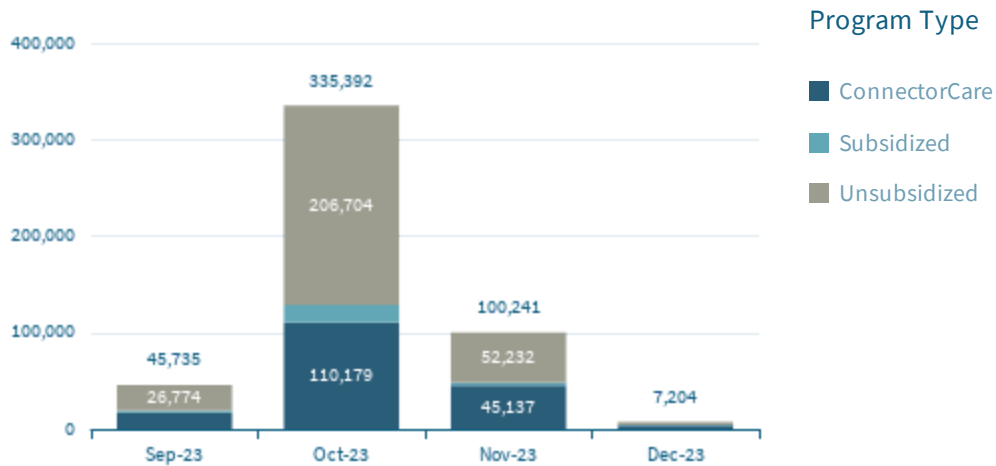
	Members
Health Connector Eligible But Not ...	16
MassHealth (coverage gap)	1,250
MassHealth (no coverage gap)	1,049
New Application	6,262
Total	8,577

	Members
ConnectorCare	6,862
Subsidized	168
Unsubsidized	1,547
Total	8,577

Eligible but not Enrolled Summary

HIX information current through Saturday, December 2, 2023

Individuals with Eligibility Determination within last 90 Days



Top 10 Communities EUN Breakdown

Community	Rank	Individuals
Worcester	1	20,548
Springfield	2	18,622
Brockton	3	13,809
Lawrence	4	13,772
Lowell	5	13,360
Lynn	6	12,938
New Bedford	7	11,525
Dorchester	8	11,078
Fall River	9	9,751
Quincy	10	7,357
Dorchester Center	11	6,846

	Sep-23	Oct-23	Nov-23	Dec-23	Total
ConnectorCare	17,056	110,179	45,137	3,778	176,150
Subsidized	1,905	18,509	2,872	195	23,481
Unsubsidized	26,774	206,704	52,232	3,231	288,941
Total	45,735	335,392	100,241	7,204	488,572

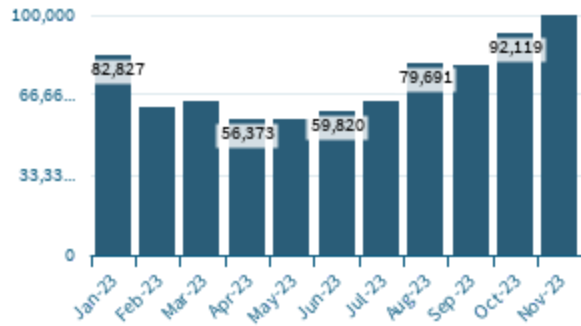
Individuals eligible after losing MassHealth since April 1, 2023

	Total
ConnectorCare	93,827
Subsidized	10,763
Unsubsidized	142,243
Total	246,833

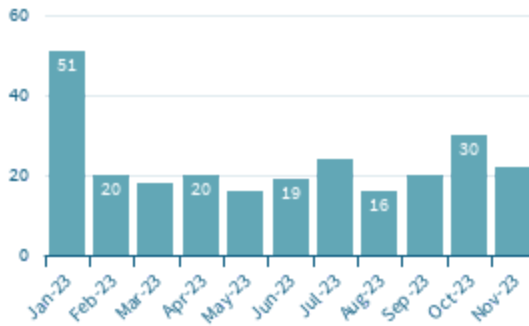
Contact Center Summary

Contact Center information current through Friday, December 1, 2023

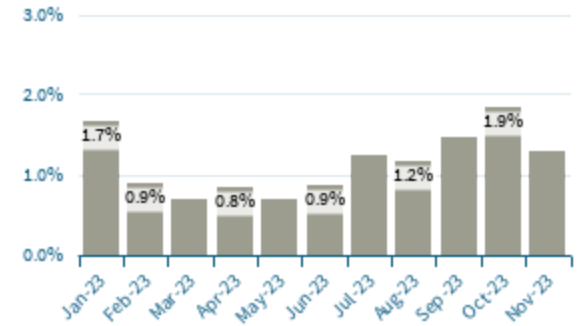
Monthly Call Volume



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	Nov-23
Call Volume (Calls)	82,827	61,276	63,954	56,373	55,899	59,820	64,079	79,691	78,929	92,119	105,659
Average Answer Speed (Seconds)	51	20	18	20	16	19	24	16	20	30	22
Abandonment Rate (%)	1.67	0.88	0.69	0.83	0.69	0.87	1.24	1.17	1.47	1.85	1.3