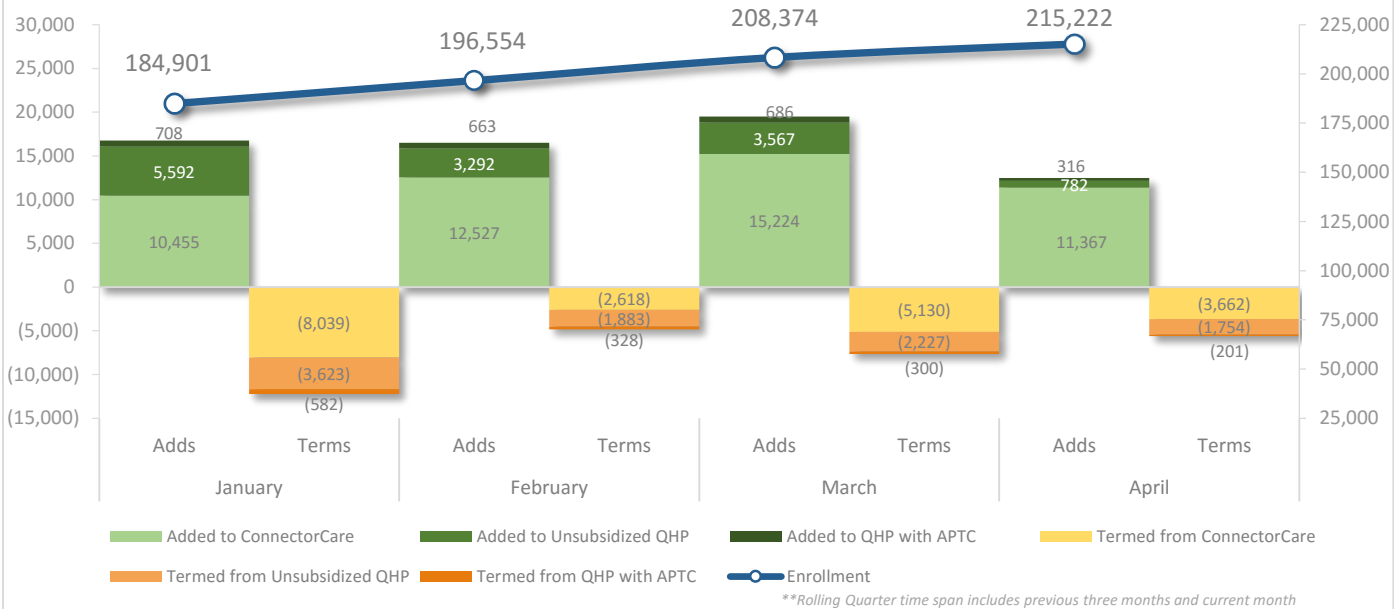


CCA Board Report Metrics



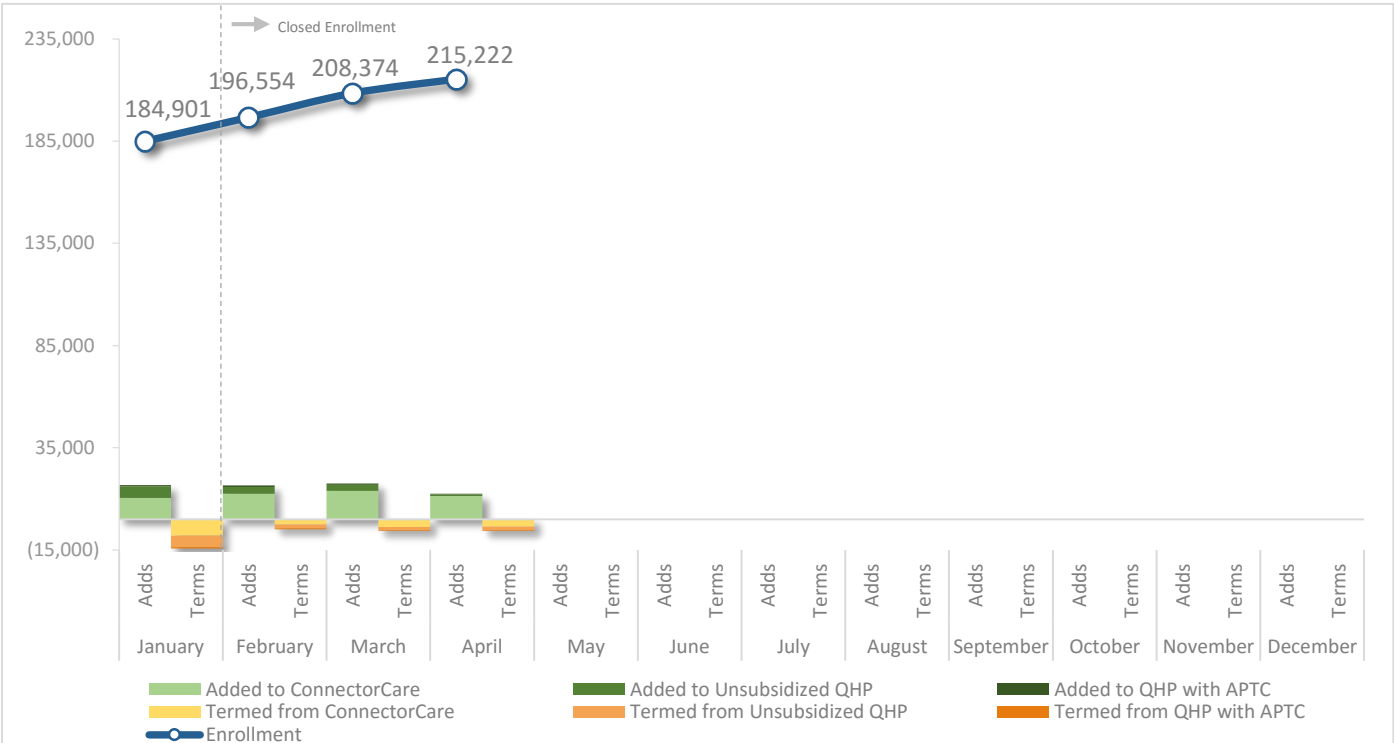
*Reporting period through March 31, 2016
 Source: Dell Financial Management System (FMS) – April 1, 2016

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



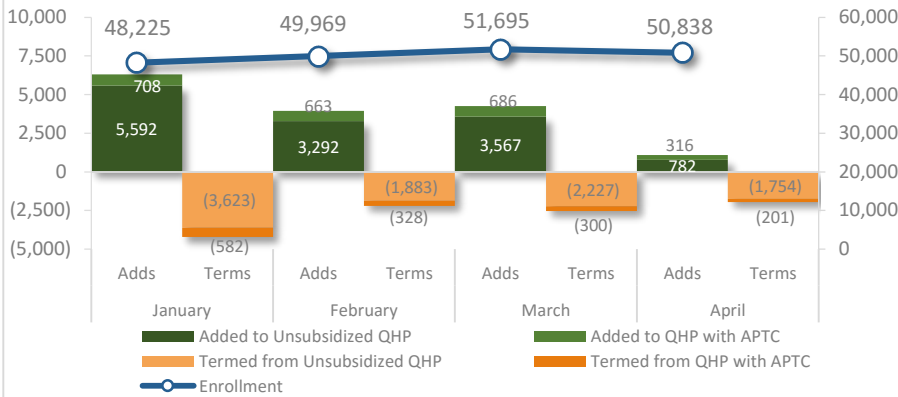
- “Adds” is defined as the total number of members who begin coverage for the reported month
- “Terms” is defined as the total number of members who end coverage for the reported month
- The enrollment lines shows the total number of members effectuated for the reported month

