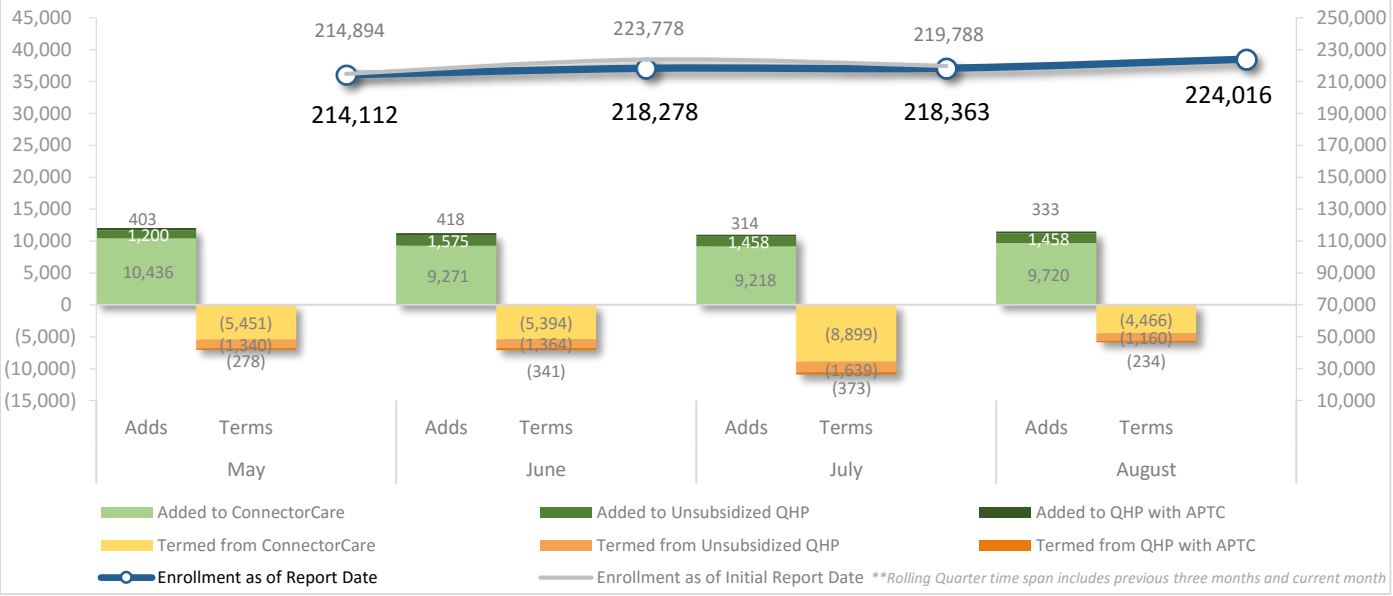
August 2, 2016*

CCA Board Report Metrics

*Reporting period through August 1, 2016
**Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

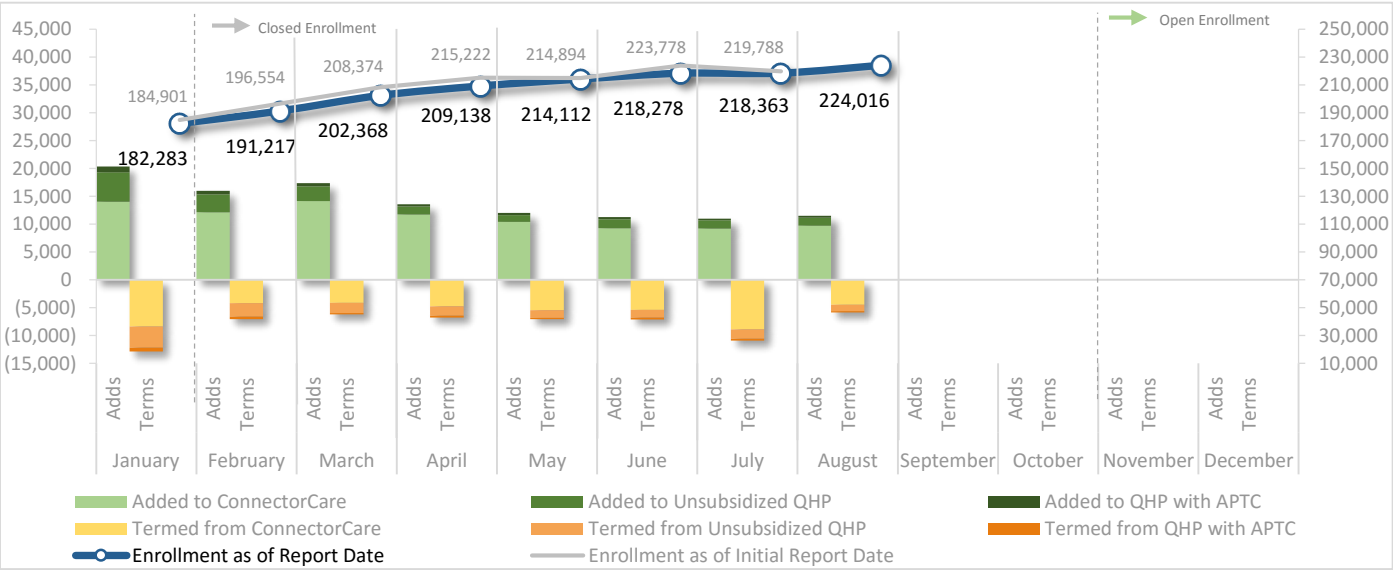
MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

