**CCM Board Report Metrics**

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

- **January**: 184,901 Adds, 5,592 Terms, 10,455 Added to ConnectorCare, 12,527 Added to Unsubsidized QHP, 3,292 Added to QHP with APTC, (8,039) Termined from ConnectorCare, (3,623) Termined from Unsubsidized QHP, (582) Termined from QHP with APTC.
- **February**: 196,554 Adds, 663 Terms, 12,527 Added to ConnectorCare, 15,224 Added to Unsubsidized QHP, 3,567 Added to QHP with APTC, (2,618) Termined from ConnectorCare, (1,883) Termined from Unsubsidized QHP, (328) Termined from QHP with APTC.
- **March**: 208,374 Adds, 686 Terms, 15,224 Added to ConnectorCare, 3,567 Added to Unsubsidized QHP, 782 Added to QHP with APTC, (5,130) Termined from ConnectorCare, (2,227) Termined from Unsubsidized QHP, (300) Termined from QHP with APTC.
- **April**: 215,222 Adds, 316 Terms, 11,367 Added to ConnectorCare, 782 Added to Unsubsidized QHP, 708 Added to QHP with APTC, (3,662) Termined from ConnectorCare, (1,883) Termined from Unsubsidized QHP, (201) Termined from QHP with APTC.

- **Rolling Quarter time span includes previous three months and current month.

• “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 show the total number of members effectuated for the reported month.

### Total Non-Group Medical Enrollment: Year to Date

- **January**: 184,901 Adds, 12,527 Terms, 10,455 Added to ConnectorCare, 15,224 Added to Unsubsidized QHP, 3,292 Added to QHP with APTC, (8,039) Termined from ConnectorCare, (3,623) Termined from Unsubsidized QHP, (582) Termined from QHP with APTC.
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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.
CCA Board Report Metrics

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

- 27% of members are enrolled in Platinum plans.
- 23% in Gold plans.
- 18% in Silver plans.
- 7% in Bronze plans.
- 5% in Catastrophic plans.

Enrolled Members by Carrier

- Tufts Health Direct (50%)
- Neighborhood Health Plan (27%)
- BMC HealthNet Plan (18%)
- Health New England (3%)
- Fallon Community Health Plan (2%)
- UnitedHealthcare (1%)
- CeltiCare (1%)
- Minuteman Health (1%)

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

- Plan Type 1 (8%)
- Plan Type 2a (18%)
- Plan Type 2b (34%)
- Plan Type 3a (24%)
- Plan Type 3b (16%)

Enrolled Members by Carrier

- Tufts Health Direct (50%)
- Neighborhood Health Plan (24%)
- BMC HealthNet Plan (18%)
- Health New England (3%)
- Fallon Community Health Plan (3%)
- CeltiCare (1%)
- Minuteman Health (1%)

April 1, 2016*

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

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

- Low Standardized: 41,455
- High Standardized: 15,683
- Pediatric Standardized: 473
- Pediatric Non-Standardized: 396

Enrolled Members by Carrier

- Delta Dental of Massachusetts (83%)
- Altus Dental (17%)

April 1, 2016*

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

Small Group Medical Enrollment**

<table>
<thead>
<tr>
<th>Metallic Tier</th>
<th>Group Terms</th>
<th>Group Adds</th>
<th>Group Enrollment</th>
<th>Member Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>387</td>
<td>(4)</td>
<td>42</td>
<td>1,184</td>
</tr>
<tr>
<td>Gold</td>
<td>375</td>
<td>(3)</td>
<td>41</td>
<td>1,222</td>
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<tr>
<td>Silver</td>
<td>433</td>
<td>(12)</td>
<td>28</td>
<td>1,238</td>
</tr>
<tr>
<td>Bronze</td>
<td>95</td>
<td>(6)</td>
<td>10</td>
<td>1,242</td>
</tr>
</tbody>
</table>