Total Non-Group Medical Enrollment: Year to Date



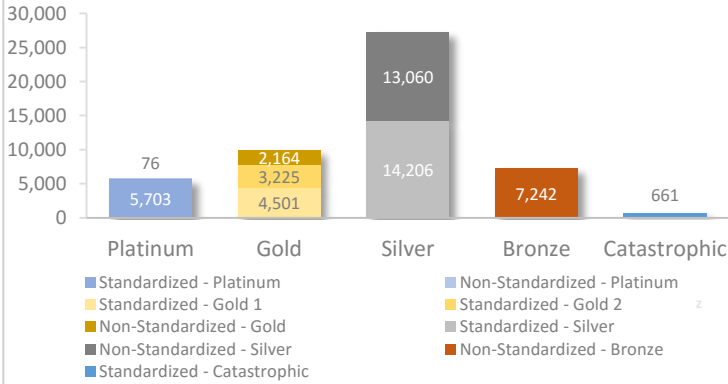
This report has been reformatted since November 2015 with an updated methodology that tracks enrollment, and any associated changes (i.e., additions and terminations), as of the month in which they occur. Previous reports tracked enrollment, and associated changes, based on the member’s benefit start date. For example, if a member began coverage in January and then terminates her coverage in November, she will now be reported as a term in November; previously she would have been reported as a term in January.

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

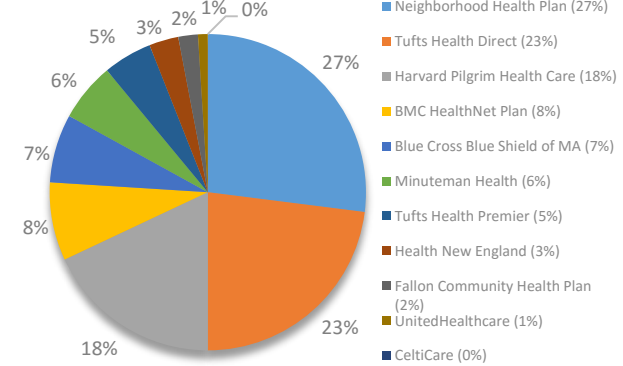


- 50,838 individuals are enrolled in non-group medical Unsubsidized QHP (42,471) or QHP with APTC (8,367) plans.
- 54% of enrolled Unsubsidized QHP and APTC members have selected a Standardized or Non-Standardized Silver plan.
- 68% of members are enrolled in either Neighborhood Health Plan (27%), Tufts Health Direct (23%), or Harvard Pilgrim Health Care (18%), with all other carriers each representing less than 10% of the enrolled population.

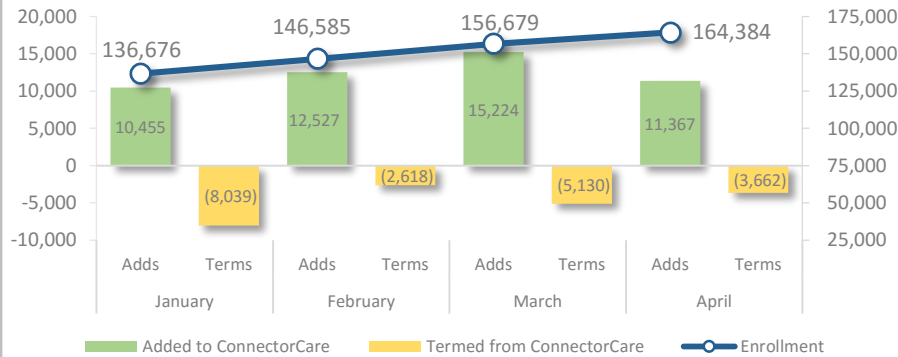
Enrolled Members by Metallic Tier and Standardization