Total Non-Group Medical Enrollment: Current Rolling Quarter**



- *"Adds" is defined as the total number of members who begin coverage for that month and were not enrolled in coverage during the prior month as of the report date.*
- *"Terms" is defined as the total number of members who are no longer covered for that month and were enrolled in coverage during the prior month as of the report date.*
- *The enrollment lines show the total number of members who have coverage for that month.*
  - *"Enrollment as of Report Date" (blue line) is defined as the total number of members with coverage in that month as of the current report date and reflects retroactive adds and terms in the coverage month they take effect. These enrollment counts are dynamic.*
  - *"Enrollment as of Initial Report Date" (gray line) is defined as the total number of members who were enrolled in coverage as originally reported in the CCA Board Report Metrics published for that month, excluding retroactivity. These enrollment counts remain static month to month to visualize the effect of retroactivity.*

Total Non-Group Medical Enrollment: Year-to-Date



This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began coverage in January and then failed to pay her premium for February and March coverage, in April she will be retroactively terminated as of February 1 and she will be reported as a term in the month of February; previously, she would have been reported as a term in April.

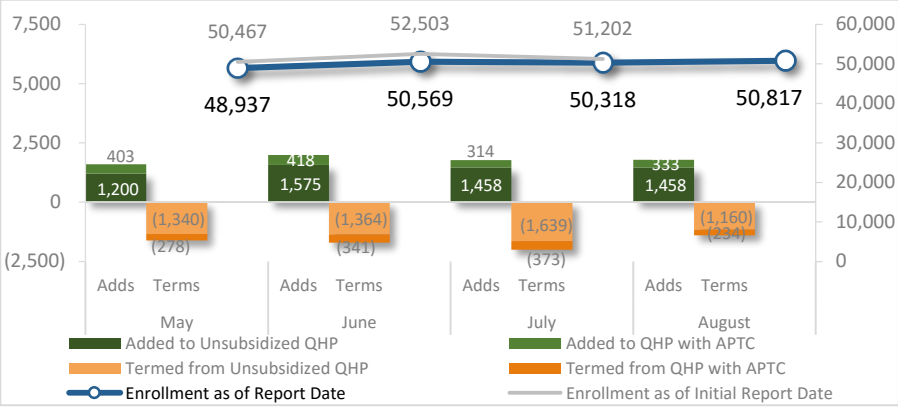
August 2, 2016*

CCA Board Report Metrics

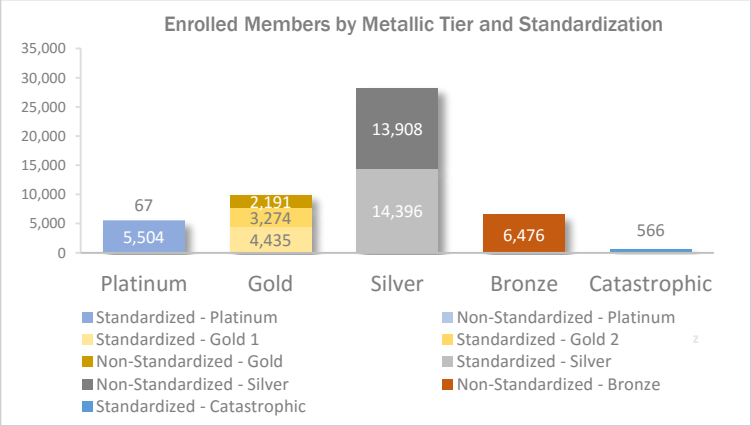
*Reporting period through August 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

