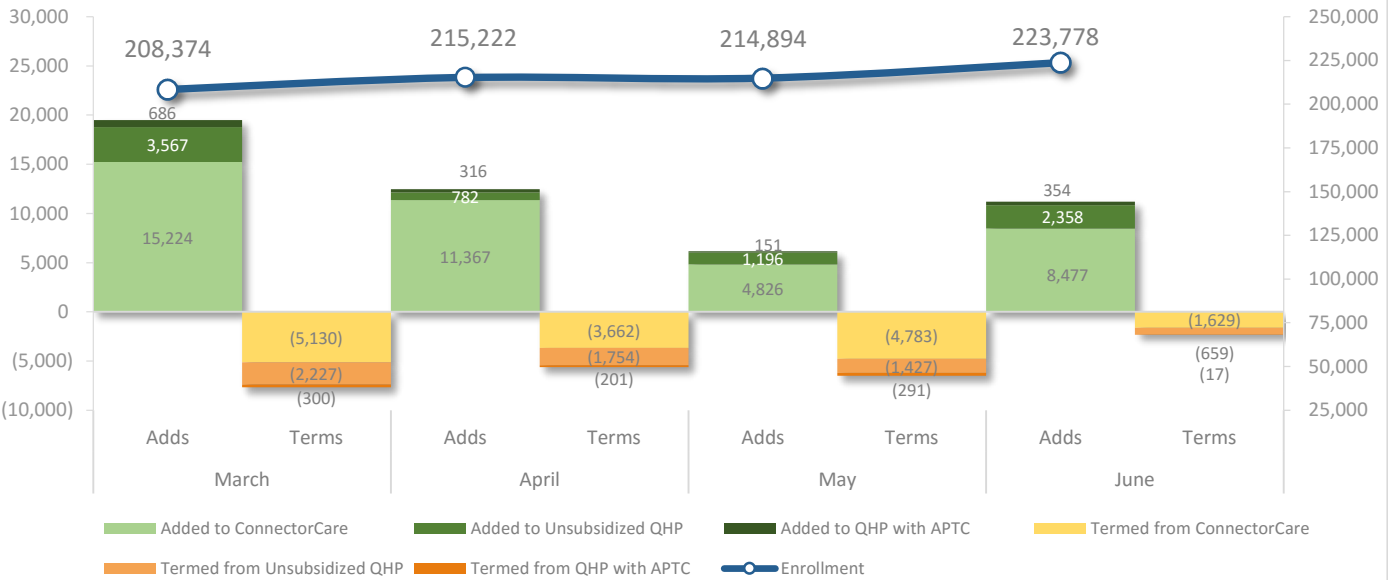


# CCA Board Report Metrics



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

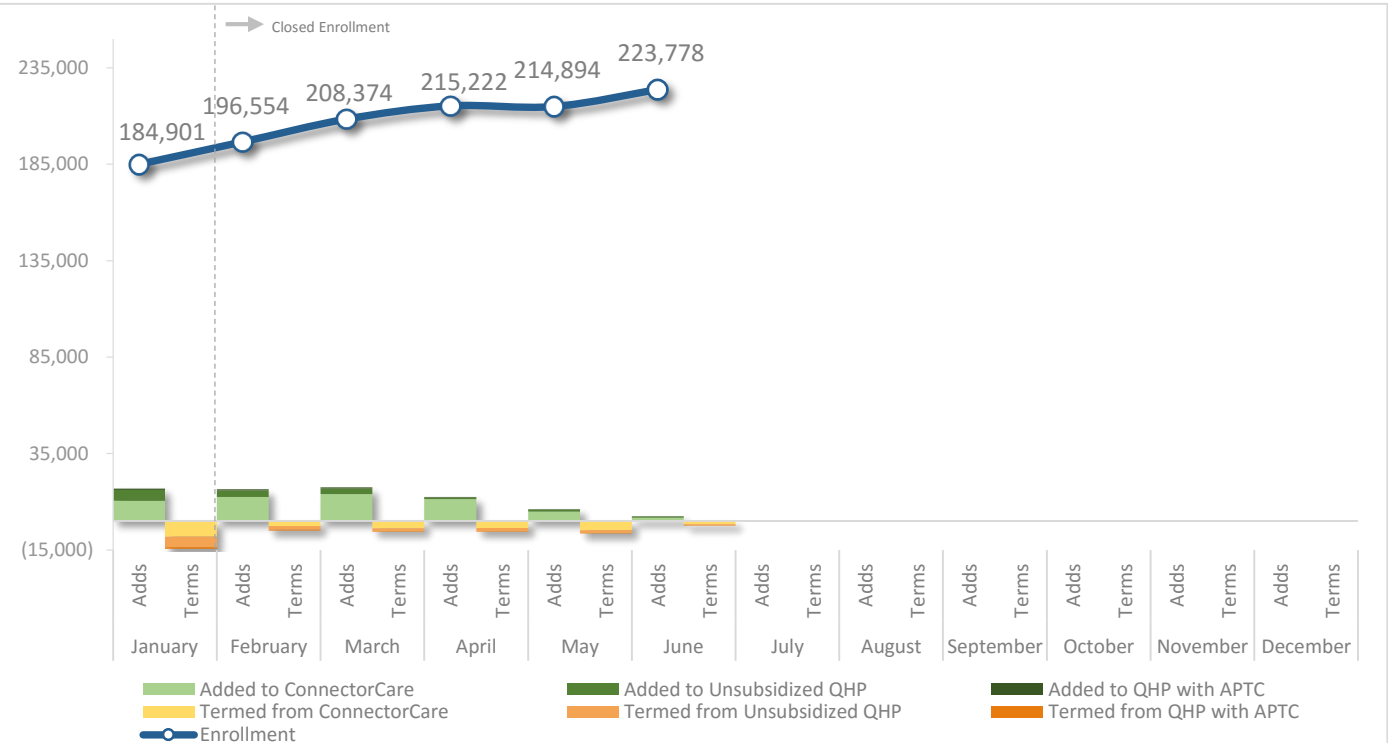
## Total Non-Group Medical Enrollment: Current Rolling Quarter\*\*



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