Enrolled Members by Carrier

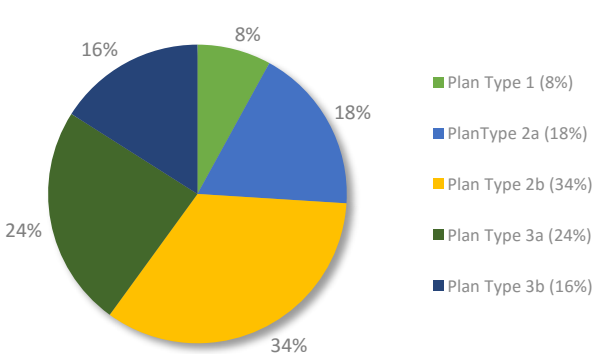


Non-Group Medical Enrollment – ConnectorCare

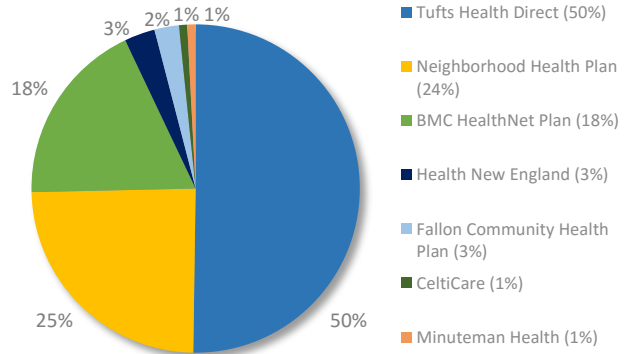


- 164,384 individuals are enrolled in non-group medical ConnectorCare plans.
- 92% of ConnectorCare members are enrolled in plan types 2 and 3.
- 92% of members are enrolled in one of three carriers: Tufts Health Direct (50%), Neighborhood Health Plan (24%) and BMC HealthNet Plan (18%).

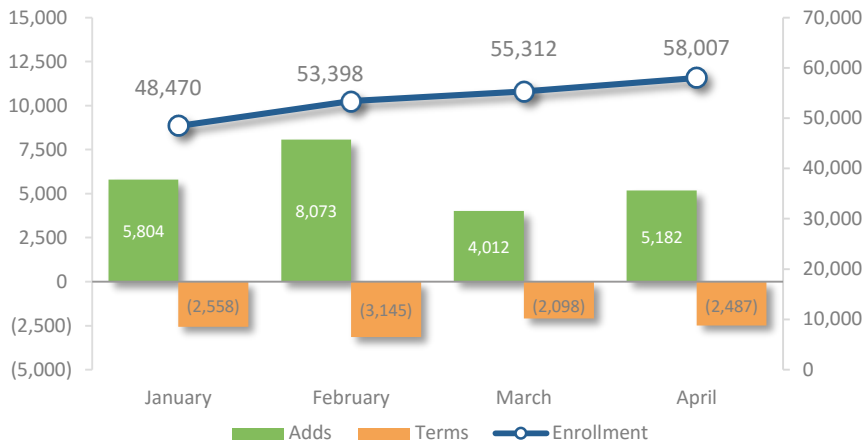
Enrolled Members by Plan Type



Enrolled Members by Carrier

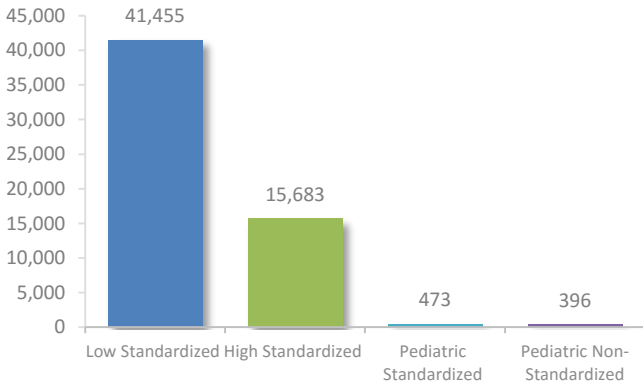


Non-Group Dental Enrollment

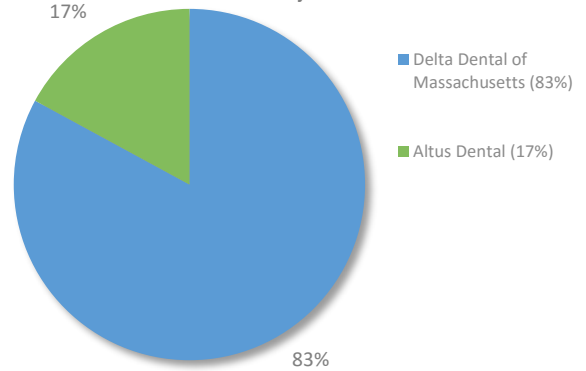


- 58,007 individuals are enrolled in non-group dental plans.
- 71% of enrolled dental members have selected Low Standardized plans.
- 83% of these individuals are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.