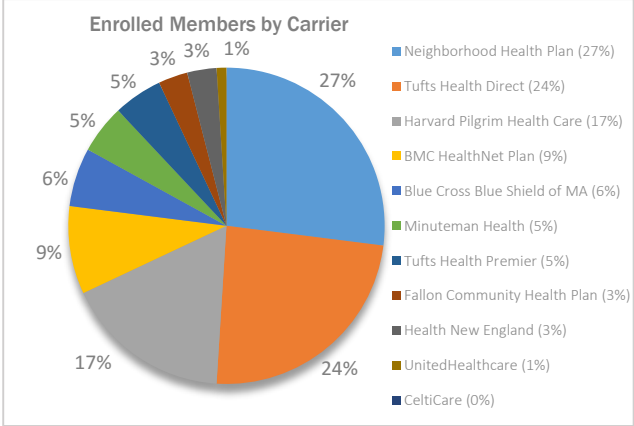
MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

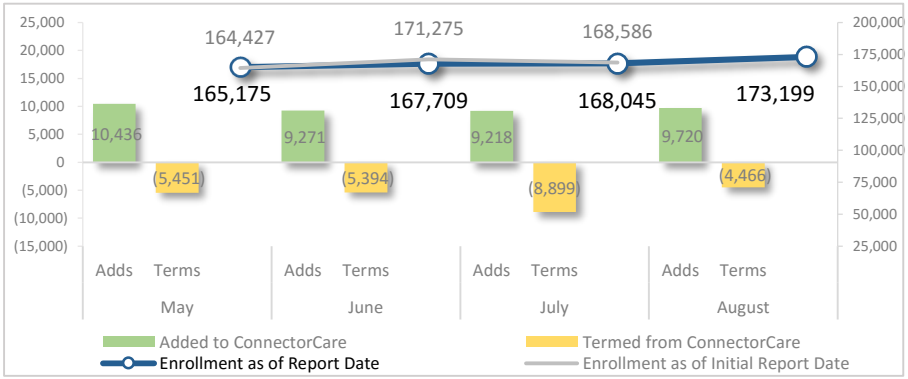


- 50,817 individuals are enrolled in non-group medical Unsubsidized QHP (42,502) or QHP with APTC (8,315) plans.
- 56% of enrolled Unsubsidized QHP and APTC members have selected a Standardized or Non-Standardized Silver plan.
- 68% of members are enrolled in either Neighborhood Health Plan (27%), Tufts Health Direct (24%), or Harvard Pilgrim Health Care (17%), with all other carriers each representing less than 10% of the enrolled population.

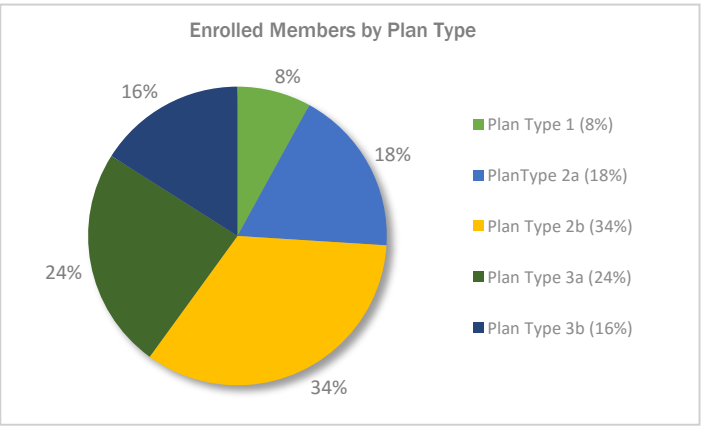


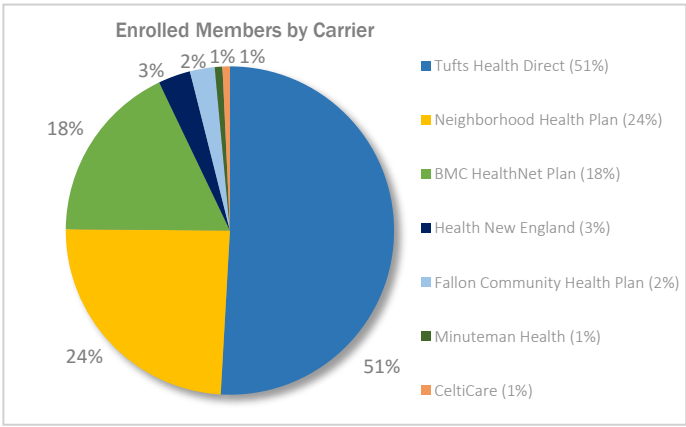


Non-Group Medical Enrollment – ConnectorCare



- 173,199 individuals are enrolled in non-group medical ConnectorCare plans.
- 92% of ConnectorCare members are enrolled in plan types 2 and 3.
- 93% of members are enrolled in one of three carriers: Tufts Health Direct (51%), Neighborhood Health Plan (24%) and BMC HealthNet Plan (18%), with all other carriers each representing less than 5% of the enrolled population.





