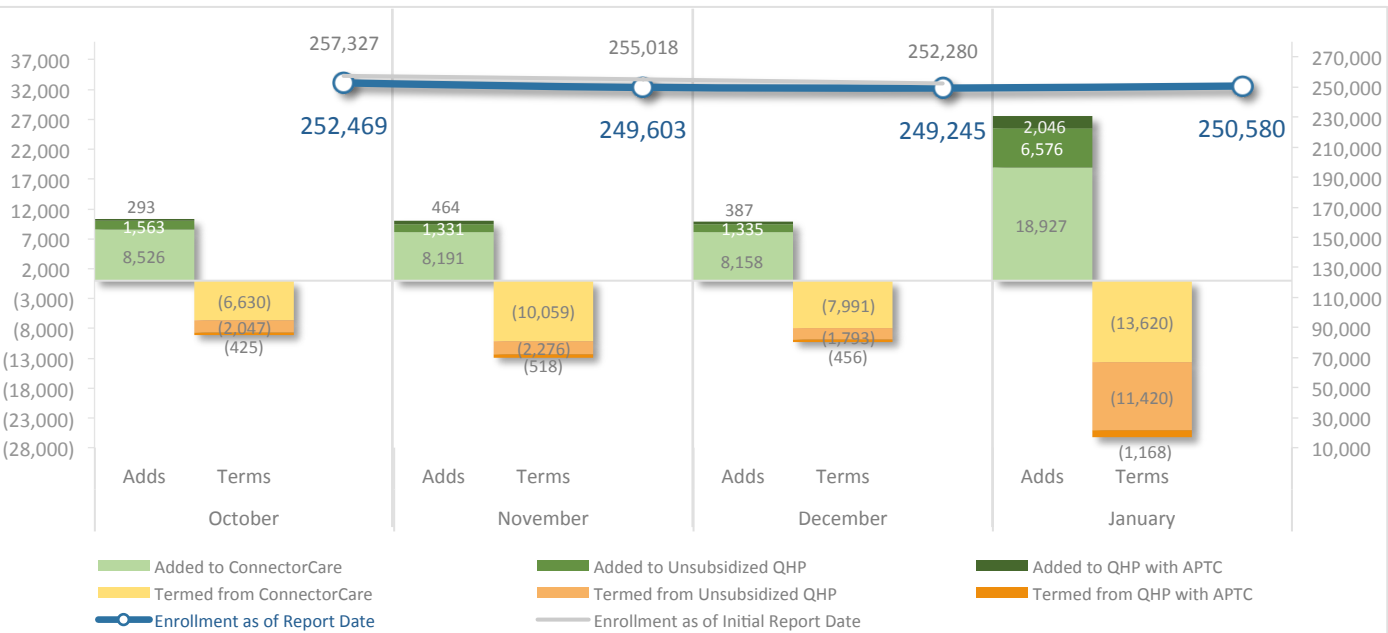


# CCA Board Report Metrics



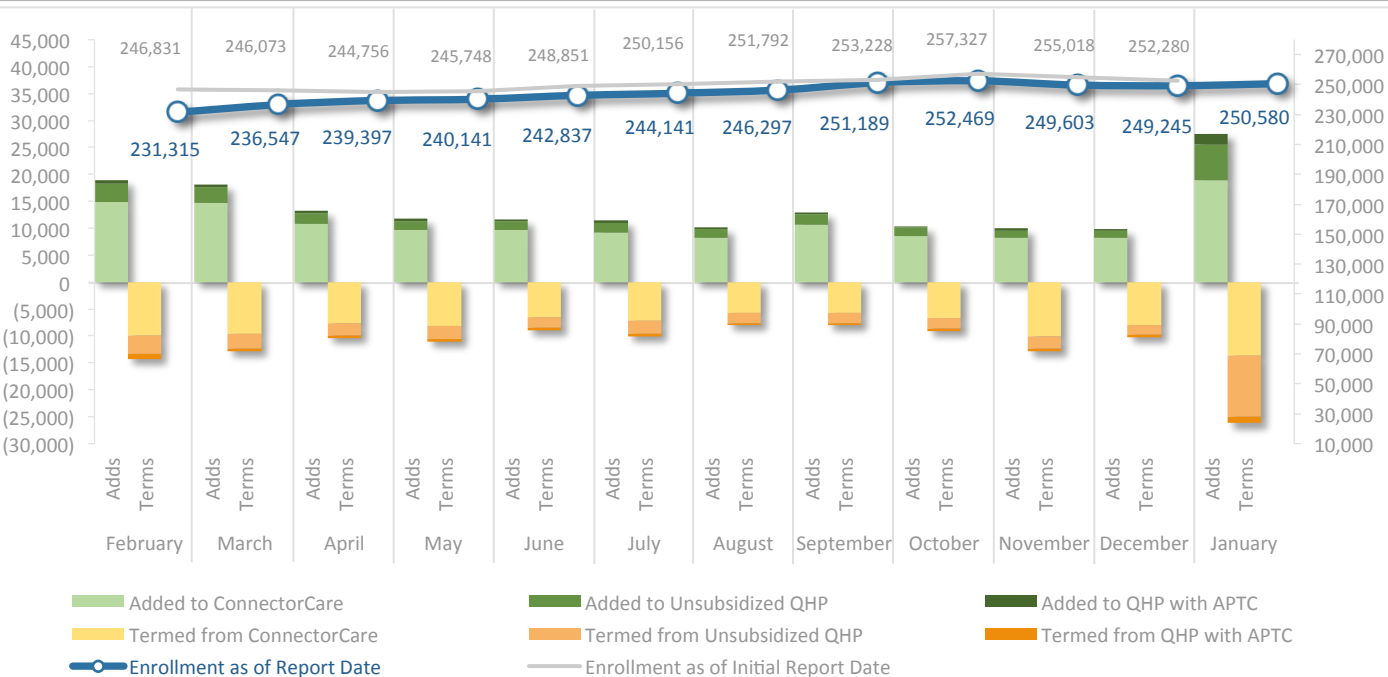
\*Reporting period through January 1, 2018  
 Source: NTT Data Financial Management System (FMS) All Spans Extract – January 2, 2018

## 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. 