July 6th, 2018*

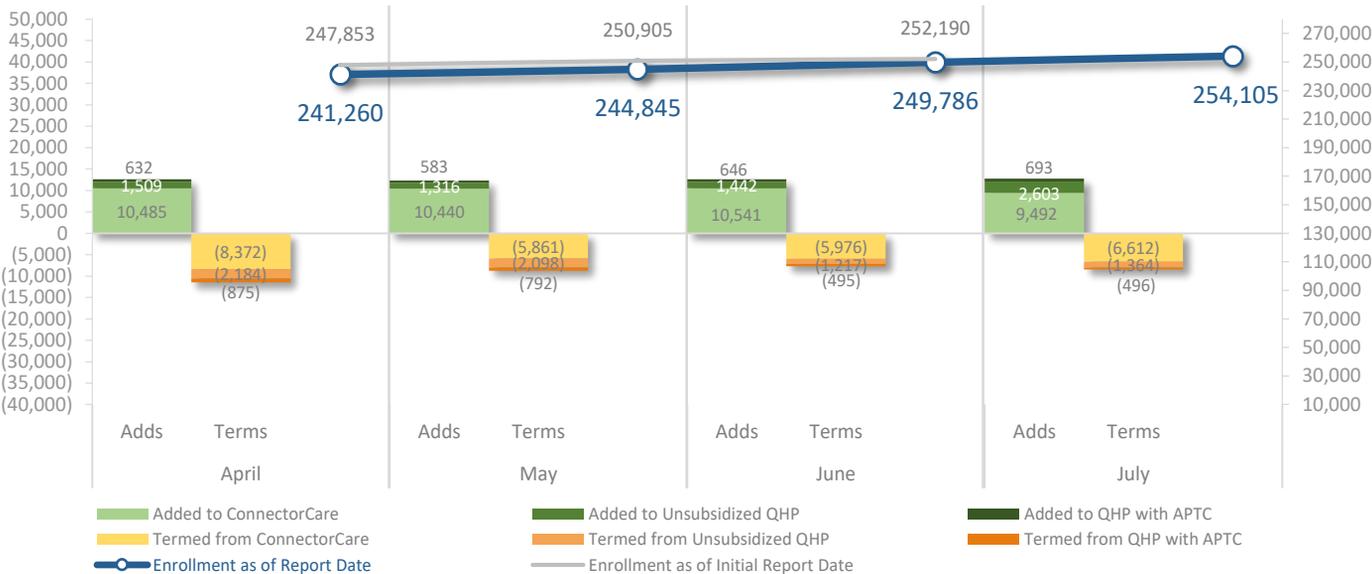**CCA Board Report Metrics**

*Reporting period through July 2, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract –July 3, 2018