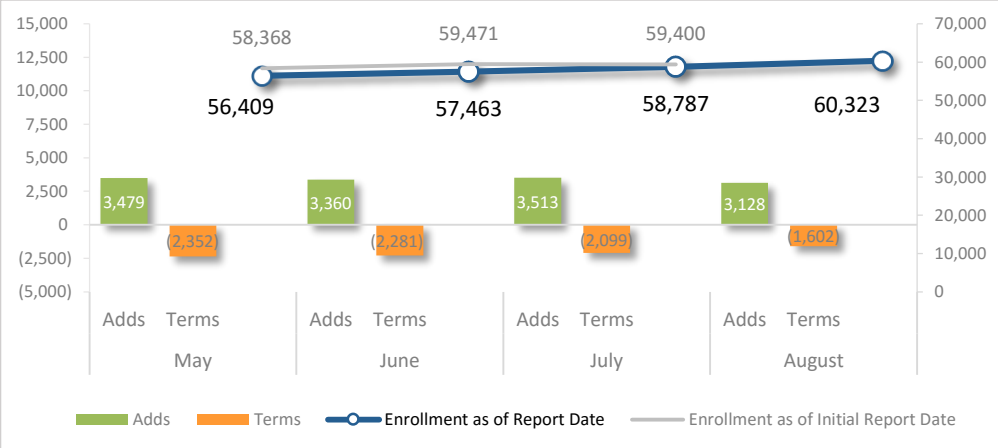
August 2, 2016*

CCA Board Report Metrics

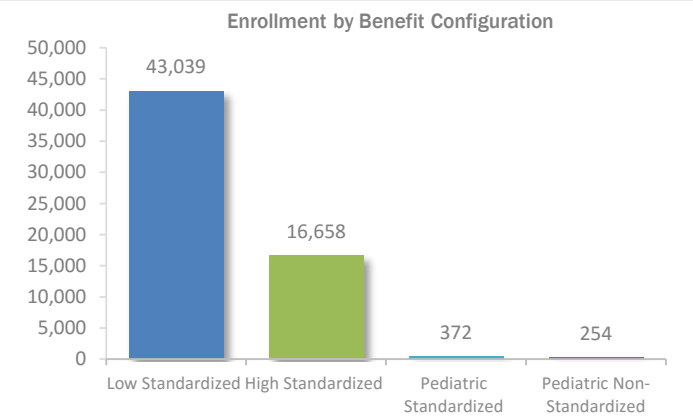
*Reporting period through August 1, 2016
Source: Dell Financial Management System (FMS) All Spans Extract – August 2, 2016

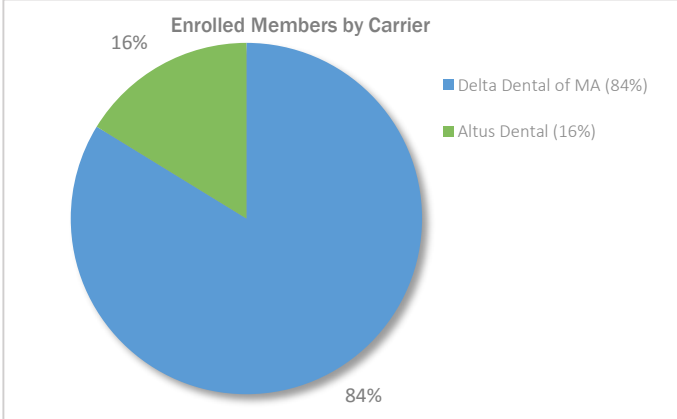
MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

Non-Group Dental Enrollment



- 60,323 individuals are enrolled in non-group dental plans.
- 71% of enrolled dental members have selected Low Standardized plans.
- 84% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.





