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 reportable 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

- 51,202 individuals are enrolled in non-group medical Unsubsidized QHP (42,943) or QHP with APTC (8,259) 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

Non-Group Medical Enrollment – ConnectorCare

- 168,586 individuals are enrolled in non-group medical ConnectorCare plans.
- 92% of ConnectorCare members are enrolled in plan types 2 and 3.
- 93% 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

*Reporting period through July 5, 2016
- 59,400 individuals are enrolled in non-group dental plans.
- 71% of enrolled dental members have selected Low Standardized plans.
- 84% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.

### Enrollment by Benefit Configuration

- **Low Standardized**: 42,303
- **High Standardized**: 16,485
- **Pediatric Standardized**: 366
- **Pediatric Non-Standardized**: 246

### Enrolled Members by Carrier

- Delta Dental of MA (84%)
- Altus Dental (16%)
CCA Board Report Metrics

**Small Group Medical Enrollment**

- Platinum Tier: 369
- Gold Tier: 386
- Silver Tier: 466
- Bronze Tier: 89

Platinum Tier: 5%
Gold Tier: 4%
Silver Tier: 4%
Bronze Tier: 25%

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (4%)
- CeltiCare (0%)
- Fallon Community Health Plan (4%)
- Harvard Pilgrim Health Care (25%)
- Health New England (4%)
- Minuteman Health (3%)
- Neighborhood Health Plan (36%)
- Tufts Health Direct (9%)
- Tufts Health Premier (10%)

**Small Group Dental Enrollment**

- Enrolled Groups by Metallic Tier:
  - High: 76%
  - Low: 23%
  - Pediatric: 1%

- Enrolled Groups by Carrier:
  - Delta Dental of MA (67%)
  - MetLife (17%)
  - Altus Dental (10%)
  - Blue Cross Blue Shield of MA (4%)
  - Guardian (2%)

**Notes:**
- **July 5, 2016**
- Reporting period through July 5, 2016
- July 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
CCA Board Report Metrics

Customer Experience

Call Volume 2015 v. 2016

- Thousands

Abandonment Rate 2015 v. 2016

- Percentage

Average Speed to Answer (seconds) 2015 v. 2016

- Seconds


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 Satisfaction Score – June 2016

- CSR Satisfaction
- CSR Friendliness
- CSR Knowledge

Very dissatisfied      Dissatisfied      Neither dissatisfied or satisfied
Satisfied                       Completely satisfied
July 5, 2016*  
*Caching period through June 30, 2016  
Source: Dell

### CCA Board Report Metrics

#### Customer Experience

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

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<thead>
<tr>
<th>Month</th>
<th>2015</th>
<th>2016</th>
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<tr>
<td>Jan</td>
<td>155</td>
<td>348</td>
</tr>
<tr>
<td>Feb</td>
<td>160</td>
<td>411</td>
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<tr>
<td>March</td>
<td>205</td>
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<tr>
<td>Oct</td>
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**Number of Cases Received (Monthly)**  
Program launched in September 28, 2015

<table>
<thead>
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<th>2015</th>
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<tbody>
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<td>146</td>
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<tr>
<td>Nov</td>
<td>79</td>
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</table>

**Count of Open cases by Month**

- **Total Open Cases as of 6/30/2016: 134**

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<tr>
<td>Jun-16</td>
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</table>

Urgent Services  
Ombudsman