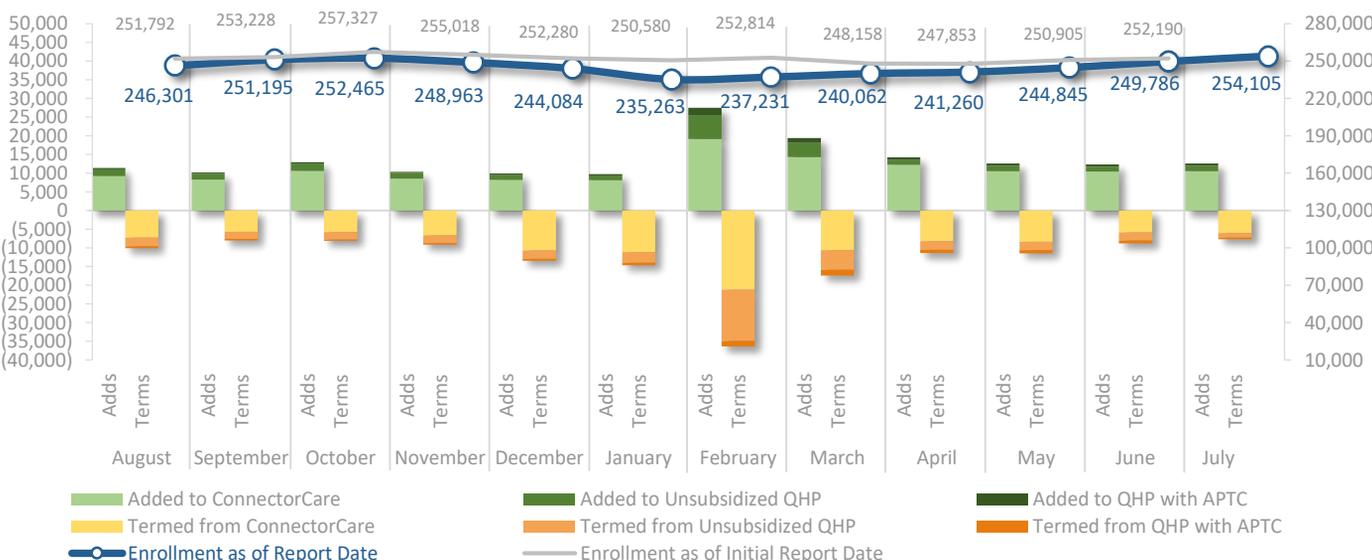## Total Non-Group Medical Enrollment: Current Rolling Quarter**

Legend:
- Added to ConnectorCare
- Added to Unsubsidized QHP
- Added to QHP with APTC
- Termed from ConnectorCare
- Termed from Unsubsidized QHP
- Termed from QHP with APTC
- Enrollment as of Report Date
- Enrollment as of Initial Report Date

Data labels: April — 247,853 / 241,260, Adds 632/1,509/10,485, Terms (8,372)/(2,184)/(875); May — 250,905 / 244,845, Adds 583/1,316/10,440, Terms (5,861)/(2,098)/(792); June — 252,190 / 249,786, Adds 646/1,442/10,541, Terms (5,976)/(1,217)/(495); July — 254,105, Adds 693/2,603/9,492, Terms (6,612)/(1,364)/(496)

**Rolling Quarter time span includes previous three months and current month*

- "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. Movement between program types is not considered an "Add".
- "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. Movement between program types is not considered a "Term".
- 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

Data labels (gray / blue lines): August 251,792 / 246,301; September 253,228 / 251,195; October 257,327 / 252,465; November 255,018 / 248,963; December 252,280 / 244,084; January 250,580 / 235,263; February 252,814 / 237,231; March 248,158 / 240,062; April 247,853 / 241,260; May 250,905 / 244,845; June 252,190 / 249,786; July 254,105

Legend:
- Added to ConnectorCare
- Added to Unsubsidized QHP
- Added to QHP with APTC
- Termed from ConnectorCare
- Termed from Unsubsidized QHP
- Termed from QHP with APTC
- Enrollment as of Report Date
- Enrollment as of Initial Report 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.
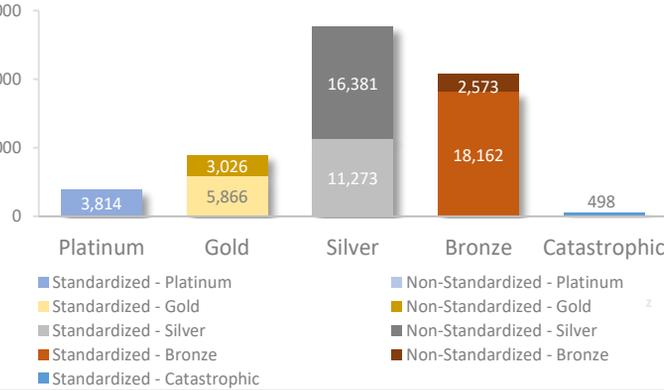
July 6, 2018*

CCA Board Report Metrics

*Reporting period through July 2, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract –July 3, 2018