Enrollment by Benefit Configuration



Enrolled Members by Carrier

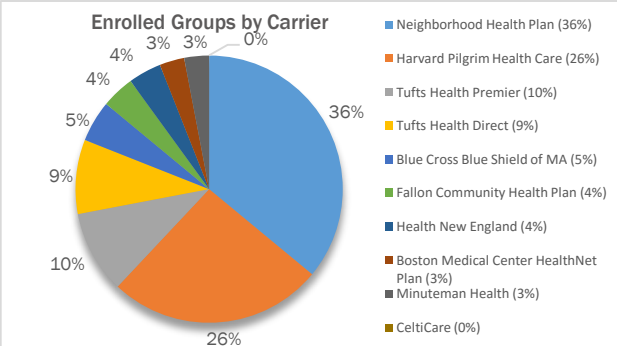
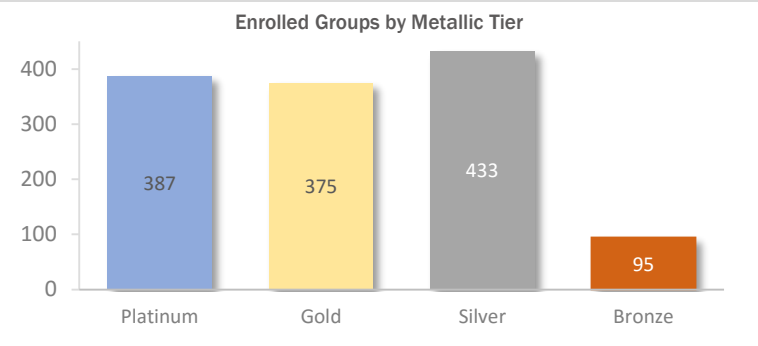
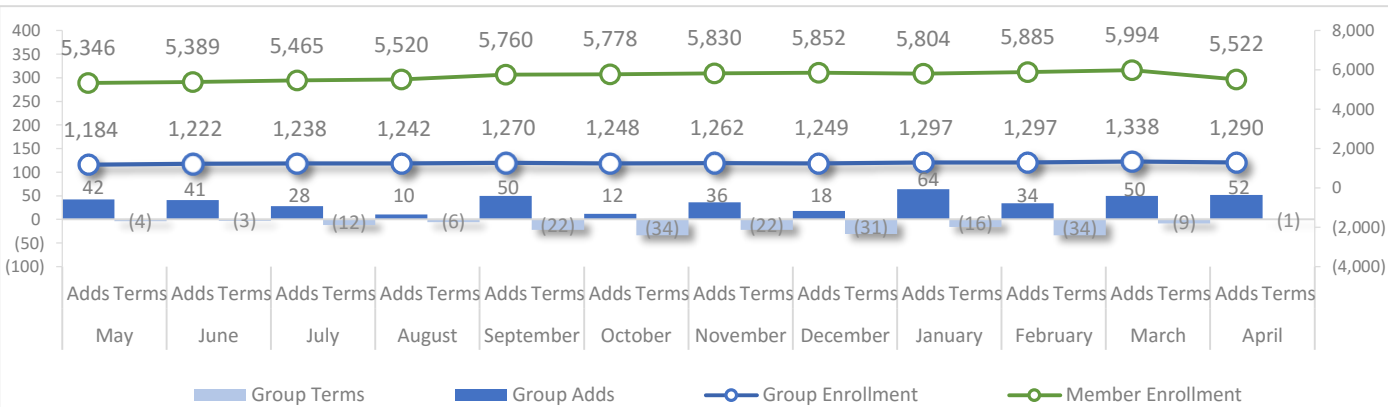


