CCA Board Report Metrics

MASSACHUSETTS HEALTH CONNECTOR
the right place for the right plan

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

July — 297,558 / 291,328
Adds: 663, 2,410, 6,445
Terms: (4,379), (1,802), (492)

August — 296,418 / 293,238
Adds: 650, 2,405, 5,924
Terms: (4,751), (1,741), (581)

September — 295,541 / 293,200
Adds: 476, 1,882, 5,459
Terms: (4,885), (2,596), (374)

October — 291,314
Adds: 479, 1940, 5,341
Terms: (7,414), (1,706), (535)

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

***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

Open Enrollment — Closed Enrollment

Enrollment as of Initial Report Date (gray): 287,911 / 289,045 / 294,584 / 302,426 / 299,000 / 298,157 / 294926 / 298,132 / 297,558 / 296,418 / 295,541

Enrollment as of Report Date (blue): 279,762 / 279,013 / 278,490 / 287,548 / 292,886 / 294,341 / 289,200 / 288,484 / 291,328 / 293,238 / 293,200 / 291,314

Months: November, December, January, February, March, April, May, June, July, August, September, October

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
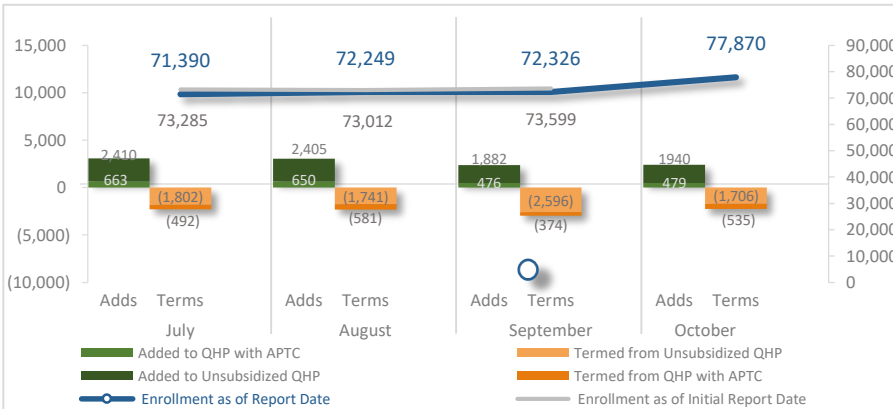- Enrollment as of Initial Report Date

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.
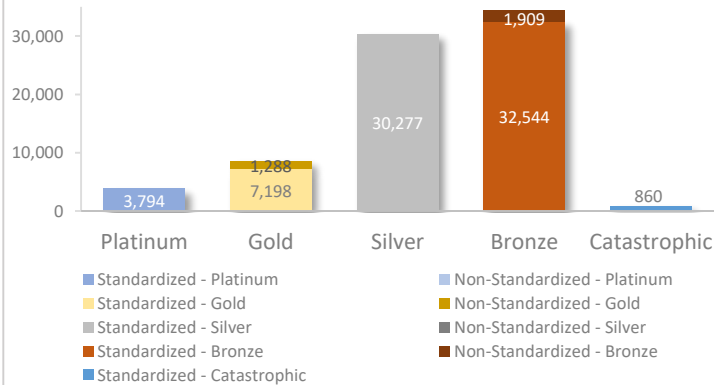
CCA Board Report Metrics

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Non-Group Medical Enrollment – Unsubsidized QHP and APTC

Enrollment as of Report Date: 71,390 (July), 72,249 (August), 72,326 (September), 77,870 (October)
Enrollment as of Initial Report Date: 73,285 (July), 73,012 (August), 73,599 (September)

July — Adds: 2,410 / 663; Terms: (1,802) / (492)
August — Adds: 2,405 / 650; Terms: (1,741) / (581)
September — Adds: 1,882 / 476; Terms: (2,596) / (374)
October — Adds: 1940 / 479; Terms: (1,706) / (535)