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

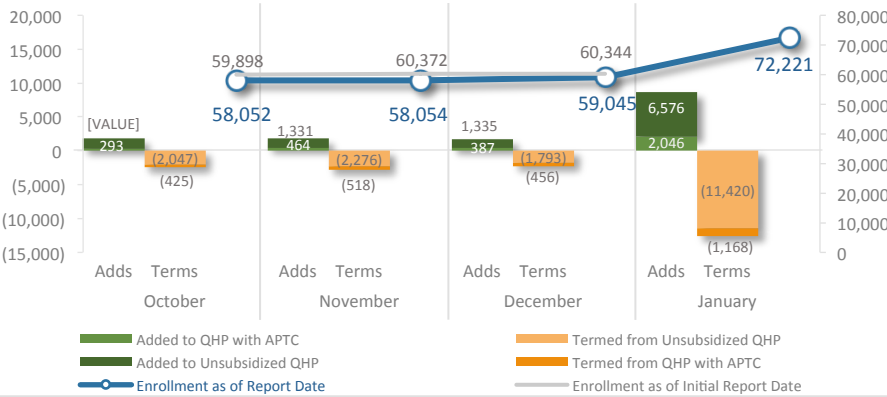


# CCA Board Report Metrics



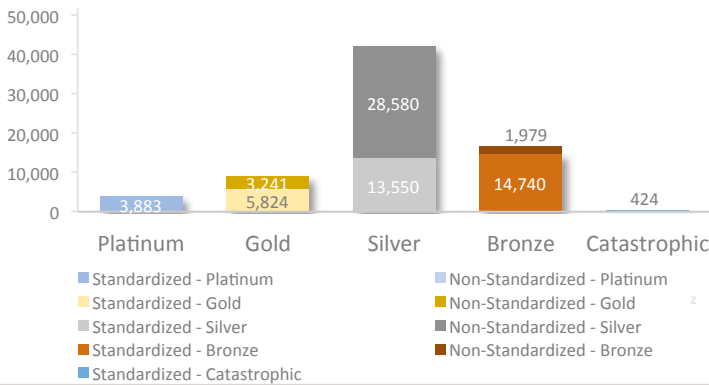
\*Reporting period through January 1, 2018  
 Source: NTT Data Financial Management System (FMS) All Spans Extract - January 2, 2018