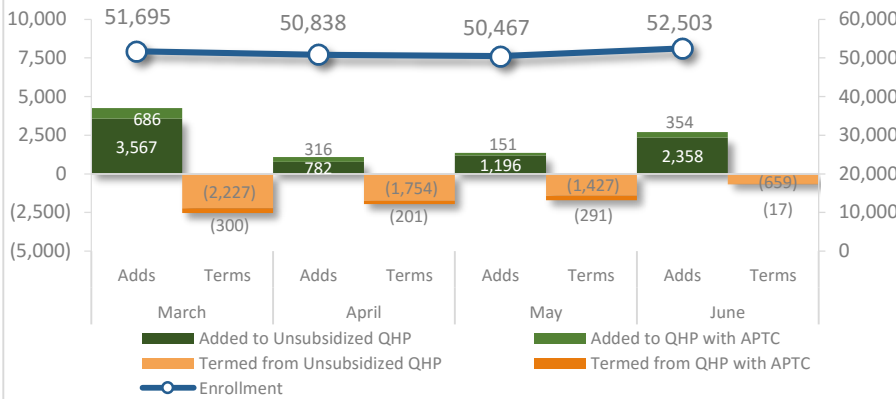
- "Adds" is defined as the total number of members who begin coverage for the reported month
- "Terms" is defined as the total number of members who end coverage for the reported month
- The enrollment lines shows the total number of members effectuated for the reported month