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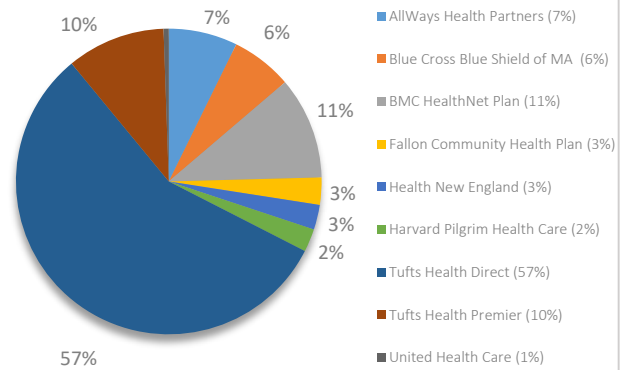- Enrollment as of Initial Report Date

- 60,059 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,811 individuals are enrolled in QHP with APTC plans.
- 5,954 members who were enrolled in September ConnectorCare plans are now enrolled in Unsubsidized QHP (4,957) or APTC (997) coverage for October.
- 75% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.
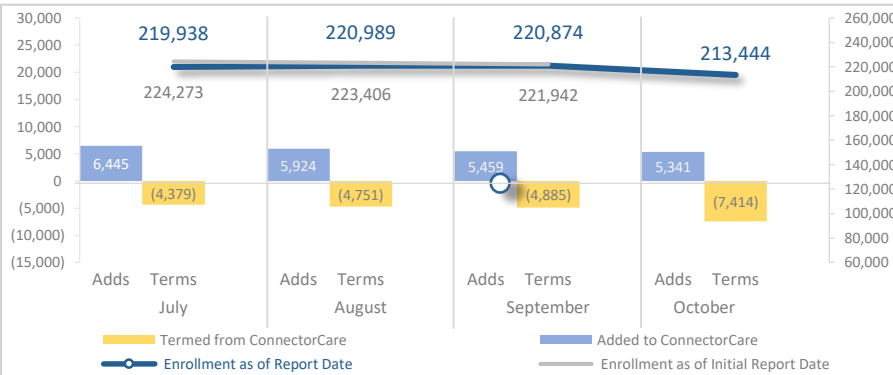
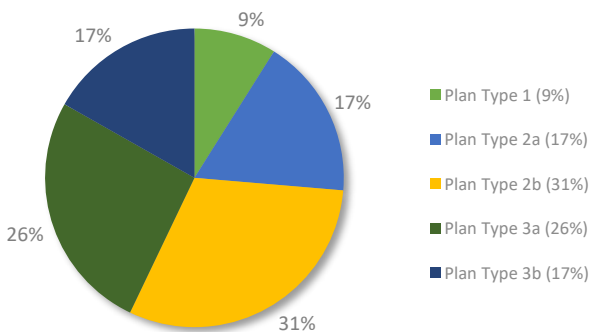### Enrolled Members by Metallic Tier and Standardization

Platinum: 3,794
Gold: Standardized 7,198 / Non-Standardized 1,288
Silver: 30,277
Bronze: Standardized 32,544 / Non-Standardized 1,909
Catastrophic: 860

Legend:
- Standardized - Platinum / Non-Standardized - Platinum
- Standardized - Gold / Non-Standardized - Gold
- Standardized - Silver / Non-Standardized - Silver
- Standardized - Bronze / Non-Standardized - Bronze
- Standardized - Catastrophic

Enrolled Members by Carrier

- AllWays Health Partners (7%)
- Blue Cross Blue Shield of MA (6%)
- BMC HealthNet Plan (11%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- Harvard Pilgrim Health Care (2%)
- Tufts Health Direct (57%)
- Tufts Health Premier (10%)
- United Health Care (1%)