## Non-Group Medical Enrollment – Unsubsidized QHP and APTC

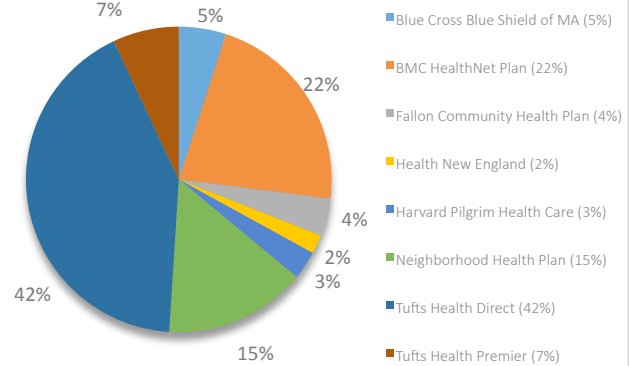


- 56,945 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 15,276 individuals are enrolled in QHP with APTC plans.
- 20,075 members who were enrolled in December ConnectorCare plans are now enrolled in Unsubsidized QHP (15,375) or APTC (4,700) coverage for January.

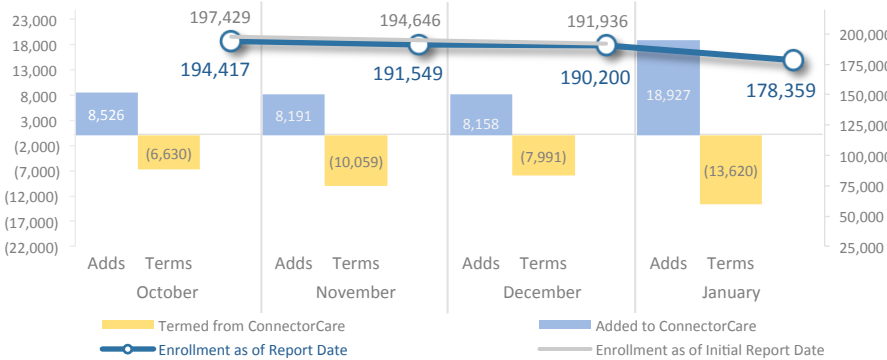
### Enrolled Members by Metallic Tier and Standardization



### Enrolled Members by Carrier

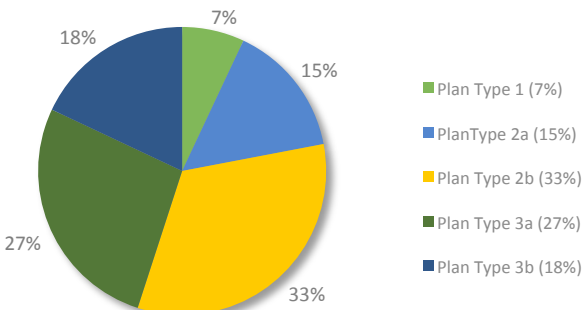


## Non-Group Medical Enrollment – ConnectorCare

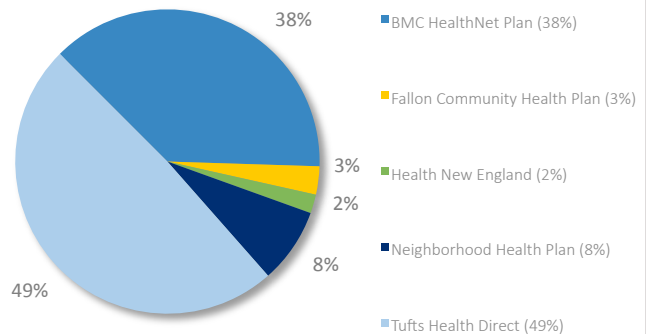


- 2,931 members who were enrolled in Unsubsidized (1,713) and APTC (1,218) plans in December are now enrolled in January ConnectorCare coverage.