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



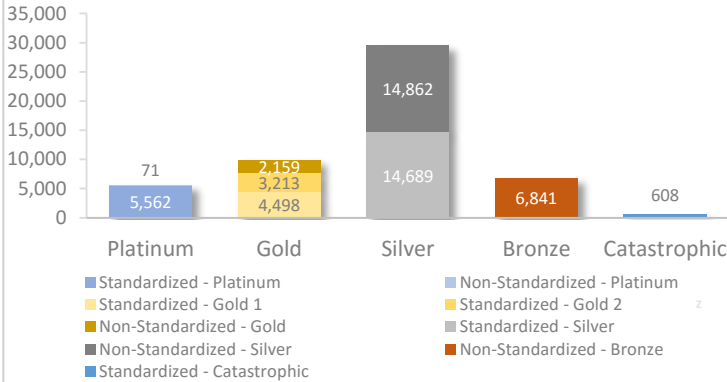
This report has been reformatted since November 2015 with an updated methodology that tracks enrollment, and any associated changes (i.e., additions and terminations), as of the month in which they occur. Previous reports tracked enrollment, and associated changes, based on the member's benefit start 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

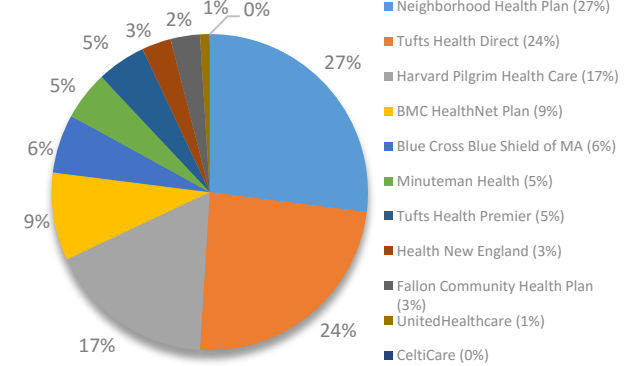


- 52,503 individuals are enrolled in non-group medical Unsubsidized QHP (43,939) or QHP with APTC (8,564) plans.
- 56% of enrolled Unsubsidized QHP and APTC members have selected a Standardized or Non-Standardized Silver plan.
- 68% of members are enrolled in either Neighborhood Health Plan (27%), Tufts Health Direct (24%), or Harvard Pilgrim Health Care (17%), with all other carriers each representing less than 10% of the enrolled population.

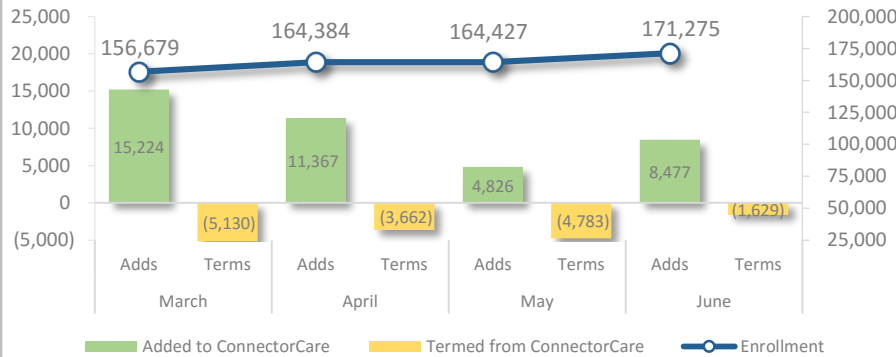
### Enrolled Members by Metallic Tier and Standardization



