**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 – November 2, 2017*
**CCA Board Report Metrics**

**Non-Group Medical Enrollment – Unsubsidized QHP and APTC**

- 50,456 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 9,914 individuals are enrolled in QHP with APTC plans.
- 1,850 members who were enrolled in October ConnectorCare plans are now enrolled in Unsubsidized QHP (1,220) or APTC (630) coverage for November.
- 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**

**Non-Group Medical Enrollment – ConnectorCare**

- 421 members who were enrolled in Unsubsidized (244) and APTC (177) plans in September are now enrolled in October ConnectorCare coverage.

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*November 9, 2017*

*Source: NTT Data Financial Management System (FMS) All Spans Extract – November 2, 2017*
CCA Board Report Metrics

Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through November 2, 2017
Source: NTT Data Financial Management System (FMS) All Spans Extract – November 2, 2017

November 9, 2017*
** Small Group Medical Enrollment**

- Total enrollment counts by month:
  - December: 6,400
  - January: 6,405
  - February: 6,464
  - March: 6,386
  - April: 6,233
  - May: 6,264
  - June: 6,237
  - July: 6,077
  - August: 6,196
  - September: 6,163
  - October: 6,196
  - November: 5,880

- Group enrollment counts by month:
  - December: 1,385
  - January: 1,447
  - February: 1,467
  - March: 1,444
  - April: 1,497
  - May: 1,464
  - June: 1,438
  - July: 1,419
  - August: 1,394
  - September: 1,406
  - October: 1,404
  - November: 1,329

- Enrollment by Metallic Tier:
  - Platinum: 301
  - Gold: 382
  - Silver: 531
  - Bronze: 100

- Enrollment by Carrier:
  - Blue Cross Blue Shield of MA (5%)
  - BMC HealthNet Plan (5%)
  - CeltiCare (0%)
  - Fallon Community Health Plan (4%)
  - Harvard Pilgrim Health Care (16%)
  - Health New England (4%)
  - Minuteman Health (4%)
  - Neighborhood Health Plan (27%)
  - Tufts Health Direct (21%)
  - Tufts Health Premier (14%)

- Enrollment by Benefit Level:
  - High: 71%
  - Low: 29%
  - Pediatric-only: 0%

** Small Group Dental Enrollment**

- Total enrollment counts by month:
  - December: 1,067
  - January: 1,073
  - February: 1,105
  - March: 1,125
  - April: 1,118
  - May: 1,140
  - June: 1,144
  - July: 1,151
  - August: 1,116
  - September: 1,119
  - October: 1,152

- Enrollment by Benefit Level:
  - Delta Dental of MA (73%)
  - MetLife (0%)
  - Altus Dental (16%)
  - Blue Cross Blue Shield of MA (6%)
  - Guardian (5%)

** November 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

Customer Experience

Call Volume 2016 v. 2017

Abandonment Rate 2016 v. 2017

Overall Customer Satisfaction 2016 v. 2017

Customer Satisfaction Score - October 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

Source: NTT Data
November 1, 2017*
*Reporting period through October 31, 2017
Source: NTT Data

CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

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<th>2017</th>
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Number of Ombudsman Cases Received (Monthly)

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<tr>
<td>Dec</td>
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</tr>
</tbody>
</table>

Inventory Aging

Total Open Cases as of 11/1/2017: 31