



# Massachusetts Health Exchange Dashboard

This is the fifth weekly report measuring the progress of the Massachusetts Health Exchange project. This week's report focuses on the elimination of the paper application backlog, work to expand access to coverage and consumer experience improvements.

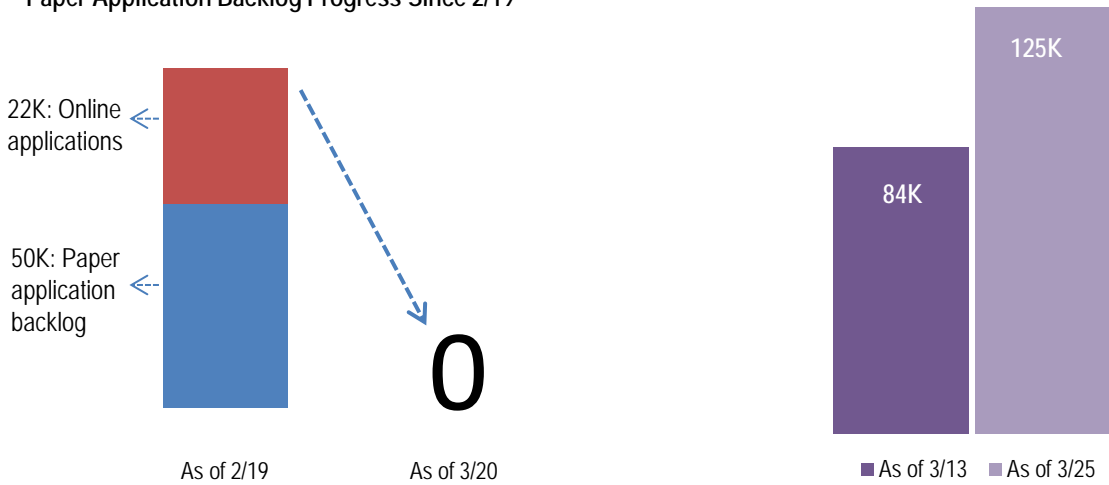
## Paper Application Processing Update

On 2/21 we reported an application backlog of 72K. Since then, we have processed the entire backlog and remain current with incoming applications.

## Transitional Coverage

Since our last report, we have enrolled 41K additional residents of the Commonwealth into transitional coverage.

Paper Application Backlog Progress Since 2/19



## Call Center Experience

Since November 2013, the combined consumer experience across the Connector and MassHealth call centers has improved significantly. As of March 2014, the average speed to answer has been reduced to 7 minutes and the call abandonment rate has been reduced to 19%.