### Enrolled Members by Plan Type



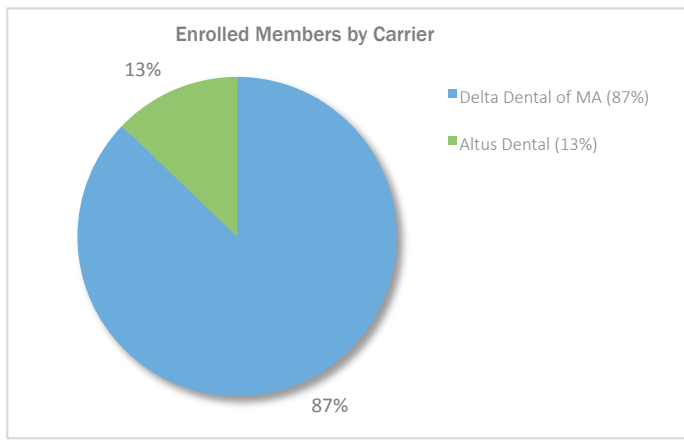
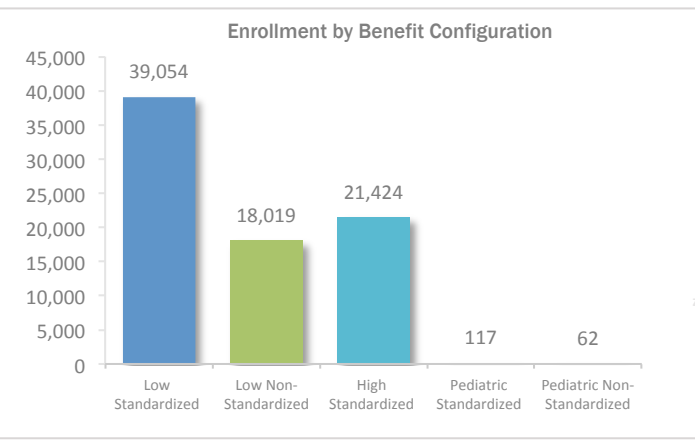
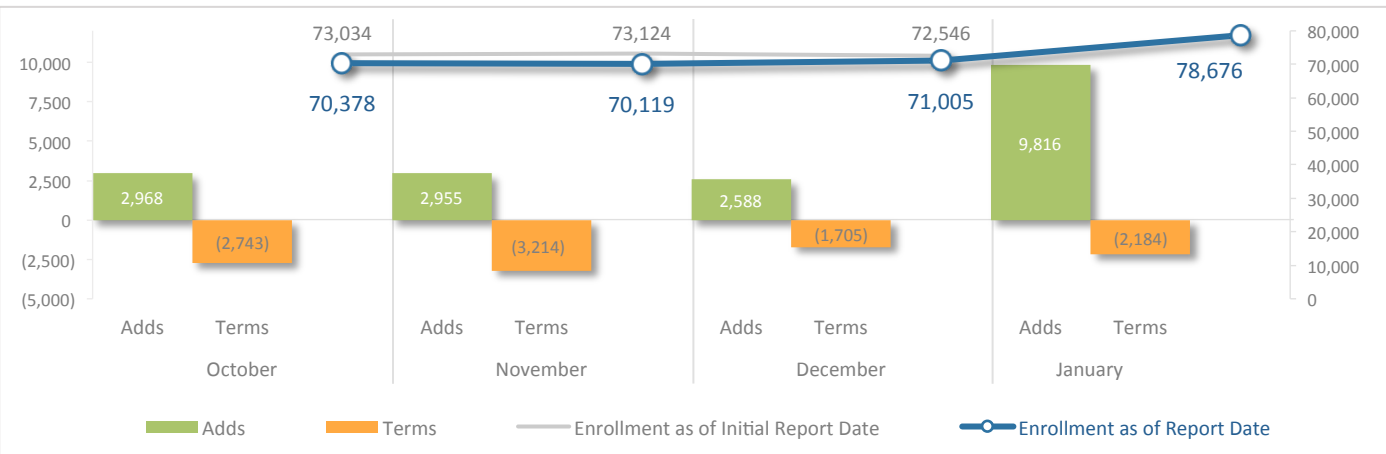
### Enrolled Members by Carrier