Non-Group Medical Enrollment – ConnectorCare

Enrollment as of Report Date: 219,938 (July), 220,989 (August), 220,874 (September), 213,444 (October)
Enrollment as of Initial Report Date: 224,273 (July), 223,406 (August), 221,942 (September)

July — Adds: 6,445; Terms: (4,379)
August — Adds: 5,924; Terms: (4,751)
September — Adds: 5,459; Terms: (4,885)
October — Adds: 5,341; Terms: (7,414)

Legend:
- Termed from ConnectorCare
- Added to ConnectorCare
- Enrollment as of Report Date
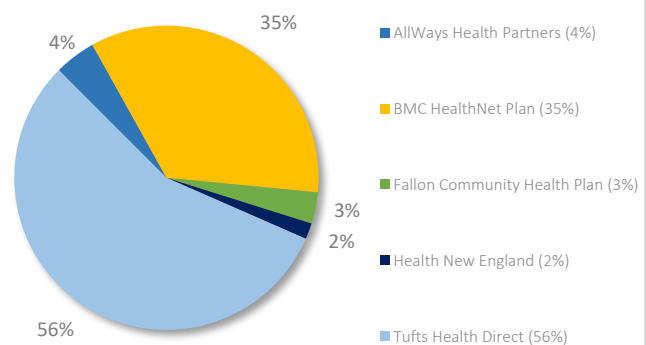- Enrollment as of Initial Report Date

- 592 members who were enrolled in Unsubsidized (372) and APTC (220) plans in September are now enrolled in October ConnectorCare coverage.

Enrolled Members by Plan Type

- Plan Type 1 (9%)
- Plan Type 2a (17%)
- Plan Type 2b (31%)
- Plan Type 3a (26%)
- Plan Type 3b (17%)

Enrolled Members by Carrier

- AllWays Health Partners (4%)
- BMC HealthNet Plan (35%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Tufts Health Direct (56%)

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Non-Group Dental Enrollment

107,961 · 107,568 · 107,405

105,012 · 105,854 · 104,867 · 107,264

	July	August	September	October
Adds	4,272	4,267	3,732	4,299
Terms	(2,751)	(3,433)	(4,723)	(1,905)

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
47,872	32,667	26,540	134	51

Enrolled Members by Carrier

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

13% · 87%

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Small Group Medical Enrollment

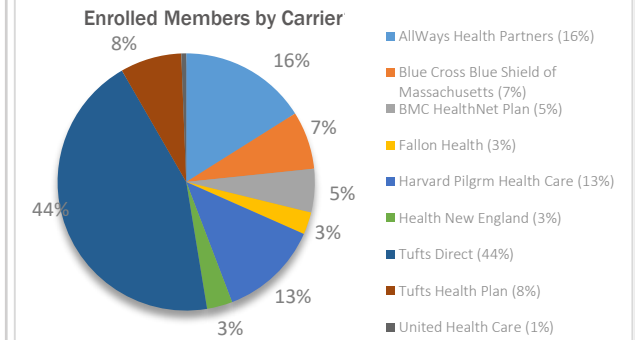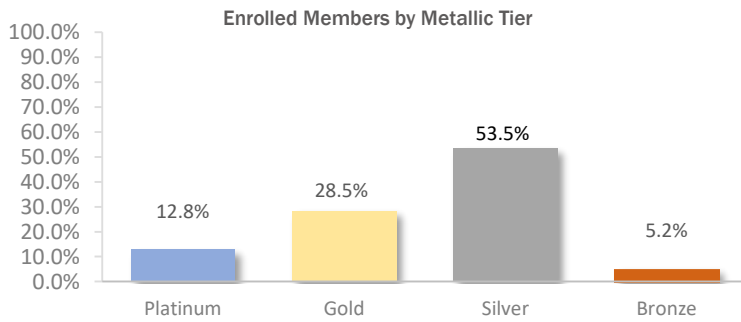Member Enrollment: 6,931 | 7,107 | 7,366 | 7,843 | 7,965 | 8,209 | 8,352 | 8,378 | 8,488 | 8,581 | 8,610 | 8,662