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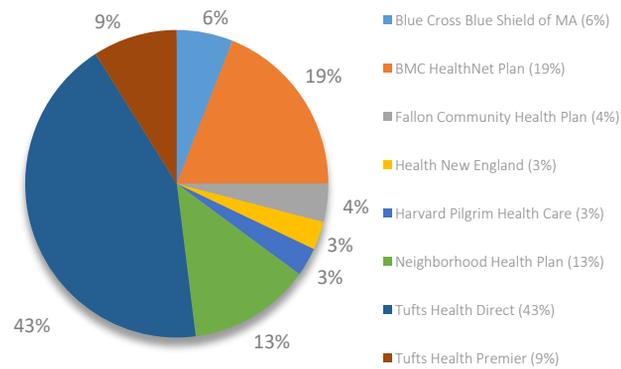## Non-Group Medical Enrollment – Unsubsidized QHP and APTC
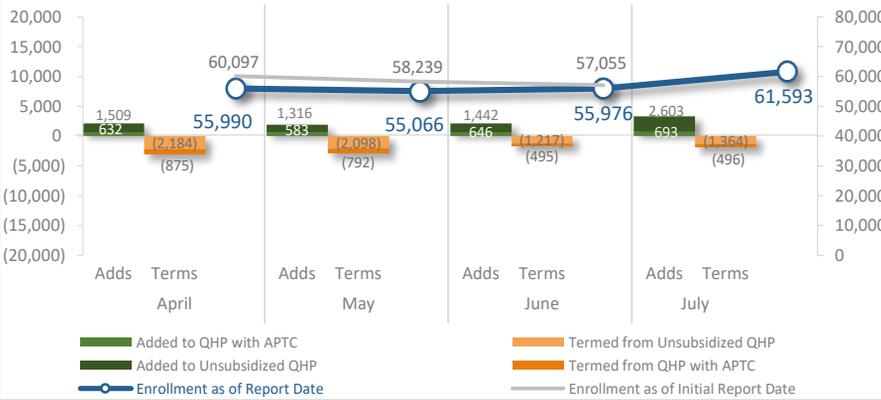
- 46,980 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 14,613 individuals are enrolled in QHP with APTC plans.
- 4,610 members who were enrolled in June ConnectorCare plans are now enrolled in Unsubsidized QHP (3,650) or APTC (960) coverage for July.
- 75% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.
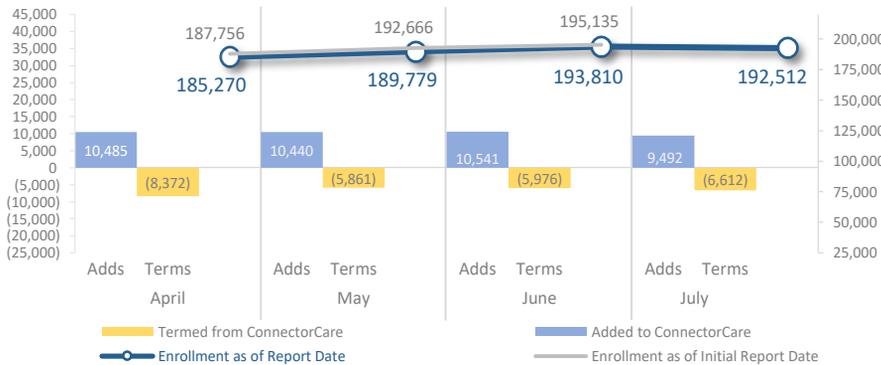

Enrolled Members by Metallic Tier and Standardization

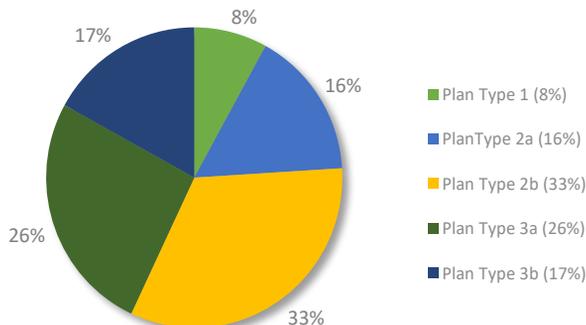

Enrolled Members by Carrier

Non-Group Medical Enrollment – ConnectorCare

- 437 members who were enrolled in Unsubsidized (227) and APTC (210) plans in June are now enrolled in July ConnectorCare coverage.