\*Reporting period through January 1, 2018

Source: NTT Data Financial Management System (FMS) All Spans Extract – January 2, 2018

Non-Group Dental Enrollment

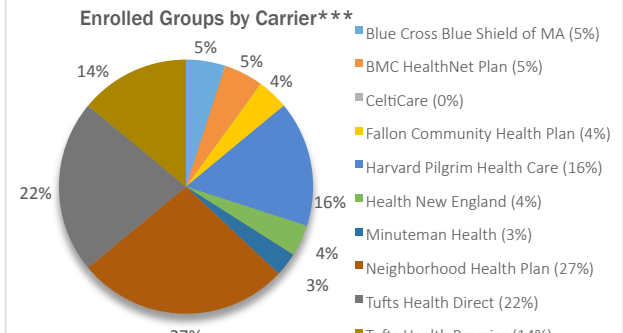
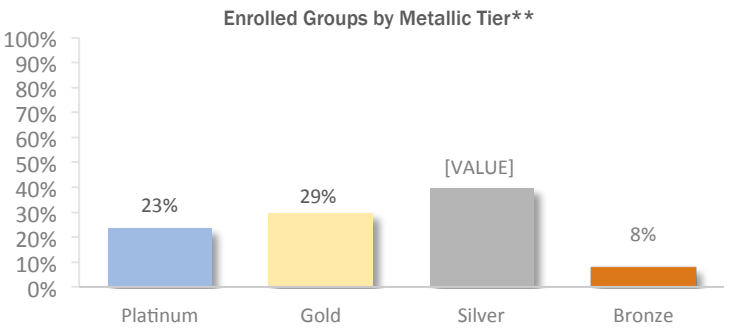
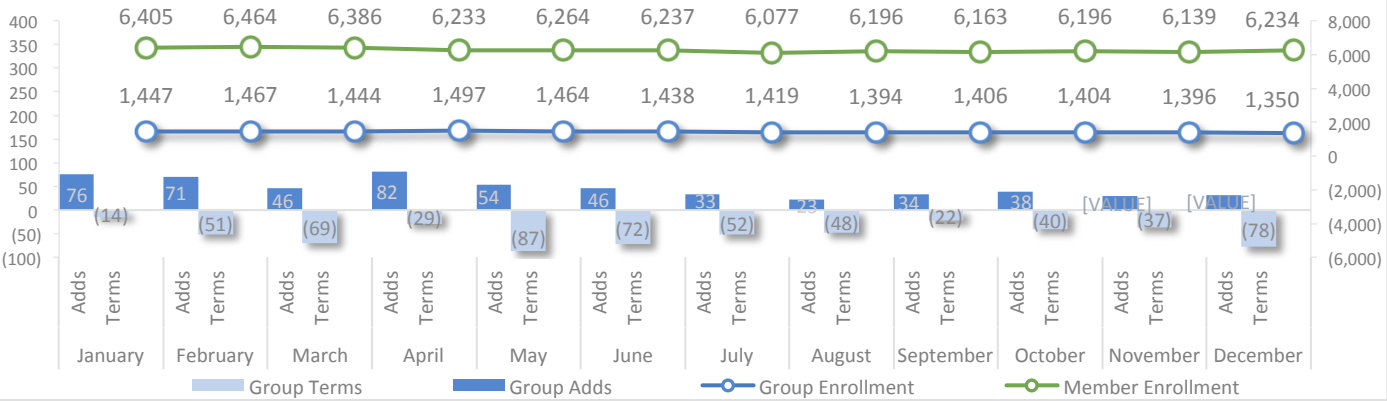


