**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**

#### July
- Added to ConnectorCare: 385
- Added to Unsubsidized QHP: 133
- Added to QHP with APTC: 9,195
- Termed from ConnectorCare: (7,253)
- Termed from Unsubsidized QHP: (2,333)
- Termed from QHP with APTC: (535)
- Enrollment as of Report Date: 228,018
- Enrollment as of Initial Report Date: 233,536

#### August
- Added to ConnectorCare: 341
- Added to Unsubsidized QHP: 3,572
- Added to QHP with APTC: 8,293
- Termed from ConnectorCare: (5,737)
- Termed from Unsubsidized QHP: (1,725)
- Termed from QHP with APTC: (410)
- Enrollment as of Report Date: 226,219
- Enrollment as of Initial Report Date: 234,104

#### September
- Added to ConnectorCare: 411
- Added to Unsubsidized QHP: 2,056
- Added to QHP with APTC: 10,550
- Termed from ConnectorCare: (3,937)
- Termed from Unsubsidized QHP: (1,975)
- Termed from QHP with APTC: (267)
- Enrollment as of Report Date: 226,698
- Enrollment as of Initial Report Date: 238,207

#### October
- Added to ConnectorCare: 299
- Added to Unsubsidized QHP: 4,713
- Added to QHP with APTC: 8,383
- Termed from ConnectorCare: (4,119)
- Termed from Unsubsidized QHP: (3,411)
- Termed from QHP with APTC: (344)
- Enrollment as of Report Date: 231,317
- Enrollment as of Initial Report Date: 246,831

---

### Total Non-Group Medical Enrollment

- **Adds**
  - November: 233,536
  - December: 228,018
  - January: 226,219
  - February: 226,698
  - March: 231,317
  - April: 236,533
  - May: 239,449
  - June: 240,171
  - July: 242,856
  - August: 244,148
  - September: 245,748
  - October: 248,851

- **Terms**
  - November: 234,104
  - December: 226,219
  - January: 226,698
  - February: 231,317
  - March: 236,533
  - April: 240,171
  - May: 242,856
  - June: 244,148
  - July: 245,748
  - August: 248,851
  - September: 250,156
  - October: 251,792

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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.
CCA Board Report Metrics

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 50,341 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,557 individuals are enrolled in QHP with APTC plans.
- 839 members who were enrolled in September ConnectorCare plans are now enrolled in Unsubsidized QHP (578) or APTC (261) coverage for October.
- 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

- 19,809 members are enrolled in Platinum plans.
- 21,089 members are enrolled in Gold plans.
- 3,877 members are enrolled in Silver plans.
- 373 members are enrolled in Bronze plans.
- 373 members are enrolled in Catastrophic plans.

Enrolled Members by Carrier

- 37% of members are enrolled in Tufts Health Direct.
- 19% of members are enrolled in BMC HealthNet Plan.
- 6% of members are enrolled in Blue Cross Blue Shield of MA.

Non-Group Medical Enrollment – ConnectorCare

- 423 members who were enrolled in Unsubsidized (242) and APTC (181) plans in September are now enrolled in October ConnectorCare coverage.

Enrolled Members by Plan Type

- Plan Type 1: 16% of members
- Plan Type 2a: 9% of members
- Plan Type 2b: 16% of members
- Plan Type 3a: 16% of members
- Plan Type 3b: 16% of members

Enrolled Members by Carrier

- BMC HealthNet Plan: 35% of members
- Tufts Health Direct: 49% of members
- Neighborhood Health Plan: 10% of members
- Minuteman Health: 1% of members
- Health New England: 2% of members
- Fallon Community Health Plan: 3% of members
- Harvard Pilgrim Health Care: 4% of members
- Fallon Community Health Plan: 0% of members
- CeltiCare: 0% of members

*Reporting period through October 2, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – October 2, 2017
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>July</td>
<td>3,264</td>
<td>2,293</td>
<td>69,107</td>
<td>72,384</td>
</tr>
<tr>
<td>August</td>
<td>2,720</td>
<td>2,631</td>
<td>69,194</td>
<td>72,265</td>
</tr>
<tr>
<td>September</td>
<td>3,540</td>
<td>1,209</td>
<td>71,349</td>
<td>71,527</td>
</tr>
<tr>
<td>October</td>
<td>2,901</td>
<td>1,394</td>
<td>73,034</td>
<td></td>
</tr>
</tbody>
</table>

Enrollment by Benefit Configuration

- Low Standardized: 36,299
- Low Non-Standardized: 16,159
- High Standardized: 20,405
- Pediatric Standardized: 108
- Pediatric Non-Standardized: 63

Enrolled Members by Carrier

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

*Reporting period through October 2, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – October 3, 2017
CCA Board Report Metrics

Small Group Medical Enrollment**

Enrolled Groups by Metallic Tier***

Enrolled Groups by Carrier***

Small Group Dental Enrollment**

Enrolled Groups by Benefit Level

Enrolled Groups by Carrier

** October 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

*** Group counts by metallic tier and carrier do not count groups enrolled on the DC HBX
**CCA Board Report Metrics**

**October 1, 2017**

*Reporting period through September 30, 2017
Source: NTT Data

### Customer Experience

#### Call Volume 2016 v. 2017

- **Months**: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
- **Data**: Call Volume 2016 vs. 2017
- **Graph**: Bar chart showing call volume differences between 2016 and 2017.

#### Abandonment Rate 2016 v. 2017

- **Data**: Abandonment rate differences between 2016 and 2017
- **Graph**: Bar chart showing abandonment rates.

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

- **Data**: Average speed to answer for 2016 vs. 2017
- **Graph**: Bar chart showing speed differences.

### Overall Customer Satisfaction 2016 v. 2017

- **Data**: Overall customer satisfaction for 2016 vs. 2017
- **Graph**: Bar chart showing customer satisfaction scores.

### 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?

**Survey Results**

- **CSR Satisfaction**: 19% satisfied, 4% very satisfied
- **CSR Friendliness**: 14% satisfied, 4% very satisfied
- **CSR Knowledge**: 15% satisfied, 4% very satisfied

**Satisfaction Levels**

- **Very dissatisfied**: 19%
- **Dissatisfied**: 4%
- **Neither dissatisfied or satisfied**: 7%
- **Satisfied**: 66%
- **Completely satisfied**: 69%
Customer Experience

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

- **2016**
- **2017**

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>155</td>
<td>136</td>
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<tr>
<td>Feb</td>
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<td>Nov</td>
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<td>93</td>
</tr>
<tr>
<td>Dec</td>
<td>72</td>
<td>110</td>
</tr>
</tbody>
</table>

**Number of Ombudsman Cases Received (Monthly)**

- **2016**
- **2017**

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>90</td>
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<td>Feb</td>
<td>131</td>
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<td>Mar</td>
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<td>May</td>
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<td>123</td>
</tr>
<tr>
<td>Dec</td>
<td>123</td>
<td>123</td>
</tr>
</tbody>
</table>

**Inventory Aging**

- **Total Open Cases as of 10/1/2017: 30**

- **Urgent Services**: 13
- **Ombudsman**: 16

<table>
<thead>
<tr>
<th>Month</th>
<th>Urgent Services</th>
<th>Ombudsman</th>
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</thead>
<tbody>
<tr>
<td>Jul-17</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sep-17</td>
<td>13</td>
<td>16</td>
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</table>