Enrolled Members by Plan Type

Enrolled Members by Carrier

July 6, 2018*

CCA Board Report Metrics

*Reporting period through July 2, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract – July 3, 2018

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Non-Group Dental Enrollment

Enrollment as of Initial Report Date: 79,559 / 79,911 / 80,018
Enrollment as of Report Date: 75,895 / 76,359 / 78,292 / 80,151

April: Adds 3,285, Terms (3,174)
May: Adds 3,409, Terms (2,942)
June: Adds 3,289, Terms (1,354)
July: Adds 3,433, Terms (1,576)

Legend: Adds | Terms | Enrollment as of Initial Report Date | Enrollment as of Report Date

Enrollment by Benefit Configuration

Low Standardized	Low Non-Standardized	High Standardized	Pediatric Standardized	Pediatric Non-Standardized
39,740	18,261	21,978	116	56

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)

87%
13%

July 6, 2018*

CCA Board Report Metrics

*Reporting period through June 1, 2018
Sources: SBSB SHOP Database – June 2018; DC HBX – June 26, 2018; NTT Financial Management System (FMS) – June 2, 2018

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Small Group Medical Enrollment

Member Enrollment: July 6,077; August 6,196; September 6,163; October 6,196; November 6,169; December 6,234; January 6,061; February 6,004; March 5,991; April 5,721; May 5,632; June 5,654

Group Enrollment: July 1,419; August 1,394; September 1,406; October 1,404; November 1,396; December 1,350; January 1,314; February 1,305; March 1,300; April 1,270; May 1,261; June 1,257

Group Adds: July 33; August 23; September 34; October 38; November 29; December 32; January 51; February 30; March 25; April 29; May 22; June 27

Group Terms: July (52); August (48); September (22); October (40); November (37); December (78); January (87); February (39); March (30); April (59); May (31); June (31)