### Enrolled Members by Carrier

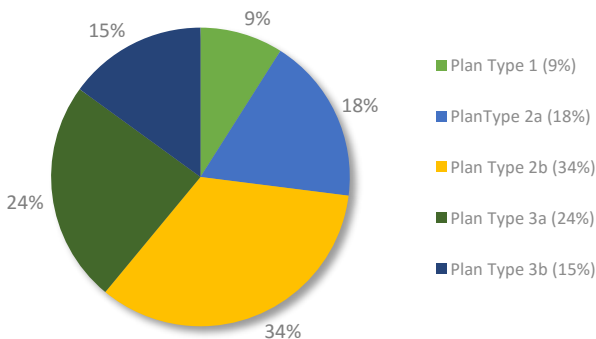


## Non-Group Medical Enrollment – ConnectorCare

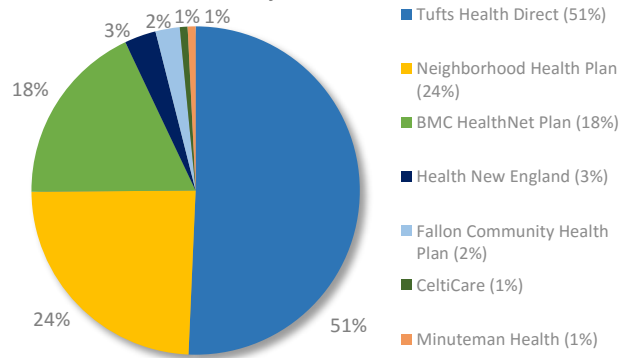


- 171,275 individuals are enrolled in non-group medical ConnectorCare plans.
- 91% of ConnectorCare members are enrolled in plan types 2 and 3.
- 94% of members are enrolled in one of three carriers: Tufts Health Direct (51%), Neighborhood Health Plan (24%) and BMC HealthNet Plan (18%), with all other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

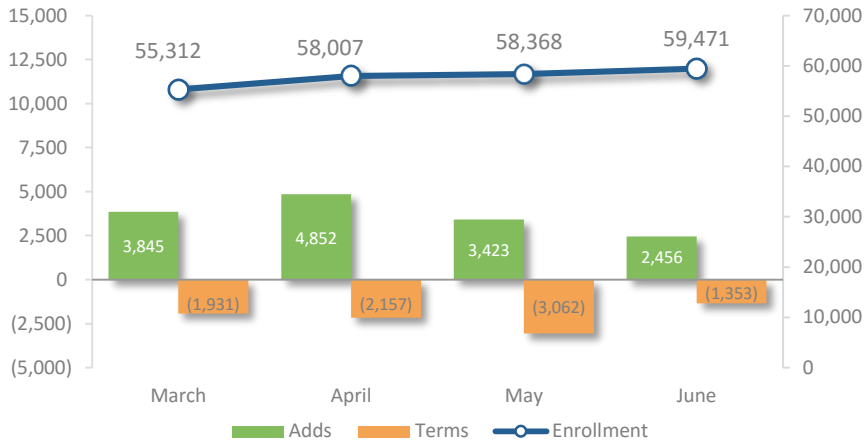
### Enrolled Members by Plan Type



### Enrolled Members by Carrier

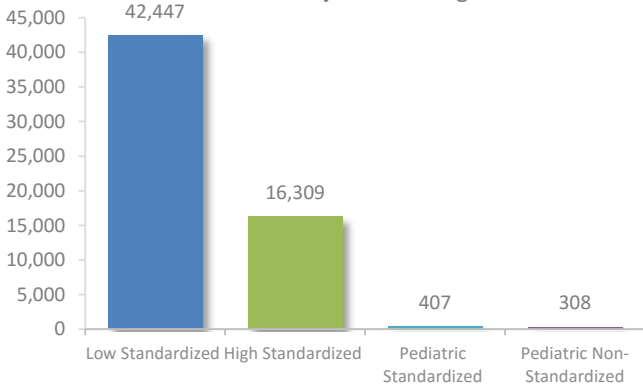


## Non-Group Dental Enrollment

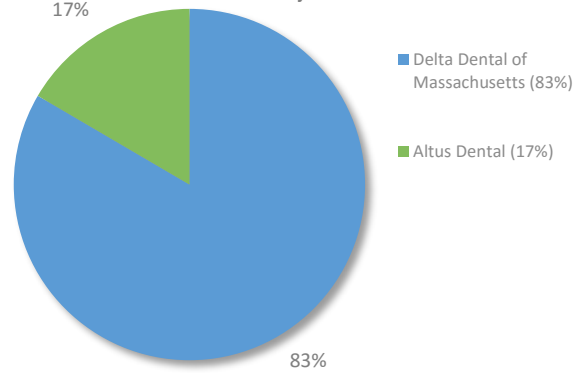


- 59,471 individuals are enrolled in non-group dental plans.
- 71% of enrolled dental members have selected Low Standardized plans.
- 83% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.