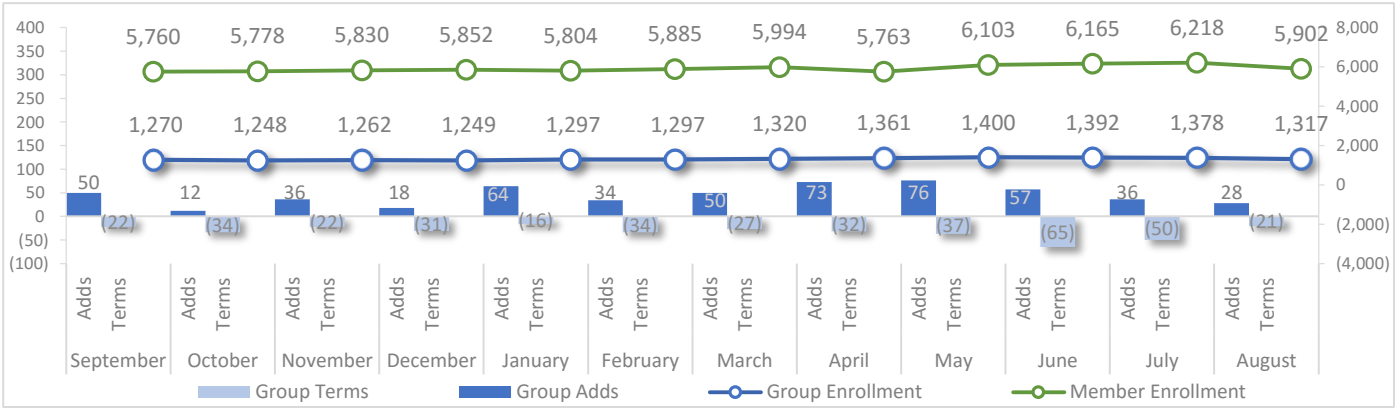
August 2, 2016*

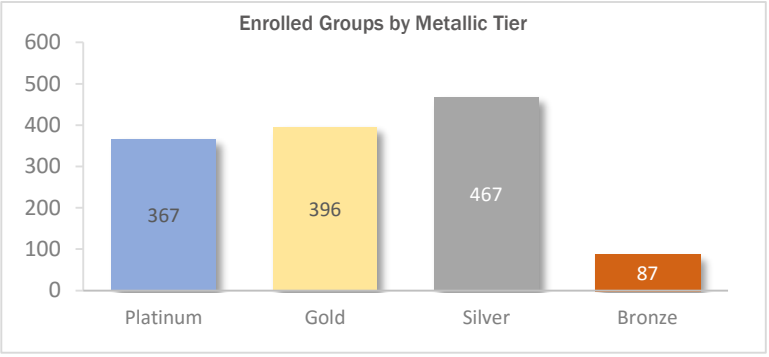
CCA Board Report Metrics

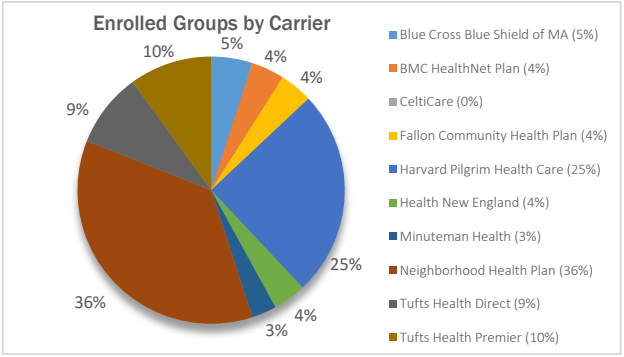
*Reporting period through July 31, 2016
Source: SBSB SHOP Database – August 1, 2016

MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

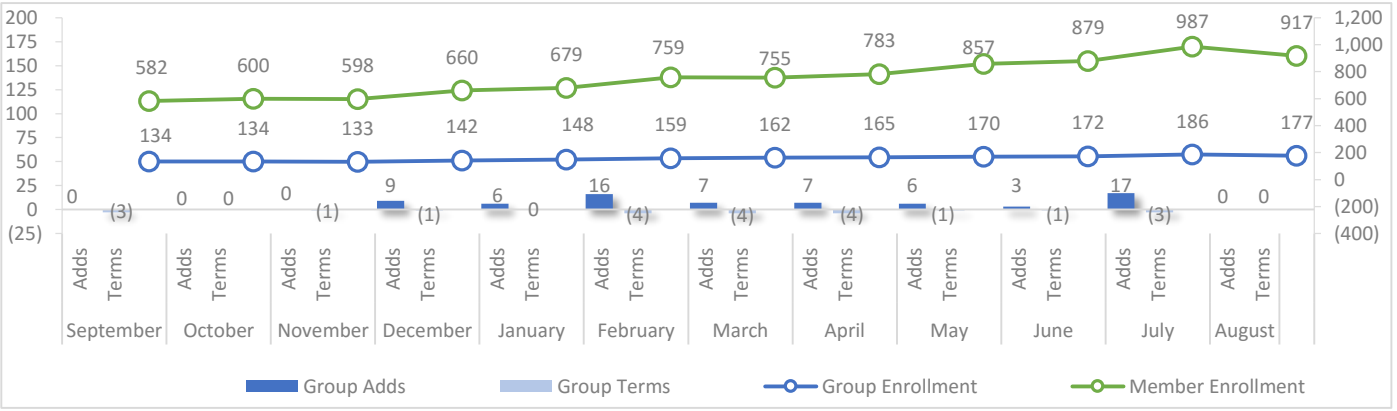
Small Group Medical Enrollment**

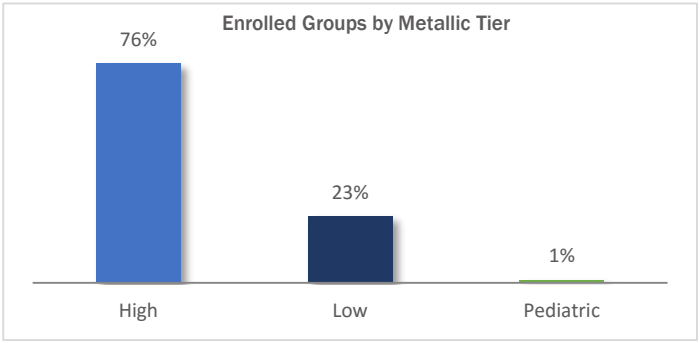


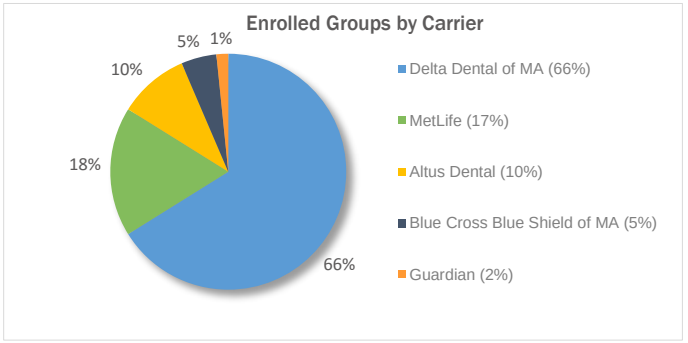




Small Group Dental Enrollment**







*** August counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts*
*** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity*

August 1, 2016*

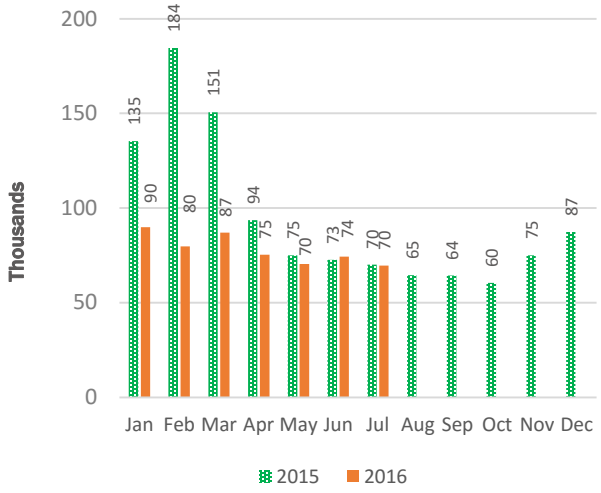
CCA Board Report Metrics

*Reporting period through July 31, 2016
Source: Dell

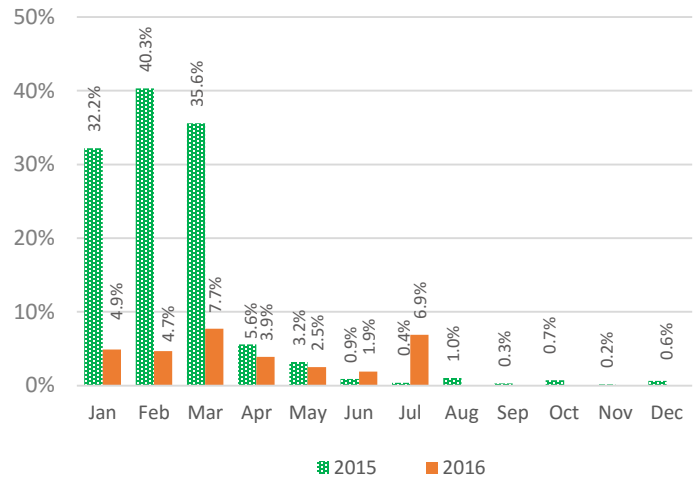
MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