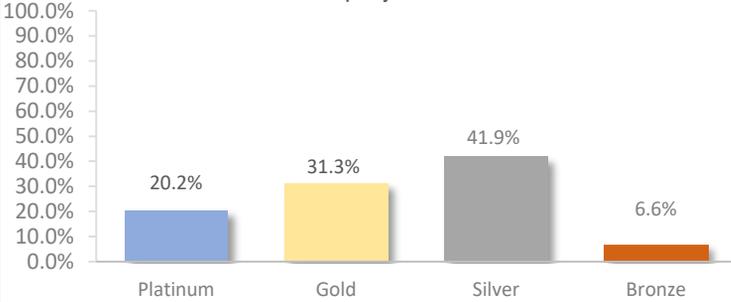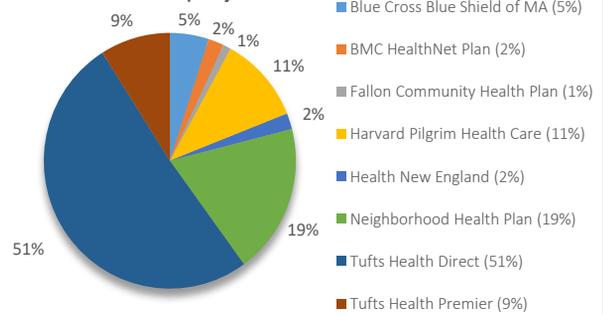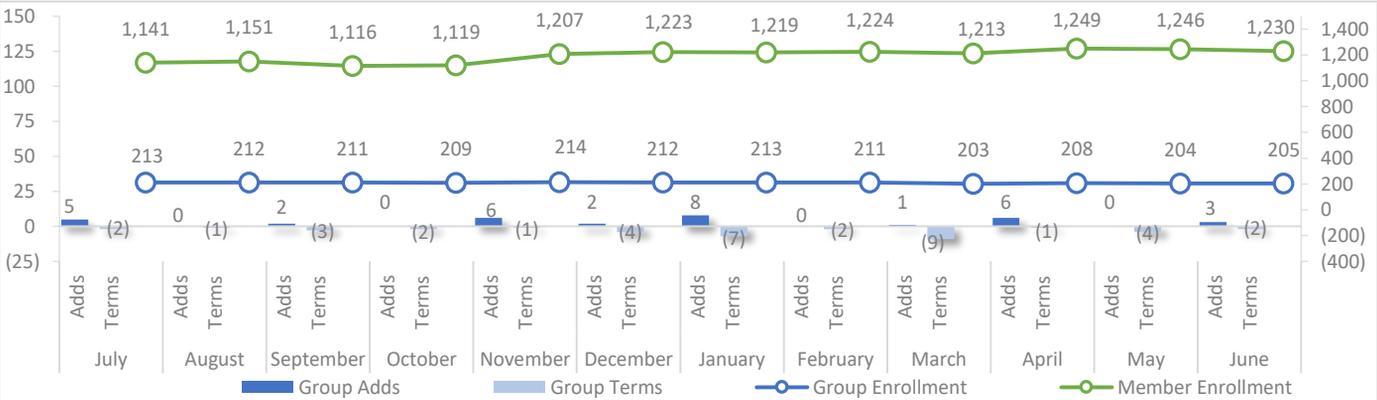Legend: Group Terms, Group Adds, Group Enrollment, Member Enrollment

Enrolled Groups by Metallic Tier**

Platinum 20.2%; Gold 31.3%; Silver 41.9%; Bronze 6.6%

Enrolled Groups by Carrier***

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (2%)
- Fallon Community Health Plan (1%)
- Harvard Pilgrim Health Care (11%)
- Health New England (2%)
- Neighborhood Health Plan (19%)
- Tufts Health Direct (51%)
- Tufts Health Premier (9%)

Small Group Dental Enrollment

Member Enrollment: July 1,141; August 1,151; September 1,116; October 1,119; November 1,207; December 1,223; January 1,219; February 1,224; March 1,213; April 1,249; May 1,246; June 1,230

Group Enrollment: July 213; August 212; September 211; October 209; November 214; December 212; January 213; February 211; March 203; April 208; May 204; June 205

Group Adds: July 5; August 0; September 2; October 0; November 6; December 2; January 8; February 0; March 1; April 6; May 0; June 3

Group Terms: July (2); August (1); September (3); October (2); November (1); December (4); January (7); February (2); March (9); April (1); May (4); June (2)

Legend: Group Adds, Group Terms, Group Enrollment, Member Enrollment

Enrolled Groups by Benefit Level**

High 73%; Low 27%

Enrolled Groups by Carrier

- Delta Dental of MA (78%)
- Altus Dental (16%)
- Blue Cross Blue Shield of MA (3%)
- Guardian (3%)
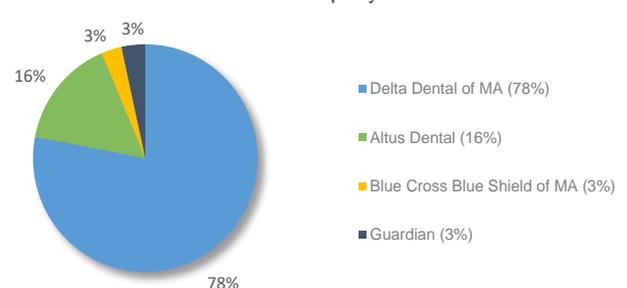
This report was reformatted in December 2017 to report small group enrollment for the prior coverage month. Group adds and terms represent a point-in-time snapshot of small group membership and do not include membership retroactivity.
*** Group counts by metallic tier/benefit level do not count groups enrolled on the DC HBX or BCBS membership**
*** Group counts by carrier do not count groups enrolled on the DC HBX

