**CCA Board Report Metrics**

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Adds</th>
<th>Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>227,189</td>
<td>(20,251)</td>
</tr>
<tr>
<td>February</td>
<td>232,085</td>
<td>(9,635)</td>
</tr>
<tr>
<td>March</td>
<td>239,478</td>
<td>(8,176)</td>
</tr>
<tr>
<td>April</td>
<td>244,756</td>
<td>(5,624)</td>
</tr>
</tbody>
</table>

- **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

<table>
<thead>
<tr>
<th>Month</th>
<th>Adds</th>
<th>Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>214,934</td>
<td>7,000</td>
</tr>
<tr>
<td>June</td>
<td>223,778</td>
<td>(3,000)</td>
</tr>
<tr>
<td>July</td>
<td>219,708</td>
<td>(3,000)</td>
</tr>
<tr>
<td>August</td>
<td>214,905</td>
<td>(5,000)</td>
</tr>
<tr>
<td>September</td>
<td>219,038</td>
<td>(10,000)</td>
</tr>
<tr>
<td>October</td>
<td>225,197</td>
<td>(15,000)</td>
</tr>
<tr>
<td>November</td>
<td>228,874</td>
<td>(20,000)</td>
</tr>
<tr>
<td>December</td>
<td>228,254</td>
<td>(25,000)</td>
</tr>
<tr>
<td>January</td>
<td>226,495</td>
<td>(30,000)</td>
</tr>
<tr>
<td>February</td>
<td>222,787</td>
<td>(35,000)</td>
</tr>
<tr>
<td>March</td>
<td>227,189</td>
<td>(40,000)</td>
</tr>
<tr>
<td>April</td>
<td>232,085</td>
<td>(45,000)</td>
</tr>
<tr>
<td>May</td>
<td>239,478</td>
<td>(50,000)</td>
</tr>
</tbody>
</table>

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.
Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 52,086 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,753 individuals are enrolled in QHP with APTC plans.
- 2,810 members who were enrolled in March ConnectorCare plans are now enrolled in Unsubsidized QHP or APTC coverage for April.
- 72% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan, 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

- 552 members who were enrolled in Unsubsidized/APTC plans in March became eligible and enrolled in April ConnectorCare coverage.
- BMC HealthNet Plan’s ConnectorCare market share increased by 2% between March and April. Neighborhood Health Plan and Tufts Health Direct’s market share decreased by 1% during this period.
## CCA Board Report Metrics

### Non-Group Dental Enrollment

<table>
<thead>
<tr>
<th>Month</th>
<th>Adds</th>
<th>Terms</th>
<th>Enrollment as of Initial Report Date</th>
<th>Enrollment as of Report Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>68,646</td>
<td>6,602</td>
<td>64,052</td>
<td>60,446</td>
</tr>
<tr>
<td>February</td>
<td>71,183</td>
<td>5,642</td>
<td>66,706</td>
<td>62,044</td>
</tr>
<tr>
<td>March</td>
<td>72,208</td>
<td>4,963</td>
<td>70,231</td>
<td>65,432</td>
</tr>
<tr>
<td>April</td>
<td>72,238</td>
<td>3,111</td>
<td>64,052</td>
<td>62,243</td>
</tr>
</tbody>
</table>

### Enrollment by Benefit Configuration

- Low Standardized: 36,056
- Low Non-Standardized: 16,104
- High Standardized: 19,808
- Pediatric Standardized: 159
- Pediatric Non-Standardized: 103

### Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)

*Reporting period through April 2, 2017*

Source: Dell Financial Management System (FMS) All Spans Extract – April 3, 2017

April 4, 2017*
Small Group Medical Enrollment**

Enrolled Groups by Metallic Tier

- Platinum: 368
- Gold: 431
- Silver: 528
- Bronze: 108

Enrolled Groups by Carrier

- Neighborhood Health Plan (31%)
- Harvard Pilgrim Health Care (20%)
- Tufts Health Premier (12%)
- Tufts Health Direct (14%)
- BMC HealthNet Plan (5%)
- Blue Cross Blue Shield of MA (5%)
- Fallon Community Health Plan (5%)
- Health New England (4%)
- Minuteman Health (4%)
- CeltiCare (0%)

Small Group Dental Enrollment**

Enrolled Groups by Metallic Tier

- High: 71%
- Low: 28%
- Pediatric-only: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (69%)
- MetLife (9%)
- Altus Dental (13%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (4%)

** 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
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

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?

CSR Satisfaction
CSR Friendliness
CSR Knowledge

Very dissatisfied
Dissatisfied
Neither dissatisfied or satisfied
Satisfied
Completely satisfied
April 1, 2017*

*Reporting period through March 31, 2017
Source: NTT Data

CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

2016 2017
Jan 155 142
Feb 160 135
Mar 205 241
Apr 166 137
May 112 113
Jun 109 86
Jul 88 88
Aug 93 93
Sep 110 110
Oct 123 123
Nov 131 131
Dec 127 127

Number of Ombudsman Cases Received (Monthly)

2016 2017
Jan 90 203
Feb 93 131
Mar 125 127
Apr 98 87
May 74 75
Jun 86 75
Jul 106 111
Aug 123
Sep
Oct
Nov
Dec

Inventory Aging

Total Open Cases as of 4/1/2017: 138

Jan-17
Feb-17
Mar-17

Urgent Services
Ombudsman