



Daily Open Enrollment 2015 Dashboard

*Reporting Period: 11/23 – 11/27

This dashboard details consumer eligibility determinations, website performance and call center usage from November 23 to November 27. The Commonwealth has made transparency a hallmark of the Health Insurance Exchange Project, and will be issuing daily and weekly Open Enrollment reports so that the public can easily track our work to expand access to affordable, quality health insurance through the Affordable Care Act.

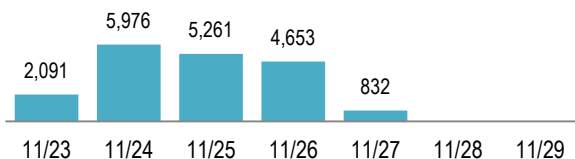
Member Transition: Eligibility Determinations for Affordable Care Act-Compliant Health Insurance

	Totals 11/15 – 11/22	11/23	11/24	11/25	11/26	11/27	11/28	11/29	Total to Date
MassHealth	23,792	884	3,109	2,975	2,491	276			33,527
ConnectorCare	12,584	580	1,573	1,449	1,314	236			17,736
Qualified Health Plan (APTC)	2,895	153	278	444	212	37			4,019
Qualified Health Plan (Unsubsidized)	12,696	731	1,015	1,120	865	241			16,668
Total Eligibility Determinations	51,967	2,348	5,975	5,988	4,882	790			71,950

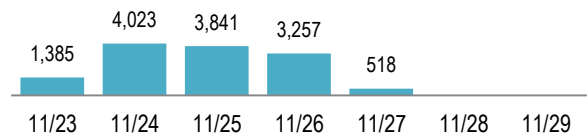
Website challenges during Open Enrollment 2014 resulted in the system being unable to correctly determine people for ACA-compliant coverage, leading to relatively low enrollment in new ACA plans. Legacy and temporary programs protected and extended coverage to approximately 414,383 people. Based on low program utilization rates to date, the pre-ACA small percentage of uninsured and the state's strong base of employer-sponsored insurance, we believe many people in this enrollment count have moved on to other coverage. Therefore, it is not unreasonable to assume that between 175,000 - 225,000 will need to submit a new application to obtain ACA-compliant coverage.

Daily Account and Application Activity

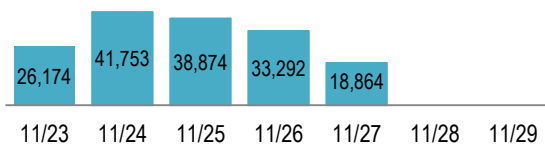
Accounts Created



Applications Submitted



Unique Daily Website Visits

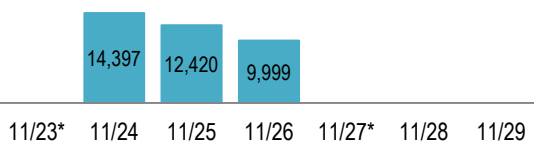


Website Performance

The website is meeting its performance standards, serving a peak of 262 concurrent users with an average page load response time of 353 milliseconds on November 27.

Approximately 1,901 anonymous browsers visited the site on November 27, bringing the total anonymous browsers since go-live to 103,275.

Daily Calls Handled



Call Volume

All call centers were closed on Thursday, November 27. On Wednesday, November 26, the average speed of answer was approximately 14 seconds, compared to 33 seconds on November 25, and the average handle time was 7.5 minutes, down from 8.1 minutes on November 25. The average abandonment rate was 0.2% on Wednesday compared to 0.8% on Tuesday. There will be up to 551 FTEs working on November 28 to answer phone calls and process applications.

*All call centers were closed on Sunday, 11/23, and Thursday, 11/27