CCA Board Report Metrics

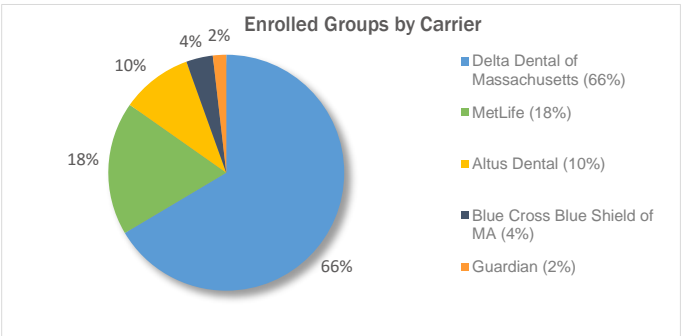
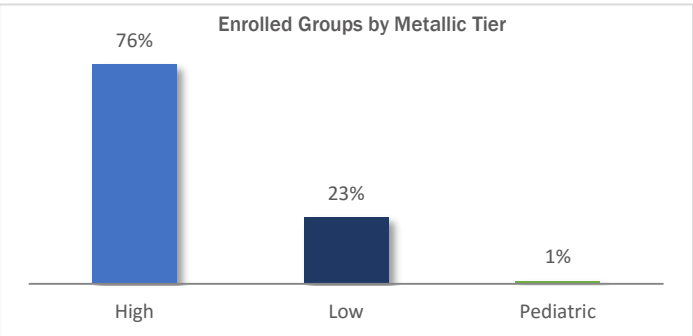
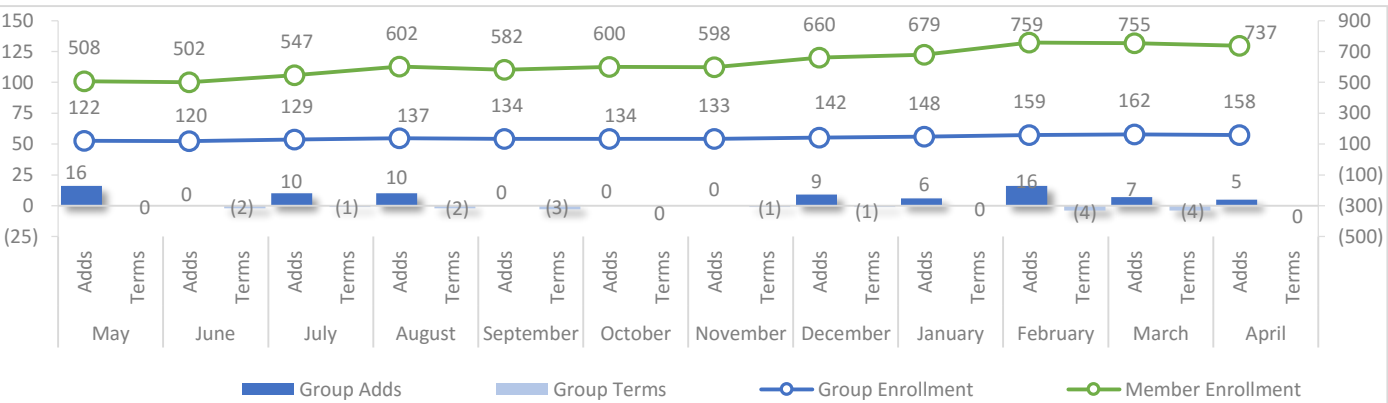


*Reporting period through March 31, 2016
 Source: Dell Financial Management System (FMS) – April 1, 2016

Small Group Medical Enrollment**



Small Group Dental Enrollment**

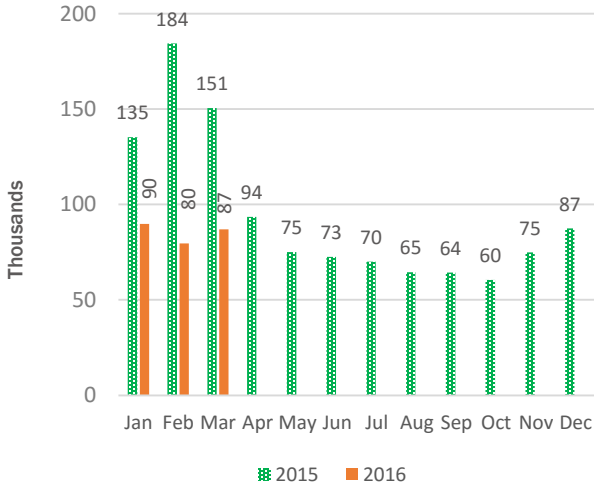


** April counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts
 ** Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity

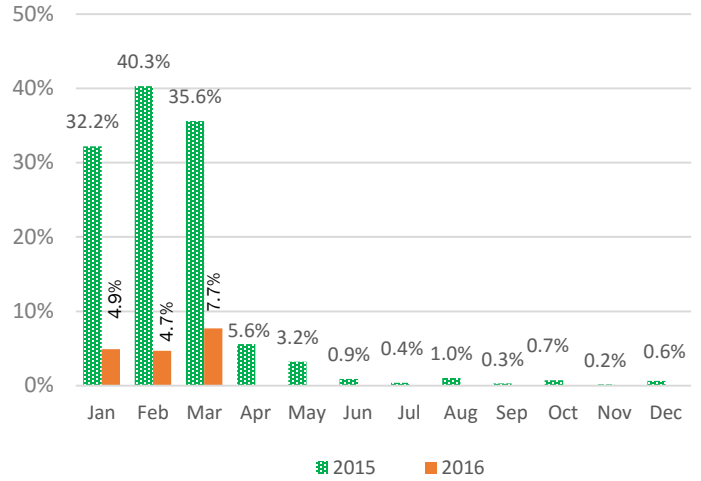
*Reporting period through March 31, 2016
Source: Dell

Customer Experience

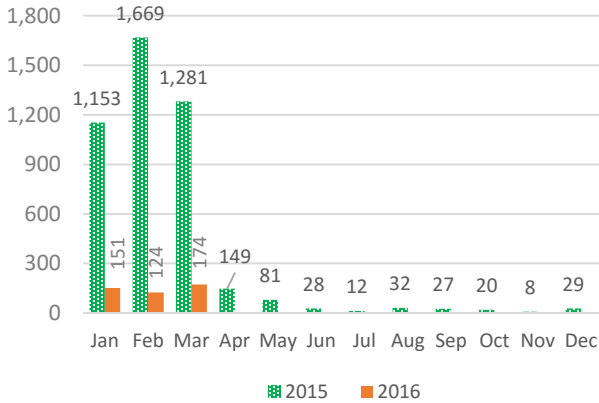
Call Volume 2015 v. 2016



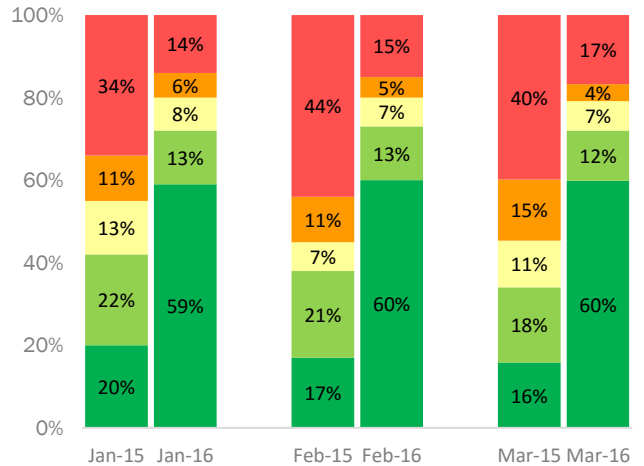
Abandonment Rate 2015 v. 2016



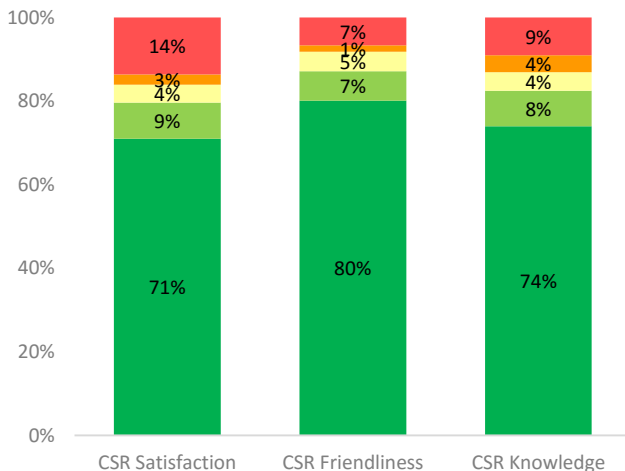
Average Speed to Answer (seconds) 2015 v. 2016



