**CCA Board Report Metrics**

**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 show the total number of members effectuated for the reported month.

**Rolling Quarter time span includes previous three months and current 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.
CCA Board Report Metrics

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

- 52,503 individuals are enrolled in non-group medical Unsubsidized QHP (43,939) or QHP with APTC (8,564) plans.
- 56% 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 (24%), or Harvard Pilgrim Health Care (17%), with all other carriers each representing less than 10% of the enrolled population.

**Non-Group Medical Enrollment – ConnectorCare**

- 171,275 individuals are enrolled in non-group medical ConnectorCare plans.
- 91% of ConnectorCare members are enrolled in plan types 2 and 3.
- 94% of members are enrolled in one of three carriers: Tufts Health Direct (51%), Neighborhood Health Plan (24%) and BMC HealthNet Plan (18%), with all other carriers each representing less than 5% of the enrolled population.

**Enrolled Members by Metallic Tier and Standardization**

- 27% of members are enrolled in Platinum plans.
- 24% in Gold plans.
- 17% in Silver plans.
- 9% in Bronze plans.
- 6% in Catastrophic plans.

**Enrolled Members by Carrier**

- Tufts Health Direct (51%)
- Neighborhood Health Plan (27%)
- BMC HealthNet Plan (18%)
- Minuteman Health (1%)

**Enrolled Members by Plan Type**

- Plan Type 1 (9%)
- Plan Type 2a (18%)
- Plan Type 2b (34%)
- Plan Type 3a (24%)
- Plan Type 3b (15%)

**Source:** Dell Financial Management System (FMS) – June 2, 2016

*Reporting period through June 1, 2016"
• 59,471 individuals are enrolled in non-group dental plans.

• 71% of enrolled dental members have selected Low Standardized plans.

• 83% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.
Small Group Medical Enrollment**

** June 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

June 2, 2016*

*Reporting period through June 1, 2016
Source: Dell Financial Management System (FMS) – June 2, 2016
Customer Experience

Call Volume 2015 v. 2016

Abandonment Rate 2015 v. 2016

Average Speed to Answer (seconds) 2015 v. 2016


Customer Satisfaction Score – May 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?

Very dissatisfied     Dissatisfied    Neither dissatisfied or satisfied
Satisfied                       Completely satisfied

June 1, 2016*
*Reporting period through May 31, 2016
Source: Dell

CCA Board Report Metrics

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Source: Dell
**CCA Board Report Metrics**

**Customer Experience**

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

- **January 2016**: 348
- **February 2016**: 411
- **March 2016**: 530
- **April 2016**: 372
- **May 2016**: 299
- **June 2016**: 338
- **July 2016**: 249
- **August 2016**: 218
- **September 2016**: 196
- **October 2016**: 149
- **November 2016**: 146
- **December 2016**: 150

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

- **January 2016**: 90
- **February 2016**: 93
- **March 2016**: 125
- **April 2016**: 98
- **May 2016**: 87
- **June 2016**: 137
- **July 2016**: 249
- **August 2016**: 218
- **September 2016**: 196
- **October 2016**: 149
- **November 2016**: 146
- **December 2016**: 150

Program launched in September 28, 2015

**Inventory Aging**

- **Total open cases as of 5/31/2016**: 130

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<td>May-16</td>
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</tbody>
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**Legend**

- **Urgent Services**
- **Ombudsman**