July 3, 2018*

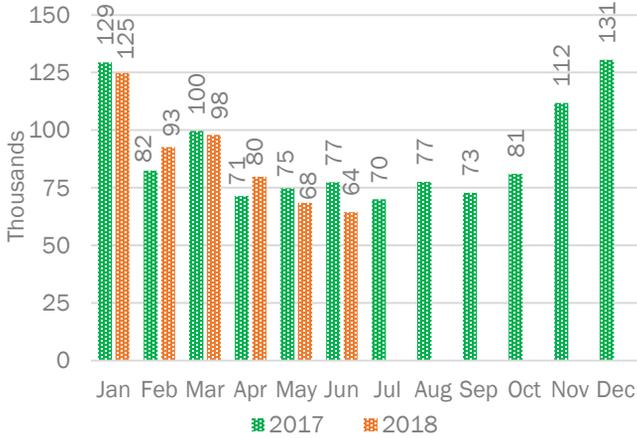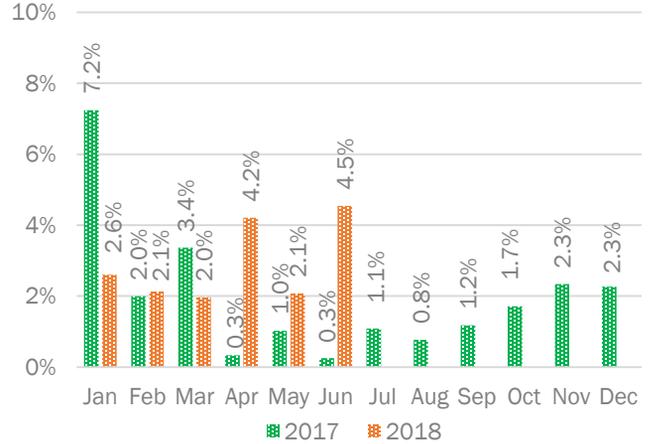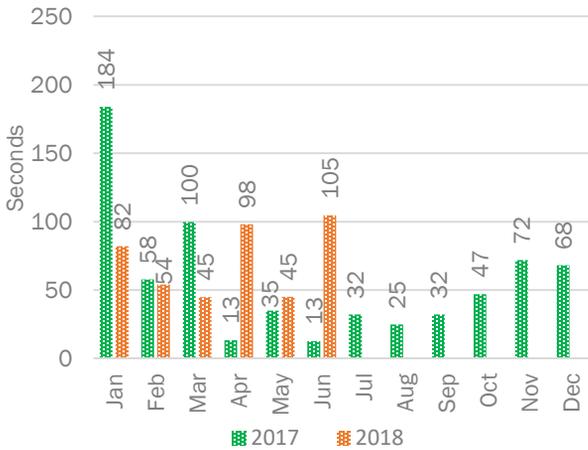**CCA Board Report Metrics**

*Reporting period through June 30, 2018
Source: NTT Data

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Customer Experience

Call Volume 2017 v. 2018

Month	2017	2018
Jan	129	125
Feb	82	93
Mar	100	98
Apr	71	80
May	75	68
Jun	77	64
Jul	70	
Aug	77	
Sep	73	
Oct	81	
Nov	112	
Dec	131	

(Thousands)

Abandonment Rate 2017 v. 2018

Month	2017	2018
Jan	7.2%	2.6%
Feb	2.0%	2.1%
Mar	3.4%	2.0%
Apr	0.3%	4.2%
May	1.0%	2.1%
Jun	0.3%	4.5%
Jul	1.1%	
Aug	0.8%	
Sep	1.2%	
Oct	1.7%	
Nov	2.3%	
Dec	2.3%	