Enrolled Groups by Metallic Tier

- Platinum: 387
- Gold: 375
- Silver: 433
- Bronze: 95

Enrolled Groups by Carrier

- Neighborhood Health Plan (36%)
- Harvard Pilgrim Health Care (26%)
- Tufts Health Premier (10%)
- Tufts Health Direct (9%)
- Blue Cross Blue Shield of MA (5%)
- Fallon Community Health Plan (4%)
- Health New England (4%)
- Boston Medical Center HealthNet Plan (3%)
- Minuteman Health (3%)
- CeltiCare (0%)

Small Group Dental Enrollment**

<table>
<thead>
<tr>
<th>Metallic Tier</th>
<th>Group Terms</th>
<th>Group Adds</th>
<th>Group Enrollment</th>
<th>Member Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>76%</td>
<td>16</td>
<td>122</td>
<td>508</td>
</tr>
<tr>
<td>Low</td>
<td>23%</td>
<td>0</td>
<td>0</td>
<td>502</td>
</tr>
<tr>
<td>Pediatric</td>
<td>1%</td>
<td>0</td>
<td>0</td>
<td>547</td>
</tr>
</tbody>
</table>

Enrolled Groups by Metallic Tier

- High: 76%
- Low: 23%
- Pediatric: 1%

Enrolled Groups by Carrier

- Delta Dental of Massachusetts (66%)
- MetLife (18%)
- Altus Dental (10%)
- Blue Cross Blue Shield of MA (4%)
- Guardian (2%)

* 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

Source: Dell Financial Management System (FMS) – April 1, 2016
April 1, 2016

*Reporting period through March 31, 2016
Source: Dell

### Customer Experience

#### Call Volume 2015 v. 2016

![Call Volume Chart]

#### Abandonment Rate 2015 v. 2016

![Abandonment Rate Chart]

#### Average Speed to Answer (seconds) 2015 v. 2016

![Average Speed Chart]


![Overall Satisfaction Chart]

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
### Customer Experience

#### Number of Urgent Services Cases Received (Monthly)

<table>
<thead>
<tr>
<th>Month</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>348</td>
<td>155</td>
</tr>
<tr>
<td>Feb</td>
<td>411</td>
<td>160</td>
</tr>
<tr>
<td>Mar</td>
<td>530</td>
<td>205</td>
</tr>
<tr>
<td>Apr</td>
<td>372</td>
<td>299</td>
</tr>
<tr>
<td>May</td>
<td>338</td>
<td>249</td>
</tr>
<tr>
<td>Jun</td>
<td>218</td>
<td>196</td>
</tr>
<tr>
<td>Jul</td>
<td>149</td>
<td>146</td>
</tr>
<tr>
<td>Aug</td>
<td>146</td>
<td>150</td>
</tr>
</tbody>
</table>

#### Number of Ombudsman Cases Received (Monthly)

Program launched in September 28, 2015

<table>
<thead>
<tr>
<th>Month</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>90</td>
<td>93</td>
</tr>
<tr>
<td>Feb</td>
<td>93</td>
<td>125</td>
</tr>
<tr>
<td>Mar</td>
<td>125</td>
<td>133</td>
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<tr>
<td>Apr</td>
<td>90</td>
<td>154</td>
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<td>May</td>
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<td>154</td>
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<tr>
<td>Jun</td>
<td>8</td>
<td>8</td>
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<tr>
<td>Jul</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Aug</td>
<td>133</td>
<td>79</td>
</tr>
</tbody>
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#### Inventory Aging

<table>
<thead>
<tr>
<th>Month</th>
<th>Urgent Services</th>
<th>Ombudsman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug-15</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Sep-15</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Oct-15</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Nov-15</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Dec-15</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Jan-16</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Feb-16</td>
<td>18</td>
<td>5</td>
</tr>
<tr>
<td>Mar-16</td>
<td>53</td>
<td>44</td>
</tr>
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