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.*

**Source:** NTT Data Financial Management System (FMS) All Spans Extract – September 5, 2017

*Reporting period through September 4, 2017*
### Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 49,879 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,568 individuals are enrolled in QHP with APTC plans.
- 916 members who were enrolled in August ConnectorCare plans are now enrolled in Unsubsidized QHP (679) or APTC (237) coverage for September.
- 73% 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

- **Platinum**
  - Standardized:
    - 19,686
    - Non-Standardized:
      - 20,900
      - 1,115
      - 373

- **Gold**
  - Standardized:
    - 6,169
  - Non-Standardized:
    - 4,296
    - 5,158
    - 4,044

- **Silver**
  - Standardized:
    - 1,832
  - Non-Standardized:
    - 1,865
    - 2,379

- **Bronze**
  - Standardized:
    - 1,669
  - Non-Standardized:
    - 393

- **Catastrophic**
  - Standardized:
    - 1,567
  - Non-Standardized:
    - 357

### Non-Group Medical Enrollment – ConnectorCare

- 377 members who were enrolled in Unsubsidized (260) and APTC (117) plans in August are now enrolled in September ConnectorCare coverage.

### Enrolled Members by Plan Type

- **Plan Type 1** (8%)
- **Plan Type 2a** (16%)
- **Plan Type 2b** (34%)
- **Plan Type 3a** (25%)
- **Plan Type 3b** (17%)

### Enrolled Members by Carrier

- **Blue Cross Blue Shield of MA (5%)**
- **BMC HealthNet Plan (17%)**
- **CeltiCare (0%)**
- **Fallon Community Health Plan (4%)**
- **Health New England (3%)**
- **Harvard Pilgrim Health Care (4%)**
- **Minuteman Health (5%)**
- **Neighborhood Health Plan (19%)**
- **Tufts Health Direct (37%)**
- **Tufts Health Premier (6%)**
CCA Board Report Metrics

Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through September 4, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – September 5, 2017
Small Group Medical Enrollment**

Enrolled Groups by Metallic Tier

<table>
<thead>
<tr>
<th>Tier</th>
<th>Platinum</th>
<th>Gold</th>
<th>Silver</th>
<th>Bronze</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>308</td>
<td>404</td>
<td>518</td>
<td>107</td>
</tr>
</tbody>
</table>

Enrolled Groups by Carrier

- Neighborhood Health Plan (28%)
- Tufts Health Direct (19%)
- Harvard Pilgrim Health Care (17%)
- Tufts Health Premier (14%)
- 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**

Enrolled Groups by Metallic Tier

<table>
<thead>
<tr>
<th>Tier</th>
<th>High</th>
<th>Low</th>
<th>Pediatric-only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>70%</td>
<td>29%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Enrolled Groups by Carrier

- Delta Dental of MA (73%)
- MetLife (0%)
- Altus Dental (17%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (5%)

** September 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 2016 v. 2017

- **January** 2017: 129,000
- **February** 2017: 82,000
- **March** 2017: 87,000
- **April** 2017: 78,000
- **May** 2017: 76,000
- **June** 2017: 76,000
- **July** 2017: 74,000
- **August** 2017: 74,000
- **September** 2017: 98,000
- **October** 2017: 78,000
- **November** 2017: 74,000
- **December** 2017: 134,000

#### Abandonment Rate 2016 v. 2017

- **January** 2016: 4.9%
- **February** 2016: 4.7%
- **March** 2016: 7.7%
- **April** 2016: 3.9%
- **May** 2016: 2.5%
- **June** 2016: 1.9%
- **July** 2016: 6.9%
- **August** 2016: 9.0%
- **September** 2016: 13.1%
- **October** 2016: 3.6%
- **November** 2016: 0.7%
- **December** 2016: 1.4%

#### Average Speed to Answer 2016 v. 2017

- **January** 2017: 151 seconds
- **February** 2017: 124 seconds
- **March** 2017: 174 seconds
- **April** 2017: 98 seconds
- **May** 2017: 59 seconds
- **June** 2017: 46 seconds
- **July** 2017: 148 seconds
- **August** 2017: 209 seconds
- **September** 2017: 295 seconds
- **October** 2017: 83 seconds
- **November** 2017: 21 seconds
- **December** 2017: 43 seconds

#### Overall Customer Satisfaction 2016 v. 2017

- **January** 2017: 6%
- **February** 2017: 4%
- **March** 2017: 60%
- **April** 2017: 62%
- **May** 2017: 60%
- **June** 2017: 62%
- **July** 2017: 68%
- **August** 2017: 63%
- **September** 2017: 63%
- **October** 2017: 62%
- **November** 2017: 64%
- **December** 2017: 66%

#### CSR Satisfaction

- **Very dissatisfied**: 6%
- **Dissatisfied**: 4%
- **Neither dissatisfied or satisfied**: 6%
- **Satisfied**: 82%
- **Completely satisfied**: 90%

#### CSR Friendliness

- **Very dissatisfied**: 2%
- **Dissatisfied**: 2%
- **Neither dissatisfied or satisfied**: 4%
- **Satisfied**: 90%
- **Completely satisfied**: 83%

#### CSR Knowledge

- **Very dissatisfied**: 3%
- **Dissatisfied**: 4%
- **Neither dissatisfied or satisfied**: 8%
- **Satisfied**: 82%
- **Completely satisfied**: 90%

#### Questions

1. How satisfied are you with how our customer service representative resolved your issue today?
2. How friendly and courteous our customer service representative was today?
3. How satisfied are you with the knowledge of the customer service representative you spoke with today?
4. How satisfied are you with the overall service provided to you by the Health Connector today?

Source: NTT Data
Customer Experience

Number of Urgent Services Cases Received (Monthly)

Number of Ombudsman Cases Received (Monthly)

Inventory Aging

Total Open Cases as of 9/1/2017: 37