Enrollment by Benefit Configuration



Enrolled Members by Carrier

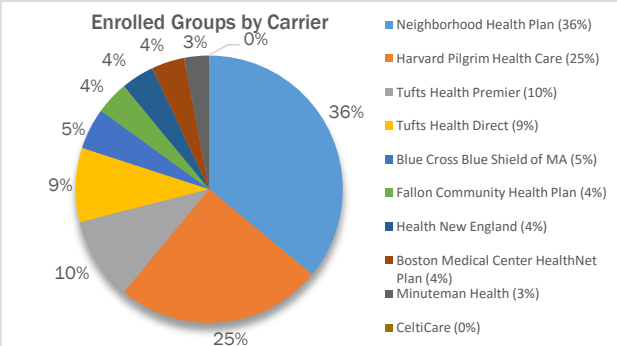
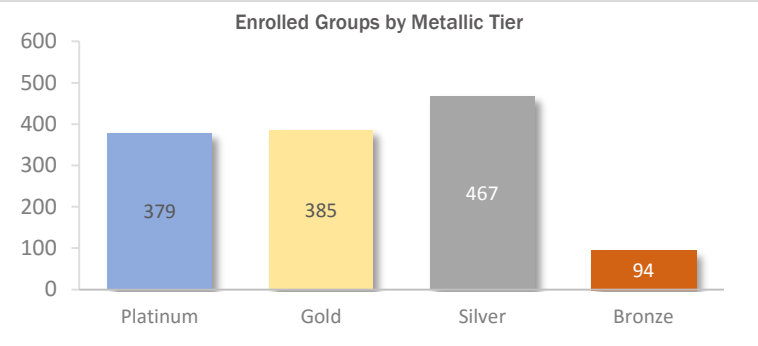
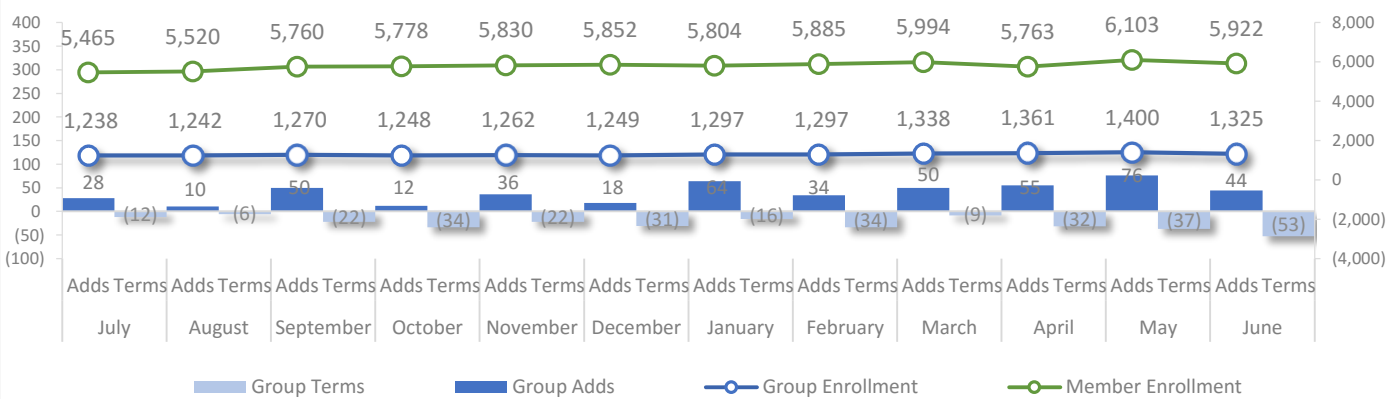