Overall Customer Satisfaction 2015 v. 2016



Customer Satisfaction Score – March 2016



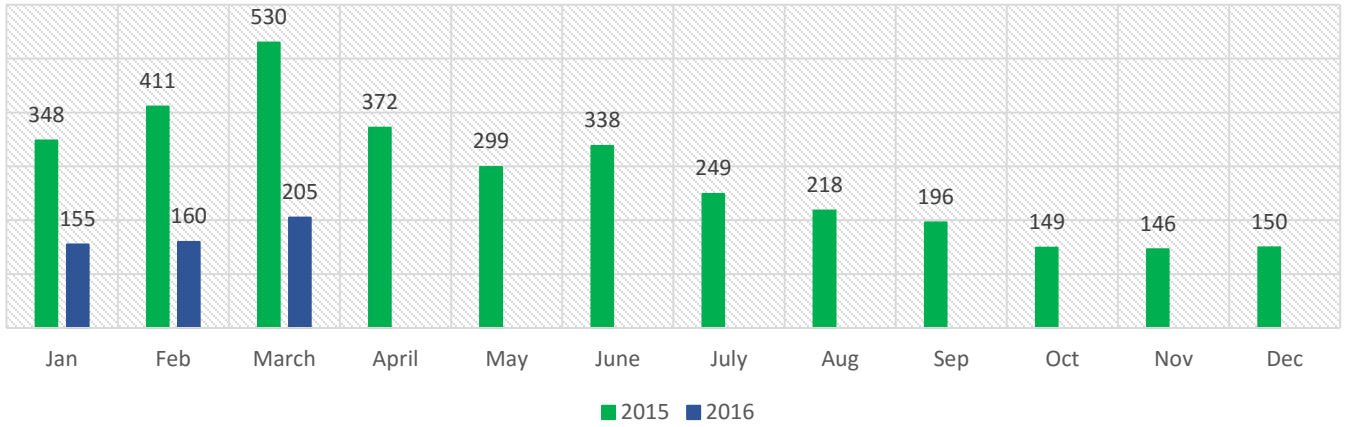
Questions

- 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?



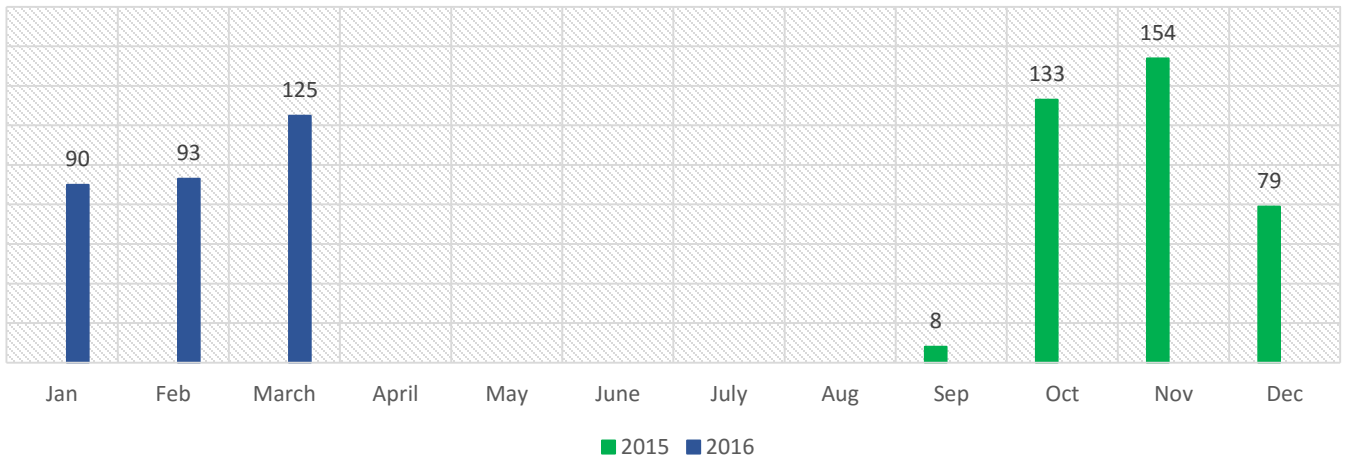
Customer Experience

Number of Urgent Services Cases Received (Monthly)



Number of Ombudsman Cases Received (Monthly)

Program launched in September 28, 2015



Inventory Aging