# CCA Board Report Metrics

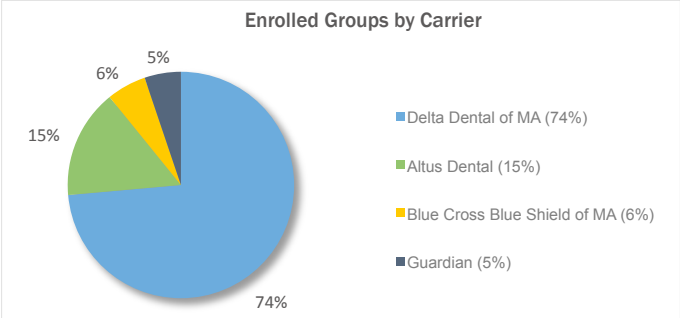
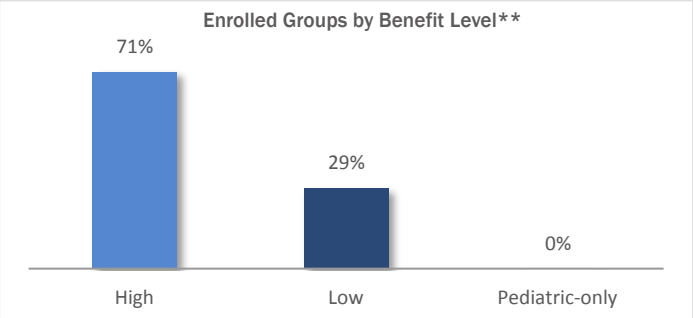
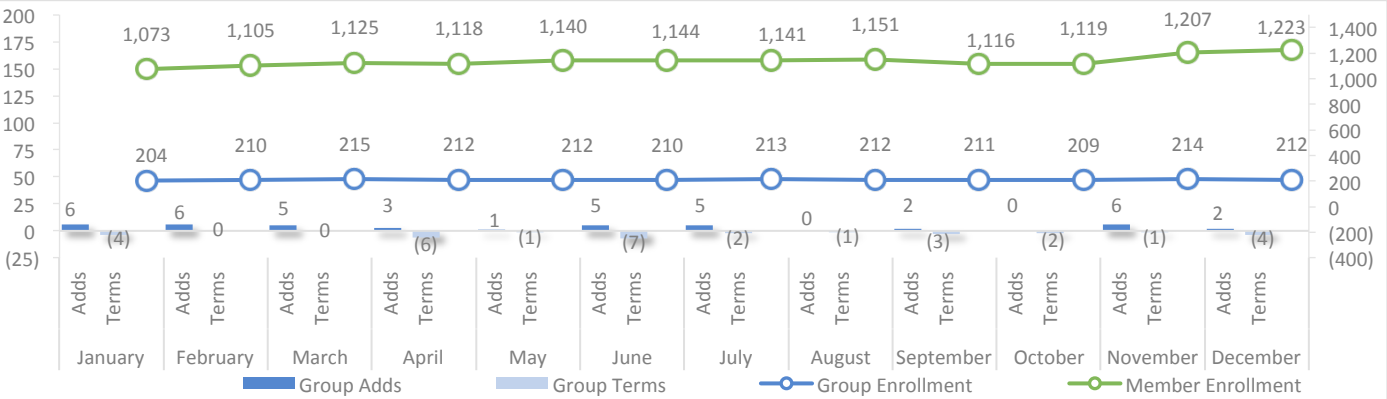


\*Reporting period through January 1, 2018  
 Sources: SBSB SHOP Database – January 2, 2018; DC HBX – January 2, 2018; NTT Financial Management System (FMS) – January 2, 2018