Group Enrollment: 1,404 | 1,424 | 1,441 | 1,504 | 1,530 | 1,554 | 1,596 | 1,596 | 1,606 | 1,617 | 1,614 | 1,631

Group Adds: 37 | 27 | 32 | 89 | 46 | 46 | 66 | 25 | 24 | 31 | 17 | 30

Group Terms: (16) | (7) | (15) | (26) | (14) | (22) | (24) | (25) | (14) | (20) | (20) | (13)

Months: October, November, December, January, February, March, April, May, June, July, August, September

Legend: Group Terms | Group Adds | Group Enrollment | Member Enrollment

Enrolled Members by Metallic Tier

Platinum 12.8% | Gold 28.5% | Silver 53.5% | Bronze 5.2%

Enrolled Members by Carrier

- AllWays Health Partners (16%)
- Blue Cross Blue Shield of Massachusetts (7%)
- BMC HealthNet Plan (5%)
- Fallon Health (3%)
- Harvard Pilgrm Health Care (13%)
- Health New England (3%)
- Tufts Direct (44%)
- Tufts Health Plan (8%)
- United Health Care (1%)

Small Group Dental Enrollment*

Member Enrollment: 1,439 | 1,547 | 1,603 | 1,820 | 1,883 | 1,948 | 1,950 | 1,975 | 1,993 | 2,047 | 2,088 | 2,117

Group Enrollment: 296 | 310 | 332 | 381 | 395 | 411 | 426 | 435 | 443 | 453 | 457 | 466

Group Adds: 25 | 23 | 24 | 52 | 23 | 20 | 24 | 15 | 14 | 15 | 14 | 18

Group Terms: (2) | (6) | (5) | (3) | (7) | (4) | (9) | (6) | (6) | (5) | (10) | (9)

Months: October, November, December, January, February, March, April, May, June, July, August, September

Legend: Group Adds | Group Terms | Group Enrollment | Member Enrollment

Enrolled Members by Benefit Level

High 69% | Low 31%

Enrolled Members by Carrier

- Delta Dental (85%)
- Altus Dental (15%)

- The enrollment counts in this report are for the prior coverage month.
*Reflects the total transition of eligible groups to the Health Connector for Business platform

Sep 1st, 2020*

*Reporting period through Sep 30th, 2020
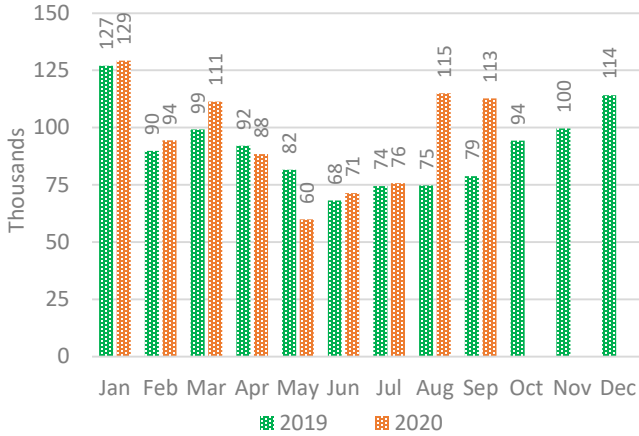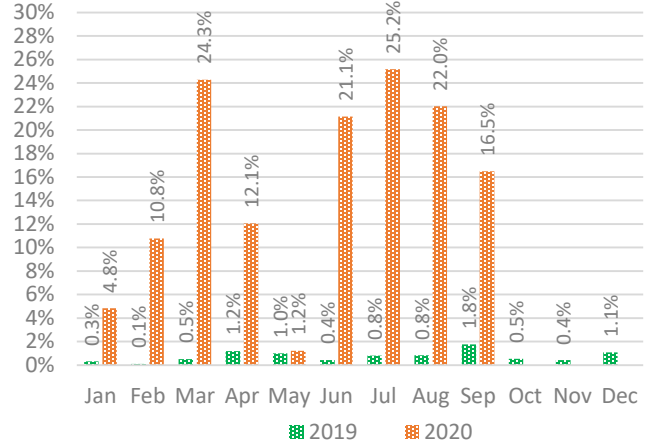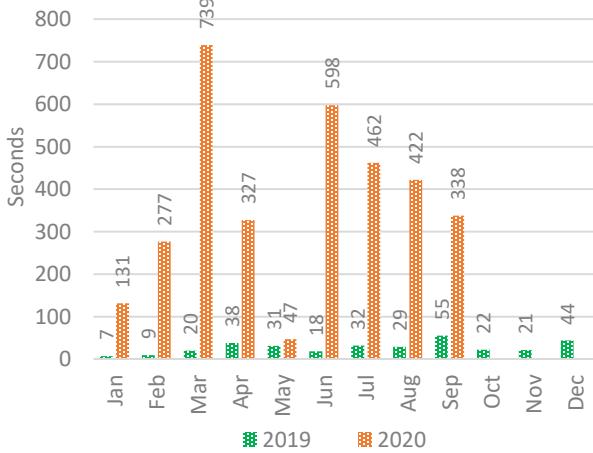Source: Faneuil Data