# CCA Board Report Metrics

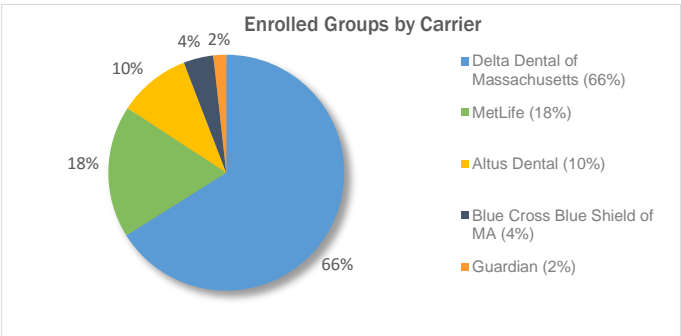
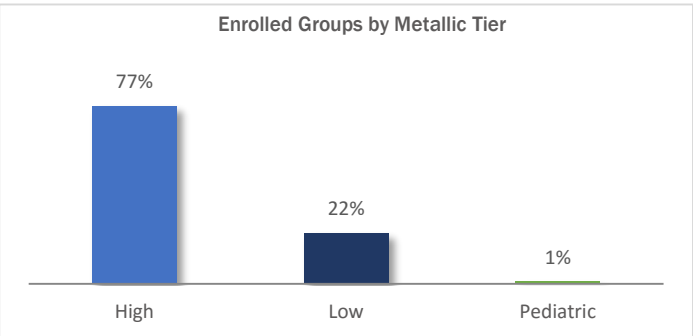
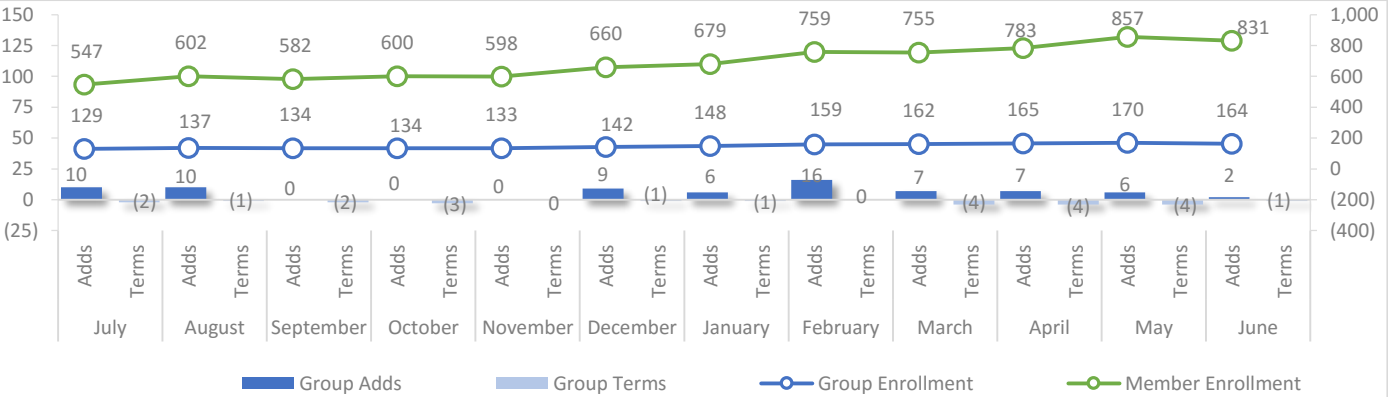


\*Reporting period through June 1, 2016  
 Source: Dell Financial Management System (FMS) – June 2, 2016

