CCA Board Report Metrics

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

**Rolling Quarter time span includes previous three months and current month

- "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.
• 50,124 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 10,220 individuals are enrolled in QHP with APTC plans.

• 2,192 members who were enrolled in November ConnectorCare plans are now enrolled in Unsubsidized QHP (1,447) or APTC (745) coverage for December.

• 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.

• 630 members who were enrolled in Unsubsidized (350) and APTC (280) plans in November are now enrolled in December ConnectorCare coverage.
CCA Board Report Metrics

Non-Group Dental Enrollment

<table>
<thead>
<tr>
<th>Benefit Configuration</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Standardized</td>
<td>3,531</td>
<td>2,972</td>
<td>2,966</td>
<td>2,522</td>
</tr>
<tr>
<td>Low Non-Standardized</td>
<td>(2,595)</td>
<td>(2,755)</td>
<td>(1,533)</td>
<td>(1,775)</td>
</tr>
<tr>
<td>High Standardized</td>
<td>71,349</td>
<td>70,360</td>
<td>71,796</td>
<td>72,546</td>
</tr>
<tr>
<td>Pediatric Standardized</td>
<td>70,144</td>
<td>70,360</td>
<td>71,796</td>
<td>72,546</td>
</tr>
<tr>
<td>Pediatric Non-Standardized</td>
<td>73,034</td>
<td>73,124</td>
<td>73,034</td>
<td>73,034</td>
</tr>
</tbody>
</table>

Enrollment by Benefit Configuration

- Low Standardized: 36,085
- Low Non-Standardized: 16,018
- High Standardized: 20,271
- Pediatric Standardized: 110
- Pediatric Non-Standardized: 62

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)
This report was reformatted in December 2017 to report small group enrollment for the prior coverage month. 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/benefit level do not count groups enrolled on the DC HBX or BCBS membership

*** Group counts by carrier do not count groups enrolled on the DC HBX

*Reporting period through November 2, 2017*
Sources: SBSB SHOP Database – November 2, 2017; DC HBX – November 2, 2017; NTT Financial Management System (FMS) – November 2, 2017

### Small Group Medical Enrollment

#### Enrolled Groups by Metallic Tier**

- Platinum: 301 (36)
- Gold: 382 (76)
- Silver: 531 (51)
- Bronze: 100 (46)

#### Enrolled Groups by Carrier***

- Delta Dental of MA (73%)
- MetLife (0%)
- Altus Dental (16%)
- Blue Cross Blue Shield of MA (6%)
- Guardian (5%)

### Small Group Dental Enrollment

#### Enrolled Groups by Benefit Level**

- High: 71%
- Low: 29%
- Pediatric-only: 0%

#### Enrolled Groups by Carrier

- Delta Dental of MA (73%)
- MetLife (0%)
- Altus Dental (16%)
- Blue Cross Blue Shield of MA (6%)
- Guardian (5%)
**CCA Board Report Metrics**

**Customer Experience**

### Call Volume 2016 v. 2017

- **Thousands**
  - **2016**: [Data Points]
  - **2017**: [Data Points]

### Abandonment Rate 2016 v. 2017

- **2016**: [Data Points]
  - **2017**: [Data Points]

### Average Speed to Answer 2016 v. 2017

- **Seconds**
  - **2016**: [Data Points]
  - **2017**: [Data Points]

### Overall Customer Satisfaction 2016 v. 2017

- **Overall**: [Data Points]

---

**Question**

---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?

### Customer Satisfaction Score – November 2017

- **CSR Satisfaction**: 72%
  - **Very dissatisfied**: 4%
  - **Dissatisfied**: 14%
  - **Neither dissatisfied or satisfied**: 3%
  - **Satisfied**: 53%
  - **Completely satisfied**: 10%

- **CSR Friendliness**: 81%
  - **Very dissatisfied**: 7%
  - **Dissatisfied**: 11%
  - **Neither dissatisfied or satisfied**: 3%
  - **Satisfied**: 46%
  - **Completely satisfied**: 33%

- **CSR Knowledge**: 71%
  - **Very dissatisfied**: 14%
  - **Dissatisfied**: 11%
  - **Neither dissatisfied or satisfied**: 3%
  - **Satisfied**: 46%
  - **Completely satisfied**: 33%

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December 1, 2017*
*Reporting period through November 30, 2017
Source: NTT Data

CCA Board Report Metrics

Customer Experience

Number of Urgent Services Cases Received (Monthly)

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>155</td>
<td>142</td>
</tr>
<tr>
<td>Feb</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
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<td>Jun</td>
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<td>Jul</td>
<td>113</td>
<td>93</td>
</tr>
<tr>
<td>Aug</td>
<td>109</td>
<td>129</td>
</tr>
<tr>
<td>Sep</td>
<td>86</td>
<td>72</td>
</tr>
<tr>
<td>Oct</td>
<td>88</td>
<td>72</td>
</tr>
<tr>
<td>Nov</td>
<td>93</td>
<td>101</td>
</tr>
<tr>
<td>Dec</td>
<td>110</td>
<td>110</td>
</tr>
</tbody>
</table>

Number of Ombudsman Cases Received (Monthly)

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>90</td>
<td>203</td>
</tr>
<tr>
<td>Feb</td>
<td>93</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>Jul</td>
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<td>Aug</td>
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<tr>
<td>Sep</td>
<td>75</td>
<td>56</td>
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<tr>
<td>Oct</td>
<td>106</td>
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<tr>
<td>Nov</td>
<td>111</td>
<td>44</td>
</tr>
<tr>
<td>Dec</td>
<td>123</td>
<td>-</td>
</tr>
</tbody>
</table>

Inventory Aging

Total Open Cases as of 12/1/2017: 49

- Jul-17: Urgent Services = 1, Ombudsman = 2
- Sep-17: Urgent Services = 1, Ombudsman = 1
- Oct-17: Urgent Services = 3, Ombudsman = 1
- Nov-17: Urgent Services = 27, Ombudsman = 14