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Customer Experience

Call Volume 2019 v. 2020

Month	2019	2020
Jan	127	129
Feb	90	94
Mar	99	111
Apr	92	88
May	82	60
Jun	68	71
Jul	74	76
Aug	75	115
Sep	79	113
Oct	94	
Nov	100	
Dec	114	

(Thousands)

Abandonment Rate 2019 v. 2020

Month	2020
Jan	4.8%
Feb	10.8%
Mar	24.3%
Apr	12.1%
May	1.2%
Jun	21.1%
Jul	25.2%
Aug	22.0%
Sep	16.5%

2019 values: Jan 0.3%, Feb 0.1%, Mar 0.5%, Apr 1.2%, May 1.0%, Jun 0.4%, Jul 0.8%, Aug 0.8%, Sep 1.8%, Oct 0.5%, Nov 0.4%, Dec 1.1%

Average Speed to Answer 2019 v. 2020

Month	2019	2020
Jan	7	131
Feb	9	277
Mar	20	739
Apr	38	327
May	31	47
Jun	18	598
Jul	32	462
Aug	29	422
Sep	55	338
Oct	22	
Nov	21	
Dec	44	

(Seconds)

Overall CSAT 2019 v. 2020

Period	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Jan-19	59%	12%	7%	5%	17%
Jan-20	68%	11%	8%	4%	9%
Feb-19	63%	11%	6%	4%	16%
Feb-20	67%	9%	7%	4%	13%
Mar-19	71%	9%	6%	3%	11%
Mar-20	63%	9%	4%	6%	18%
Apr-19	65%	8%	7%	5%	15%
Apr-20	66%	9%	9%	4%	14%
May-19	70%	9%	5%	5%	12%
May-20	65%	11%	4%	6%	14%
Jun-19	72%	9%	5%	5%	12%
Jun-20	57%	10%	8%	2%	23%
Jul-19	66%	9%	6%	4%	15%
Jul-20	62%	8%	6%	4%	21%
Aug-19	71%	9%	5%	4%	10%
Aug-20	62%	7%	3%	6%	23%
Sep-19	70%	9%	7%	6%	12%
Sep-20	71%	9%	4%	3%	15%
Oct-19	71%	9%	6%	3%	11%
Nov-19	69%	9%	7%	4%	11%
Dec-19	71%	10%	6%	3%	10%