Customer Experience

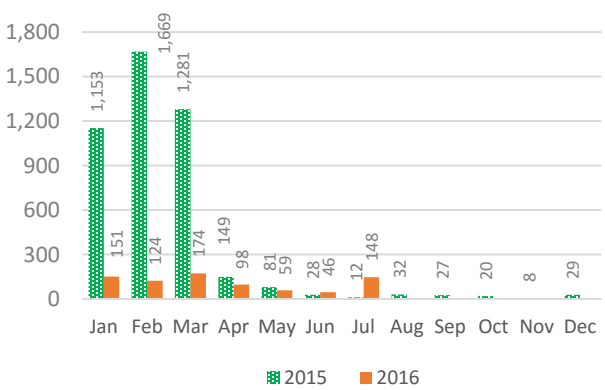
Call Volume 2015 v. 2016



Abandonment Rate 2015 v. 2016

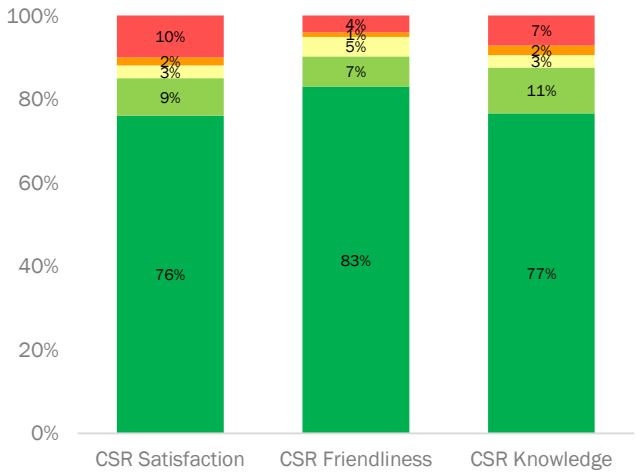


Average Speed to Answer (seconds) 2015 v. 2016



Overall Customer Satisfaction 2015 v. 2016

Customer Satisfaction Score – July 2016



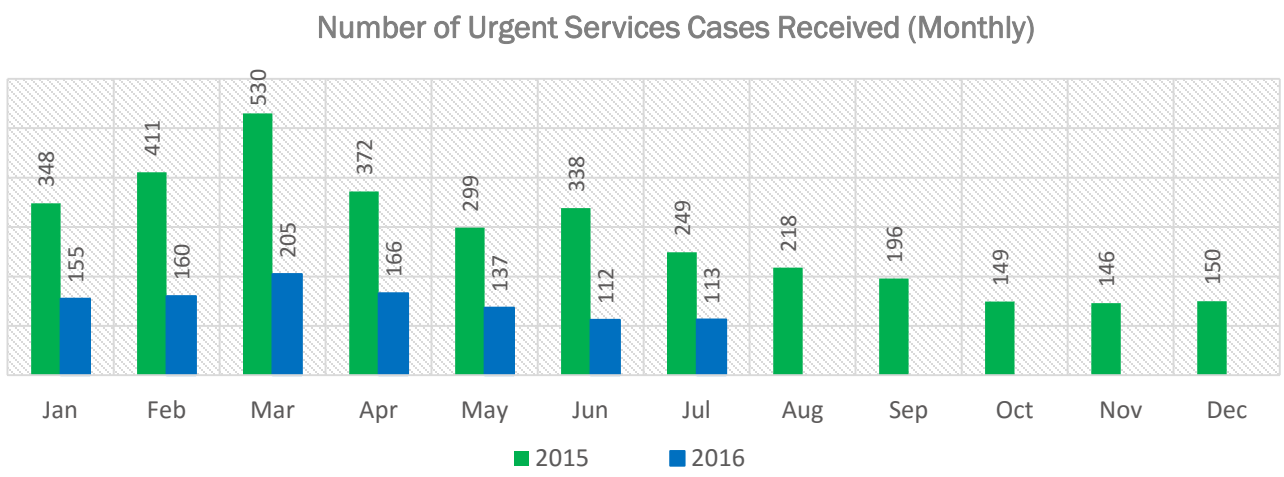
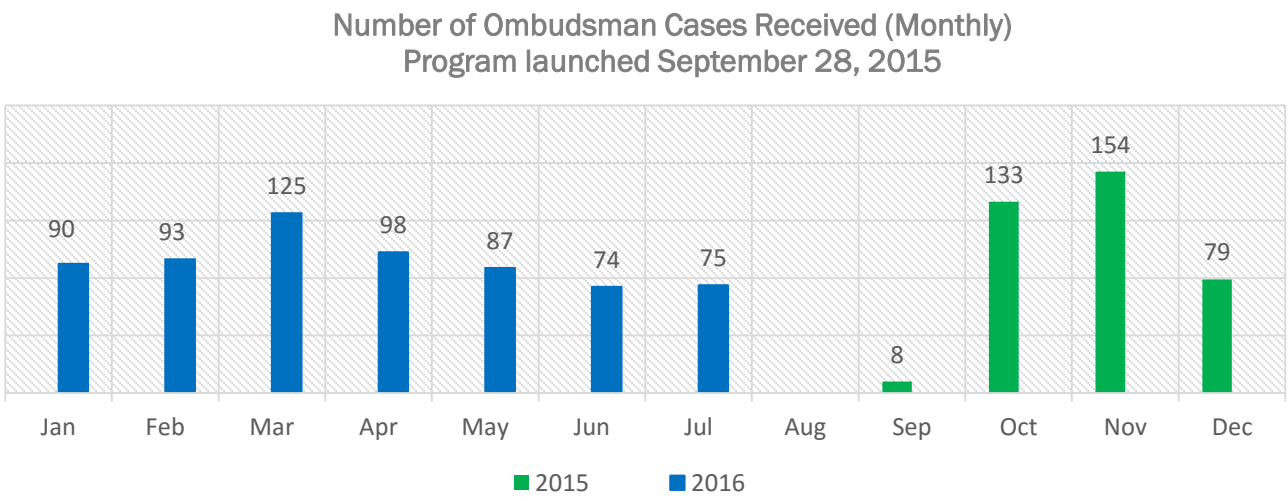