## Small Group Medical Enrollment\*\*



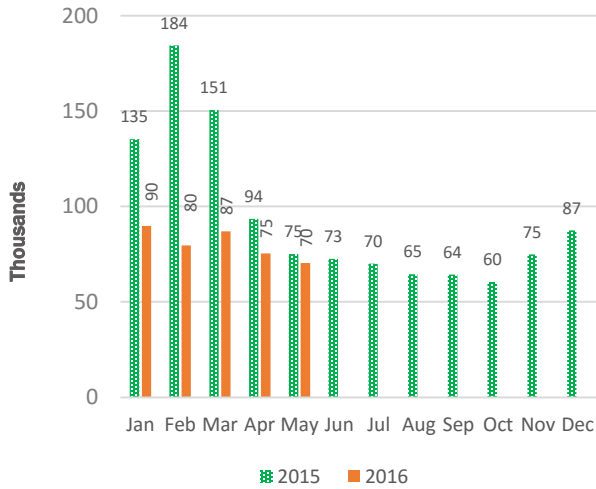
## Small Group Dental Enrollment\*\*



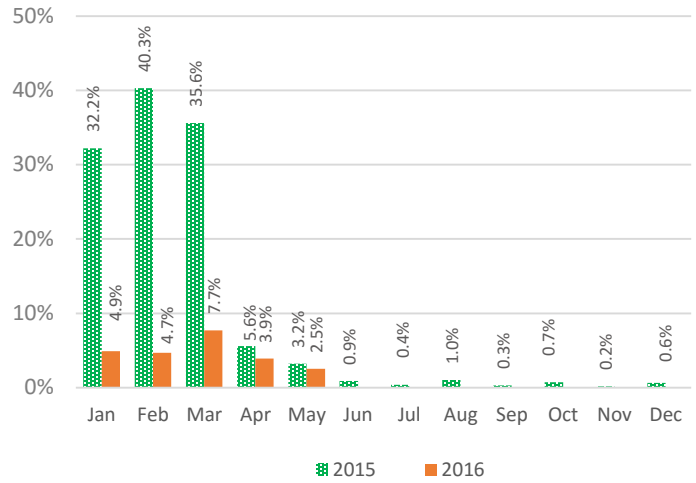
\*\* June counts do not include BCBS membership and reference a subset of data resulting in preliminary enrollment counts  
 \*\* Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity

## Customer Experience

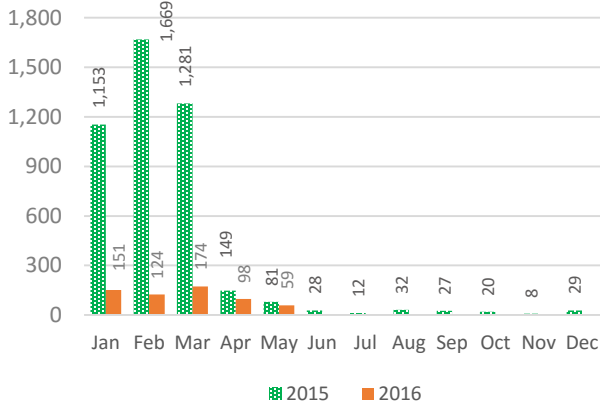
Call Volume 2015 v. 2016



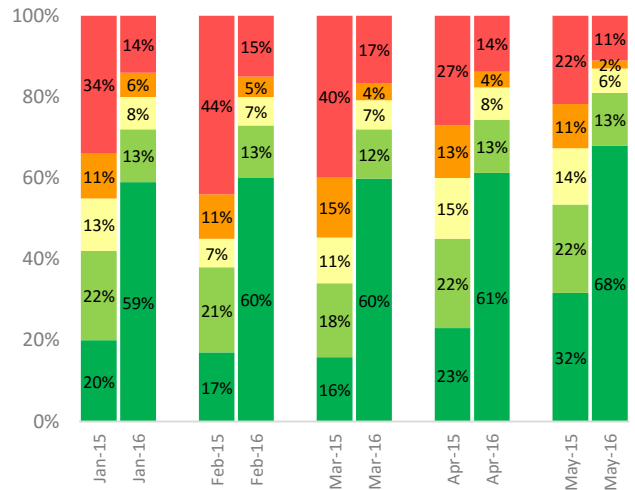
Abandonment Rate 2015 v. 2016



Average Speed to Answer (seconds) 2015 v. 2016



Overall Customer Satisfaction 2015 v. 2016



Customer Satisfaction Score – May 2016



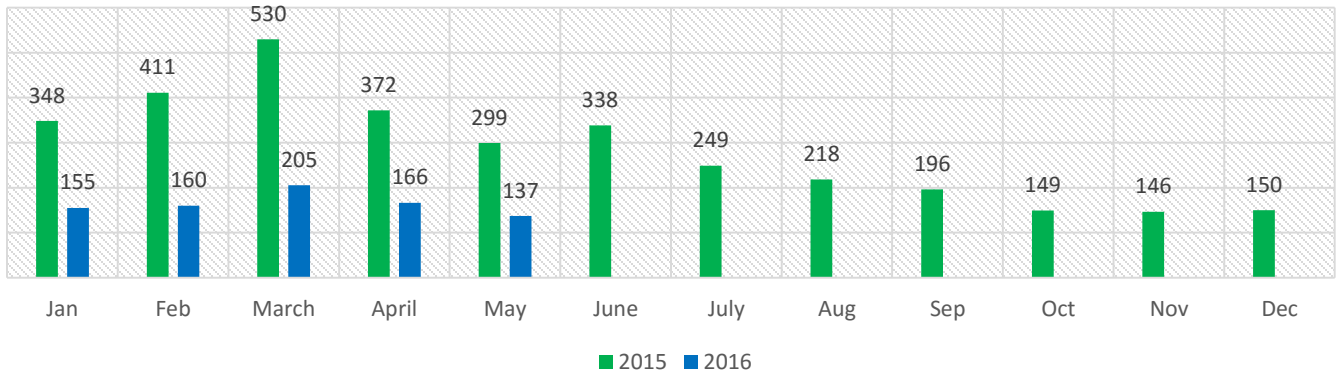
### Questions

- 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?



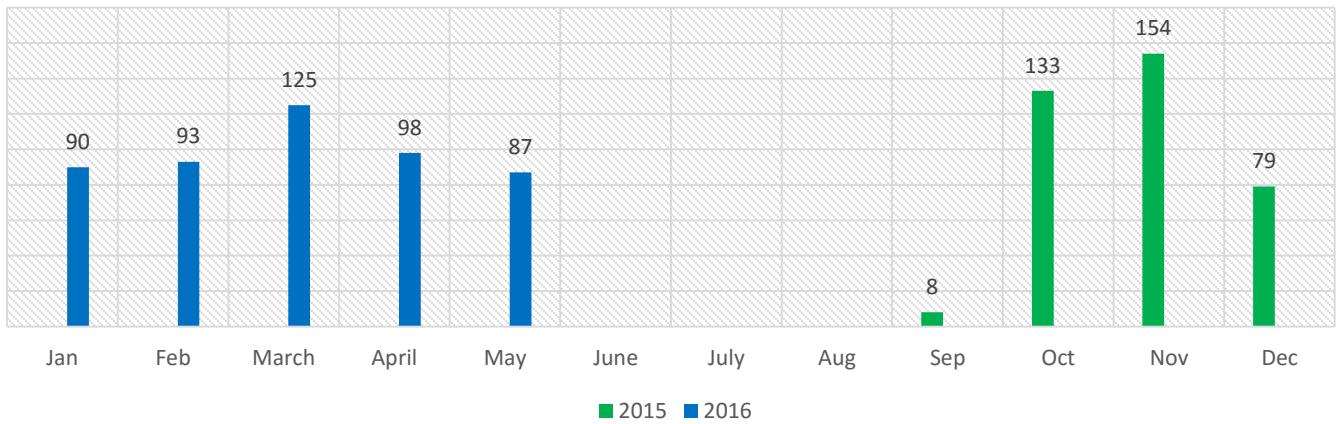
Customer Experience

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



### Number of Ombudsman Cases Received (Monthly)

Program launched in September 28, 2015



### Inventory Aging