Customer Satisfaction Score – August 2020

Category	Completely satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
CSR Satisfaction	71%	7%	4%	3%	15%
CSR Friendliness	76%	5%	3%	2%	14%
CSR Knowledge	71%	8%	4%	3%	14%
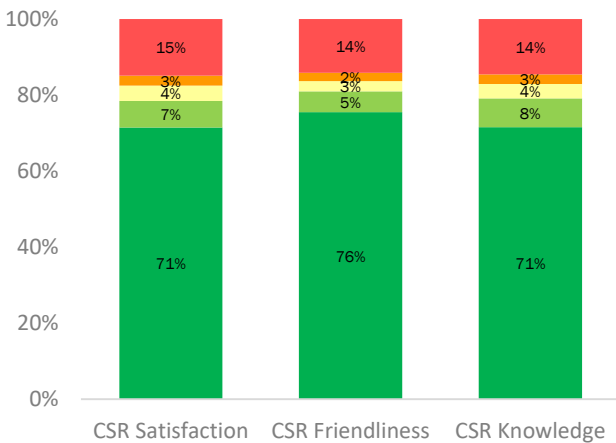
Questions
--How satisfied are you with how our customer service representative resolved your issue today?
---How friendly and courteous our customer service representative was today?
--How satisfied are you with the knowledge of the customer service representative you spoke with today?
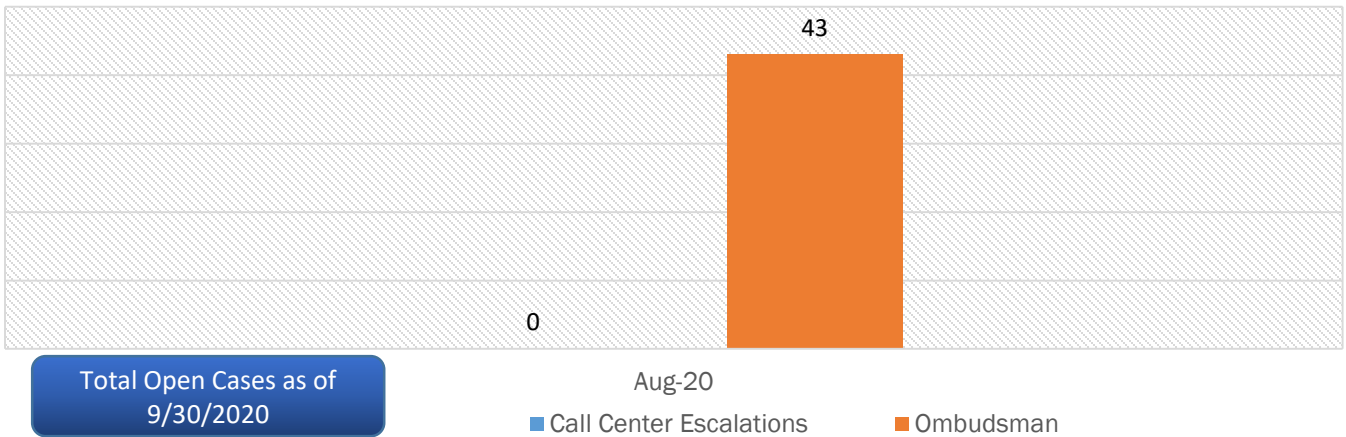--How satisfied are you with the overall service provided to you by the Health Connector today?

Very dissatisfied   Dissatisfied   Neither dissatisfied or satisfied

Satisfied   Completely satisfied

Sep 1st, 2020*

*Reporting period through Sep 30th, 2020
Source: Faneuil Data

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Customer Experience

Number of Ombudsman Cases Received (Monthly)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	145	107	101	75	70	53	115	107	66	106	101	117
2020	148	137	152	143	94	128	170	147	146			

■ 2019 ■ 2020

Inventory

Total Open Cases as of 9/30/2020

0 Aug-20 43

■ Call Center Escalations ■ Ombudsman

The Health Connector and Faneuil are working to establish a process to accurately capture all cases escalated within the Call Center. This will be reflected in the November Board Report.