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 that month and were not enrolled in coverage during the prior month as of the report date. Movement between program types is not considered an “Add”.
- **Terms** is defined as the total number of members who are no longer covered for that month and were enrolled in coverage during the prior month as of the report date. Movement between program types is not considered a “Term”.
- The enrollment lines show the total number of members who have coverage for that month.
  - “Enrollment as of Report Date” (blue line) is defined as the total number of members with coverage in that month as of the current report date and reflects retroactive adds and terms in the coverage month they take effect. These enrollment counts are dynamic.
  - “Enrollment as of Initial Report Date” (gray line) is defined as the total number of members who were enrolled in coverage as originally reported in the CCA Board Report Metrics published for that month, excluding retroactivity. These enrollment counts remain static month to month to visualize the effect of retroactivity.

**Total Non-Group Medical Enrollment**

This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member’s benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began coverage in January and then failed to pay her premium for February and March coverage, in April she will be retroactively terminated as of February 1 and she will be reported as a term in the month of February; previously, she would have been reported as a term in April.

*Reporting period through February 1, 2017*
Source: Dell Financial Management System (FMS) All Spans Extract – February 2, 2017
**Non-Group Medical Enrollment – Unsubsidized QHP and APTC**

- **66,637** individuals are enrolled in non-group medical Unsubsidized QHP (56,516) or QHP with APTC (10,121) plans.
- **559 January ConnectorCare members lost ConnectorCare eligibility** and are now enrolled in February Unsubsidized QHP or APTC coverage. Conversely, **3,224 January Unsubsidized/APTC members** are now eligible and enrolled in February ConnectorCare coverage.
- **73%** of members are enrolled in either Neighborhood Health Plan (21%), Tufts Health Direct (37%), or BMC HealthNet Plan (15%), 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**

- **Non-group ConnectorCare enrollment increased by 11,419 (6.8%)** between January and February.
- **31%** of February ConnectorCare adds applied for coverage through the HIX for the first time during 2017 OE.
- **2016 ConnectorCare members who lost ConnectorCare eligibility for January coverage decreased from 18,214 to 17,659 as the result of eligibility updates.**
- **BMC HealthNet Plan’s ConnectorCare market share** increased by 2% between January and February and Neighborhood Health Plan’s market share decreased by 2% during this time.
CCA Board Report Metrics

Non-Group Dental Enrollment

- 71,183 individuals are enrolled in non-group dental plans.
- 50% of enrolled dental members have selected Low Standardized plans.
- 86% of dental members are enrolled in Delta Dental of Massachusetts plans, with Altus Dental representing the remaining enrolled population.

Enrollment by Benefit Configuration

- 35,621 enrolled in Low Standardized
- 15,757 enrolled in Low Non-Standardized
- 19,465 enrolled in High Standardized
- 197 enrolled in Pediatric Standardized
- 134 enrolled in Pediatric Non-Standardized

Enrolled Members by Carrier

- Delta Dental of MA (86%)
- Altus Dental (14%)
Small Group Medical Enrollment**

**February 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

Enrolled Groups by Metallic Tier:
- Platinum: 368
- Gold: 421
- Silver: 506
- Bronze: 103

Enrolled Groups by Carrier:
- Neighborhood Health Plan (33%)
- Harvard Pilgrim Health Care (22%)
- Tufts Health Premier (12%)
- Tufts Health Direct (11%)
- BMC HealthNet Plan (5%)
- Blue Cross Blue Shield of MA (5%)
- Fallon Community Health Plan (4%)
- Health New England (4%)
- Minuteman Health (4%)
- CeltiCare (0%)

Small Group Dental Enrollment**

** February 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

Enrolled Groups by Metallic Tier:
- High: 71%
- Low: 28%
- Pediatric-only: 1%

Enrolled Groups by Carrier:
- Delta Dental of MA (68%)
- MetLife (13%)
- Altus Dental (11%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (3%)

Reported by:
December FY 2016

Sources:
SBSB SHOP Database – February 1, 2017; Dell Financial Management System (FMS) – February 1, 2017
CCA Board Report Metrics

Customer Experience

Call Volume 2016 v. 2017

Abandonment Rate 2016 v. 2017

Average Speed to Answer 2016 v. 2017

Overall Customer Satisfaction 2016 v. 2017

Customer Satisfaction Score – January 2017

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
CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

- January 2016: 155
- January 2017: 142
- February 2016: 160
- February 2017: 166
- March 2016: 205
- March 2017: 166
- April 2016: 137
- April 2017: 112
- May 2016: 112
- May 2017: 113
- June 2016: 109
- June 2017: 86
- July 2016: 86
- July 2017: 88
- August 2016: 93
- August 2017: 93
- September 2016: 110
- September 2017: 110
- October 2016: 88
- October 2017: 93
- November 2016: 112
- November 2017: 110
- December 2016: 113
- December 2017: 113

Number of Ombudsman Cases Received (Monthly)

- January 2016: 203
- January 2017: 90
- February 2016: 93
- February 2017: 125
- March 2016: 125
- March 2017: 98
- April 2016: 98
- April 2017: 87
- May 2016: 87
- May 2017: 74
- June 2016: 74
- June 2017: 75
- July 2016: 75
- July 2017: 86
- August 2016: 75
- August 2017: 75
- September 2016: 106
- September 2017: 106
- October 2016: 111
- October 2017: 111
- November 2016: 123
- November 2017: 123
- December 2016: 74
- December 2017: 74

Inventory Aging

Total Open Cases as of 1/31/2017: 139

- July 2016: 1
- August 2016: 1
- September 2016: 1
- October 2016: 1
- November 2016: 1
- December 2016: 2
- January 2017: 5

- Urgent Services
- Ombudsman