## Small Group Medical Enrollment



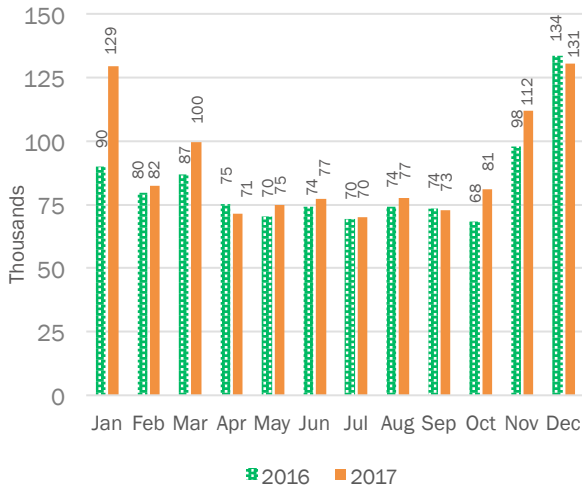
## Small Group Dental Enrollment



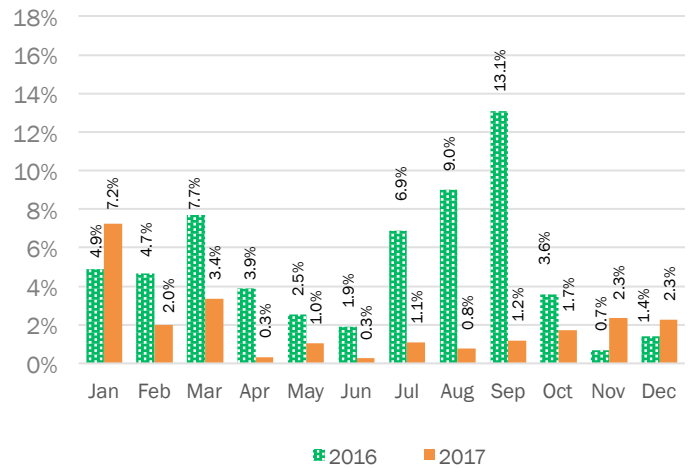
*Small Group enrollment was reformatted in December 2017 to report small group enrollment for the prior coverage month. Group adds and terms represent a point-in-time snapshot of small group membership and does not include membership retroactivity.  
 \*\* Group counts by metallic tier/benefit level 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*

