**CCA Board Report Metrics**

- **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.

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

- **March**
  - Adds: 236,457
  - Terms: -9,639
  - Enrolled as of Report Date: 246,073
  - Enrolled as of Initial Report Date: 246,073

- **April**
  - Adds: 239,425
  - Terms: -7,576
  - Enrolled as of Report Date: 244,756
  - Enrolled as of Initial Report Date: 244,756

- **May**
  - Adds: 242,889
  - Terms: -6,213
  - Enrolled as of Report Date: 245,748
  - Enrolled as of Initial Report Date: 245,748

- **June**
  - Adds: 248,851
  - Terms: -4,196
  - Enrolled as of Report Date: 246,073
  - Enrolled as of Initial Report Date: 246,073

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**Total Non-Group Medical Enrollment**

- **July**
  - Added to ConnectorCare: 219,788
  - Added to Unsubsidized QHP: 224,016
  - Added to QHP with APTC: 214,913

- **August**
  - Added to ConnectorCare: 224,040
  - Added to Unsubsidized QHP: 225,196
  - Added to QHP with APTC: 219,040

- **September**
  - Added to ConnectorCare: 220,412
  - Added to Unsubsidized QHP: 228,874
  - Added to QHP with APTC: 225,196

- **October**
  - Added to ConnectorCare: 230,436
  - Added to Unsubsidized QHP: 227,994
  - Added to QHP with APTC: 224,576

- **November**
  - Added to ConnectorCare: 233,536
  - Added to Unsubsidized QHP: 226,216
  - Added to QHP with APTC: 226,216

- **December**
  - Added to ConnectorCare: 234,104
  - Added to Unsubsidized QHP: 226,724
  - Added to QHP with APTC: 226,724

- **January**
  - Added to ConnectorCare: 238,207
  - Added to Unsubsidized QHP: 231,310
  - Added to QHP with APTC: 231,310

- **February**
  - Added to ConnectorCare: 246,831
  - Added to Unsubsidized QHP: 236,457
  - Added to QHP with APTC: 236,457

- **March**
  - Added to ConnectorCare: 246,073
  - Added to Unsubsidized QHP: 242,889
  - Added to QHP with APTC: 242,889

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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.
Enrolled Members by Metallic Tier and Standardization

<table>
<thead>
<tr>
<th>Tier</th>
<th>Standardized</th>
<th>Non-Standardized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>Added: 12,000</td>
<td>Added: 4,543</td>
</tr>
<tr>
<td>Gold</td>
<td>Added: 21,326</td>
<td>Added: 5,111</td>
</tr>
<tr>
<td>Silver</td>
<td>Added: 21,099</td>
<td>Added: 3,965</td>
</tr>
<tr>
<td>Bronze</td>
<td>Added: 1,146</td>
<td>Added: 383</td>
</tr>
<tr>
<td>Catastrophic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

51,770 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,901 individuals are enrolled in QHP with APTC plans.

2,285 members who were enrolled in May ConnectorCare plans are now enrolled in Unsubsidized QHP or APTC coverage for June.

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.

Non-Group Medical Enrollment – ConnectorCare

562 members who were enrolled in Unsubsidized/APTC plans in May became eligible and enrolled in June ConnectorCare coverage.
CCA Board Report Metrics

Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through June 1, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – June 2, 2017
**Small Group Medical Enrollment**

- Platinum: 336
- Gold: 406
- Silver: 526
- Bronze: 106

Enrolled Groups by Metallic Tier

- **Platinum**: 336
- **Gold**: 406
- **Silver**: 526
- **Bronze**: 106

Enrolled Groups by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (5%)
- CeltiCare (0%)
- Fallon Community Health Plan (5%)
- Harvard Pilgrim Health Care (18%)
- Health New England (4%)
- Minuteman Health (4%)
- Neighborhood Health Plan (29%)
- Tufts Health Direct (17%)
- Tufts Health Premier (13%)

**Small Group Dental Enrollment**

- High: 72%
- Low: 27%
- Pediatric-only: 1%

Enrolled Groups by Carrier

- Delta Dental of MA (71%)
- MetLife (6%)
- Altus Dental (13%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (5%)

**Reporting period through June 1, 2017**

Sources: SBS SHOP Database – June 1, 2017; NTT Financial Management System (FMS) – June 1, 2017

**Group adds and terms represent a point-in-time snapshot of small group membership and may not include membership retroactivity.**

**June 5, 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 – May 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

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June 1, 2017
*Reporting period through May 31, 2017
Source: NTT Data
CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

- January 2017: 155
- February 2017: 160
- March 2017: 205
- April 2017: 241
- May 2017: 177
- June 2017: 172
- July 2017: 112
- August 2017: 109
- September 2017: 86
- October 2017: 88
- November 2017: 93
- December 2017: 110

- January 2016: 142
- February 2016: 135
- March 2016: 166
- April 2016: 137
- May 2016: 111
- June 2016: 109
- July 2016: 113
- August 2016: 109
- September 2016: 86
- October 2016: 88
- November 2016: 93
- December 2016: 110

Number of Ombudsman Cases Received (Monthly)

- January 2017: 203
- February 2017: 90
- March 2017: 131
- April 2017: 125
- May 2017: 22
- June 2017: 86
- July 2017: 72
- August 2017: 74
- September 2017: 75
- October 2017: 75
- November 2017: 106
- December 2017: 111

- January 2016: 90
- February 2016: 93
- March 2016: 131
- April 2016: 125
- May 2016: 22
- June 2016: 86
- July 2016: 72
- August 2016: 74
- September 2016: 75
- October 2016: 75
- November 2016: 106
- December 2016: 111

Inventory Aging

- Jan-17: 1
- Mar-17: 1
- Apr-17: 4
- May-17: 23

Total Open Cases as of 6/1/2017: 54