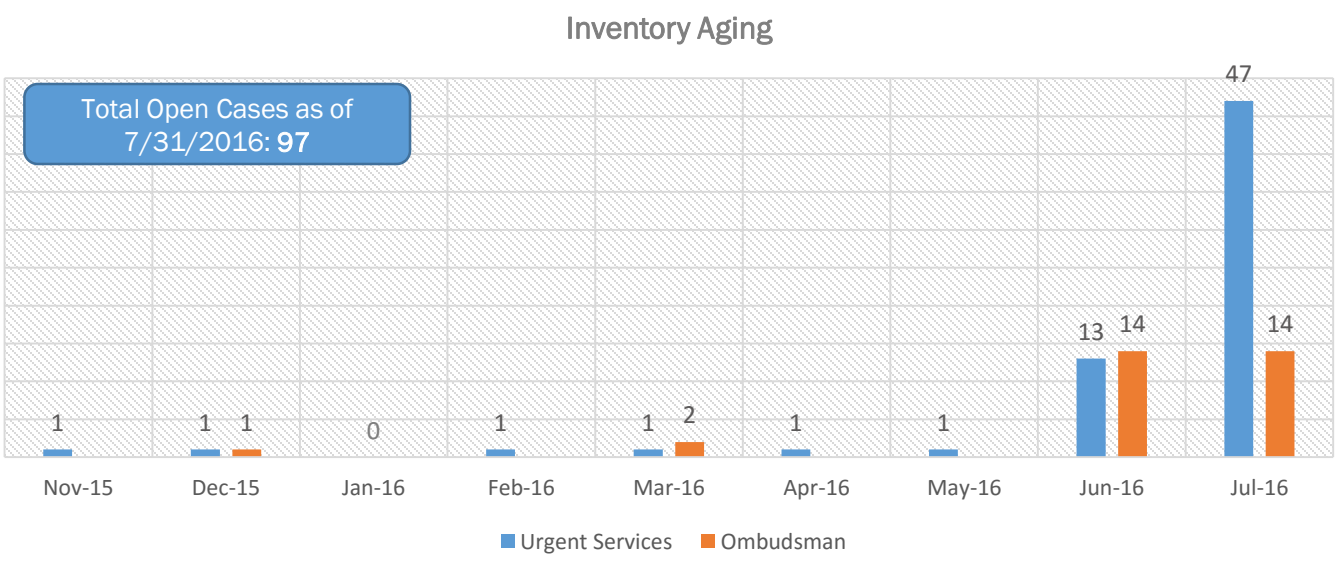
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied
Dissatisfied
Neither dissatisfied or satisfied
Satisfied
Completely satisfied

August 1, 2016*

CCA Board Report Metrics

*Reporting period through July 31, 2016
Source: Dell

MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

Customer Experience