• “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.

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.
51,169 individuals are enrolled in non-group medical Unsubsidized QHP (42,720) or QHP with APTC (8,449) 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.

179,243 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.
CCA Board Report Metrics

**Non-Group Dental Enrollment**

- 61,834 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.

**Enrollment by Benefit Configuration**

- Low Standardized: 44,119
- High Standardized: 17,141
- Pediatric Standardized: 334
- Pediatric Non-Standardized: 240

**Enrolled Members by Carrier**

- Delta Dental of MA (84%)
- Altus Dental (16%)

*September 2, 2016*

*Reporting period through September 1, 2016

**Source: Dell Financial Management System (FMS) All Spans Extract – September 2, 2016**
Small Group Medical 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

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Enrolled Groups by Metallic Tier

- Platinum: 354
- Gold: 395
- Silver: 469
- Bronze: 92

Enrolled Groups by Carrier

- Delta Dental of MA (65%)
- MetLife (18%)
- Altus Dental (10%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (2%)

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Enrolled Groups by Metallic Tier

- High: 76%
- Low: 23%
- Pediatric: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (5%)
- BMC HealthNet Plan (4%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Harvard Pilgrim Health Care (25%)
- Health New England (4%)
- Minuteman Health (3%)
- Neighborhood Health Plan (36%)
- Tufts Health Direct (9%)
- Tufts Health Premier (10%)

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Small Group Dental Enrollment**

** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity

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Enrolled Groups by Metallic Tier

- High: 76%
- Low: 23%
- Pediatric: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (5%)
- MetLife (18%)
- Altus Dental (10%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (2%)

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** Reporting period through August 31, 2016

Sources: SBSB SHOP Database – September 1, 2016; Dell Financial Management System (FMS) – September 1, 2016
**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**

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?

<table>
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<th>Dissatisfied</th>
<th>Neither dissatisfied or satisfied</th>
<th>Satisfied</th>
<th>Completely satisfied</th>
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<td>9%</td>
<td>5%</td>
</tr>
</tbody>
</table>
CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

- **2015**
- **2016**

Number of Ombudsman Cases Received (Monthly)

- Program launched September 28, 2015

Inventory Aging

- **Total Open Cases as of 8/31/2016: 93**

- **Urgent Services**
- **Ombudsman**