Average Speed to Answer 2017 v. 2018

Month	2017	2018
Jan	184	82
Feb	58	54
Mar	100	45
Apr	13	98
May	35	45
Jun	13	105
Jul	32	
Aug	25	
Sep	32	
Oct	47	
Nov	72	
Dec	68	

(Seconds)

Overall CSAT 2017 v. 2018

Period	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Jan-17	59%	13%	7%	4%	17%
Jan-18	60%	11%	8%	5%	17%
Feb-17	62%	11%	7%	6%	14%
Feb-18	59%	10%	8%	5%	18%
Mar-17	62%	10%	8%	6%	14%
Mar-18	60%	11%	8%	5%	17%
Apr-17	62%	12%	6%	5%	14%
Apr-18	61%	12%	6%	4%	17%
May-17	63%	11%	7%	7%	11%
May-18	60%	11%	7%	5%	17%
Jun-17	63%	12%	8%	5%	12%
Jun-18	63%	10%	6%	4%	17%
Jul-17	64%	14%	7%	6%	9%
Aug-17	69%	15%	6%	4%	6%
Sep-17	57%	10%	8%	5%	20%
Oct-17	66%	10%	6%	4%	14%
Nov-17	62%	12%	7%	4%	15%
Dec-17	61%	12%	7%	4%	16%