## Customer Experience

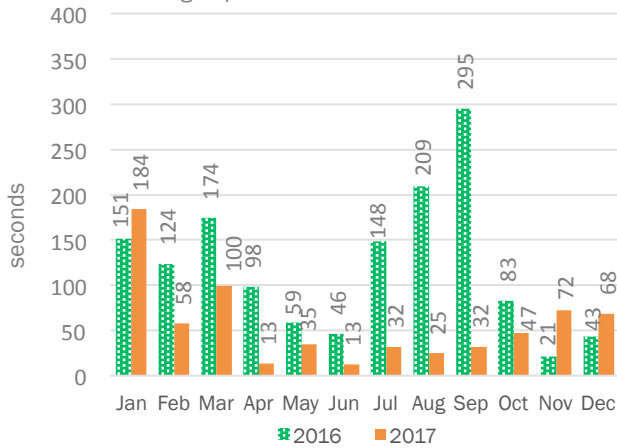
Call Volume 2016 v. 2017



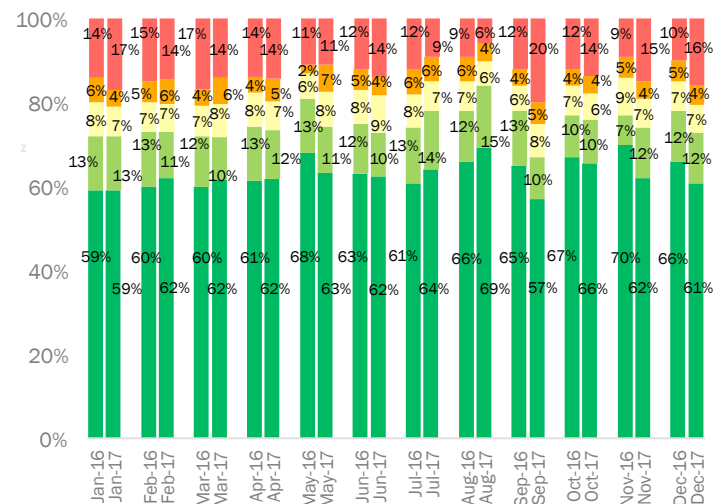
Abandonment Rate 2016 v. 2017



Average Speed to Answer 2016 v. 2017



Overall Customer Satisfaction 2016 v. 2017



Customer Satisfaction Score - December 2017



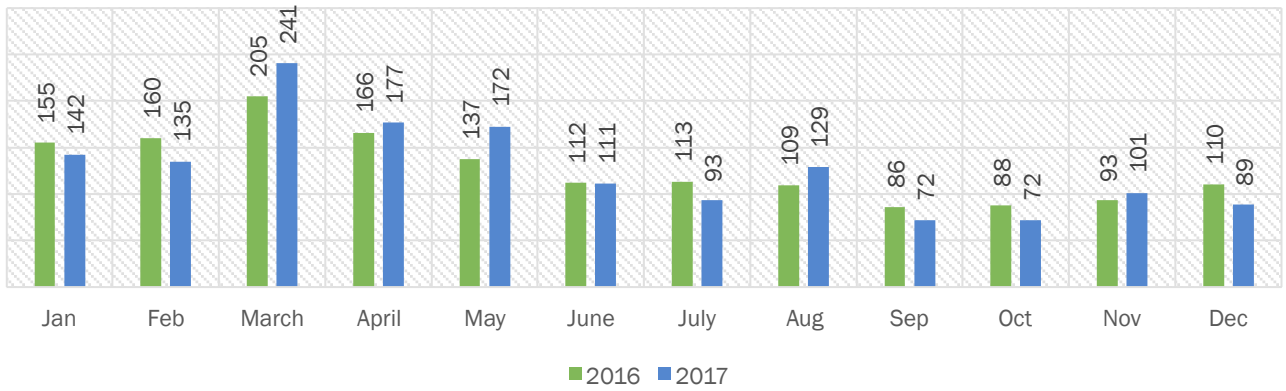
Questions

- How satisfied are you with 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?

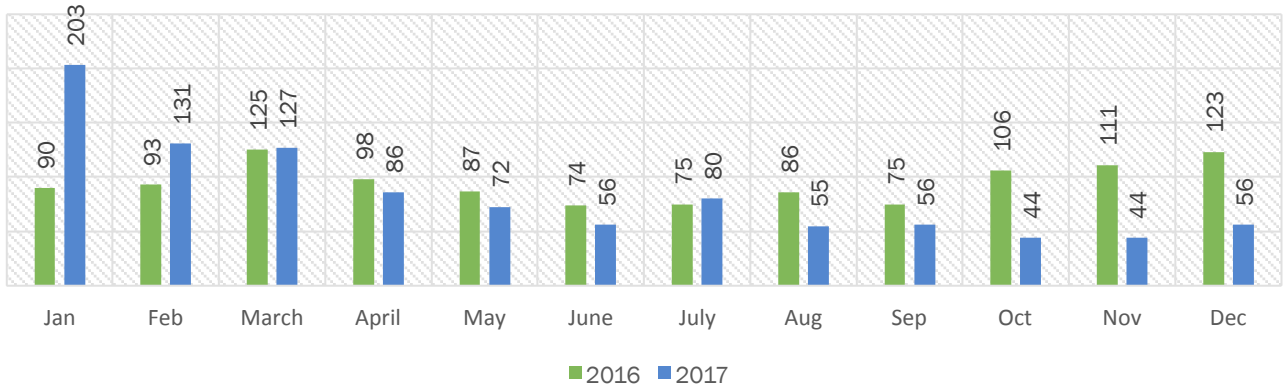


Customer Experience

Number of Urgent Services Cases Received



Number of Ombudsman Cases Received



Inventory Ageing