Customer Satisfaction Score – June 2018

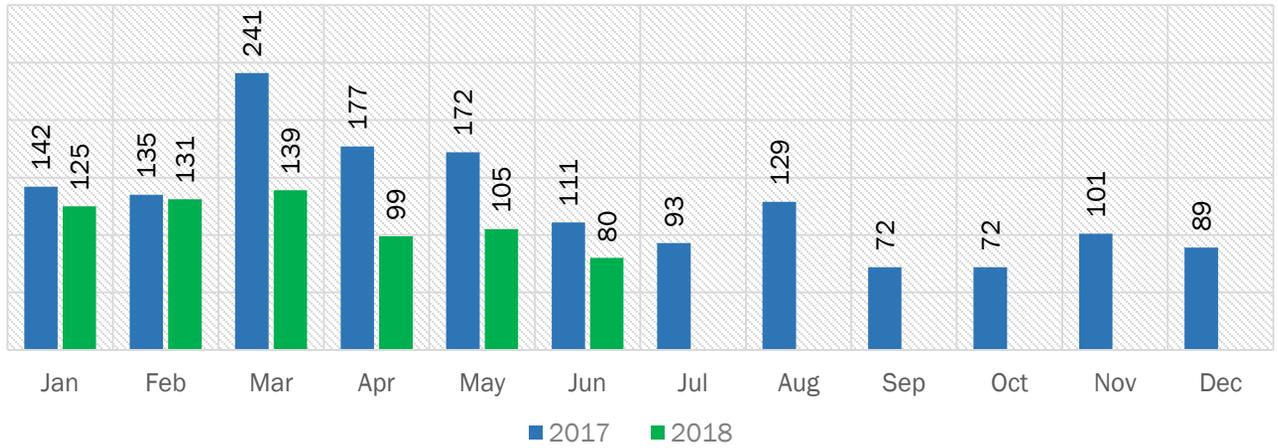| Response	CSR Satisfaction	CSR Friendliness	CSR Knowledge
Very dissatisfied	18%	10%	14%
Dissatisfied	5%	5%	3%
Neither dissatisfied or satisfied	3%	4%	4%
Satisfied	8%	5%	7%
Completely satisfied	66%	76%	72%
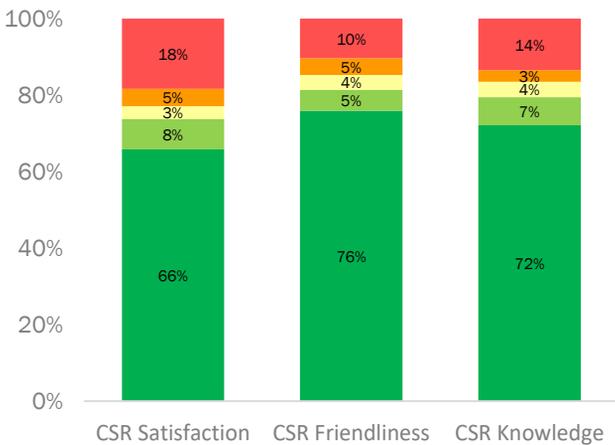
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
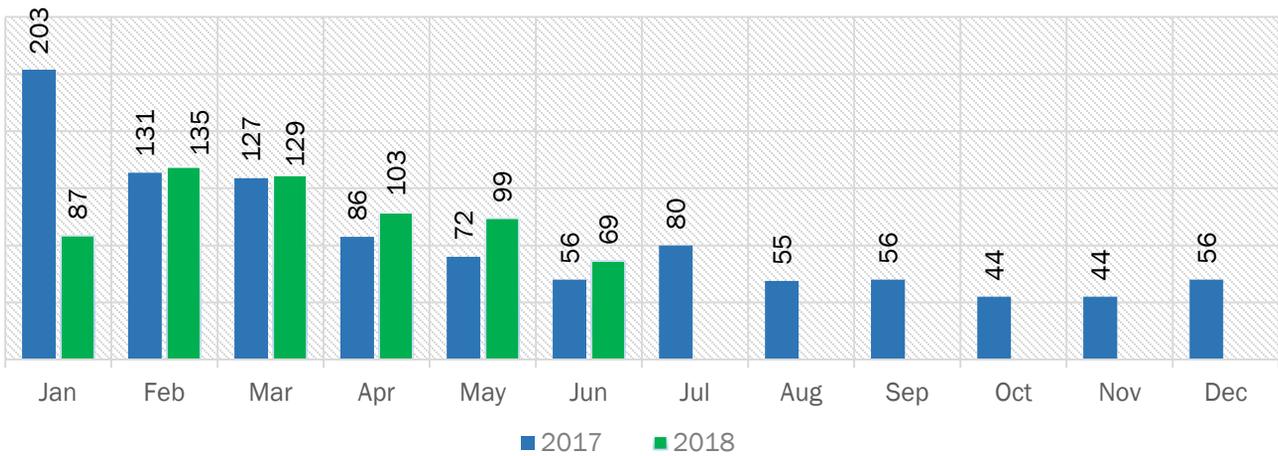--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied   Dissatisfied   Neither dissatisfied or satisfied

Satisfied   Completely satisfied

CCA Board Report Metrics

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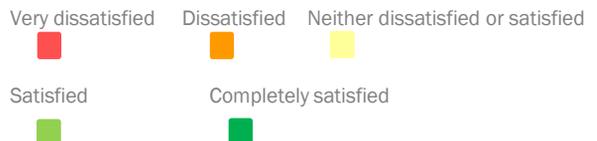
Customer Experience

Number of Urgent Services Cases Received (Monthly)

Month	2017	2018
Jan	142	125
Feb	135	131
Mar	241	139
Apr	177	99
May	172	105
Jun	111	80
Jul	93	
Aug	129	
Sep	72	
Oct	72	
Nov	101	
Dec	89	

■ 2017 ■ 2018

Number of Ombudsman Cases Received (Monthly)

Month	2017	2018
Jan	203	87
Feb	131	135
Mar	127	129
Apr	86	103
May	72	99
Jun	56	69
Jul	80	
Aug	55	
Sep	56	
Oct	44	
Nov	44	
Dec	56	

■ 2017 ■ 2018

Inventory Aging

Total Open Cases as of 6/29/2018: **24**

Month	Urgent Services	Ombudsman
Apr-18	1	
May-18		2
Jun-18	2	19

■ Urgent Services ■ Ombudsman