April 5, 2018

CCA Board Report Metrics

*Reporting period through April 1, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract – April 1, 2018

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Adds</th>
<th>Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2,042</td>
<td>1,301</td>
</tr>
<tr>
<td>February</td>
<td>6,459</td>
<td>3,797</td>
</tr>
<tr>
<td>March</td>
<td>19,063</td>
<td>14,291</td>
</tr>
<tr>
<td>April</td>
<td>235,145</td>
<td>237,248</td>
</tr>
</tbody>
</table>

**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.

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

- **Platinum**
  - Standardized: 14,991
  - Non-Standardized: 2,531
- **Gold**
  - Standardized: 17,827
  - Non-Standardized: 501
- **Silver**
  - Standardized: 11,400
  - Non-Standardized: 3,835
- **Bronze**
  - Standardized: 5,903
  - Non-Standardized: 3,502
- **Catastrophic**
  - Standardized: 1,400
  - Non-Standardized: 385

### Enrolled Members by Plan Type

- **Plan Type 1**: 17%
- **Plan Type 2a**: 8%
- **Plan Type 2b**: 16%
- **Plan Type 3a**: 26%
- **Plan Type 3b**: 33%
- **Plan Type 3c**: 16%

### Enrolled Members by Carrier

- **Blue Cross Blue Shield of MA**: 39%
- **BMC HealthNet Plan**: 39%
- **Fallon Community Health Plan**: 2%
- **Health New England**: 2%
- **Neighborhood Health Plan**: 2%
- **Tufts Health Direct**: 7%
- **Tufts Health Premier**: 9%

### Non-Group Medical Enrollment – ConnectorCare

- **771** members were enrolled in Unsubsidized (457) and APTC (314) plans in March and are now enrolled in April ConnectorCare coverage.

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

- **45,111** individuals are enrolled in non-group medical Unsubsidized QHP coverage and **14,775** individuals are enrolled in QHP with APTC plans.
- **2,975** members who were enrolled in March ConnectorCare plans are now enrolled in Unsubsidized QHP (2,177) or APTC (798) coverage for April.
- **75%** of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.
Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through April 1, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract - April 2, 2018
CCA Board Report Metrics

*Reporting period through March 1, 2018
Sources: SBSB SHOP Database – March 2018; DC HBX – March 27, 2018; NTT Financial Management System (FMS) – March 2, 2018

Small Group Medical Enrollment

<table>
<thead>
<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adds (0%)</td>
<td>6,233</td>
<td>6,264</td>
<td>6,237</td>
<td>6,077</td>
<td>6,196</td>
<td>6,163</td>
<td>6,196</td>
<td>6,139</td>
<td>6,234</td>
<td>6,051</td>
<td>6,004</td>
<td>5,991</td>
</tr>
<tr>
<td>Terms (0%)</td>
<td>1,497</td>
<td>1,464</td>
<td>1,438</td>
<td>1,419</td>
<td>1,394</td>
<td>1,406</td>
<td>1,396</td>
<td>1,350</td>
<td>1,314</td>
<td>1,305</td>
<td>1,300</td>
<td></td>
</tr>
</tbody>
</table>

Enrolled Groups by Metallic Tier**

- Platinum: 21%
- Gold: 30%
- Silver: 41%
- Bronze: 8%

Enrolled Groups by Carrier***

- Delta Dental of MA (75%)
- Altus Dental (15%)
- Blue Cross Blue Shield of MA (5%)
- Guardian (5%)

Small Group Dental Enrollment

<table>
<thead>
<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adds (25)</td>
<td>1,118</td>
<td>1,140</td>
<td>1,144</td>
<td>1,141</td>
<td>1,151</td>
<td>1,116</td>
<td>1,119</td>
<td>1,207</td>
<td>1,223</td>
<td>1,219</td>
<td>1,224</td>
<td>1,213</td>
</tr>
<tr>
<td>Terms (25)</td>
<td>212</td>
<td>212</td>
<td>210</td>
<td>213</td>
<td>212</td>
<td>211</td>
<td>209</td>
<td>214</td>
<td>212</td>
<td>213</td>
<td>211</td>
<td>203</td>
</tr>
</tbody>
</table>

Enrolled Groups by Benefit Level**

- High: 73%
- Low: 27%

Enrolled Groups by Carrier

- Delta Dental of MA (16%)
- Altus Dental (4%)
- Blue Cross Blue Shield of MA (4%)
- Guardian (76%)
Customer Experience

**Call Volume 2017 v. 2018**

- Thousands of calls for each month from January to December.
- 2017 vs. 2018 comparison.

**Abandonment Rate 2017 v. 2018**

- Percentage of calls abandoned for each month from January to December.
- 2017 vs. 2018 comparison.

**Average Speed to Answer 2017 v. 2018**

- Seconds for each month from January to December.
- 2017 vs. 2018 comparison.

**Overall CSAT 2017 v. 2018**

- Customer Satisfaction Score for each month from January to December.
- 2017 vs. 2018 comparison.

**Customer Satisfaction Score – Mar 2018**

- CSR Satisfaction, CSR Friendliness, CSR Knowledge:
  - Very dissatisfied
  - Dissatisfied
  - Neither dissatisfied or satisfied
  - Satisfied
  - Completely satisfied

Questions:

- How satisfied are you with how our customer service representative resolved your issue today?
- How friendly and courteous was our customer service representative 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?

---

*Reporting period through March 31, 2018
Source: NTT Data*
Customer Experience

Number of Urgent Services Cases Received (Monthly)

<table>
<thead>
<tr>
<th>Month</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>142</td>
<td>125</td>
</tr>
<tr>
<td>Feb</td>
<td>135</td>
<td>131</td>
</tr>
<tr>
<td>Mar</td>
<td>131</td>
<td>139</td>
</tr>
<tr>
<td>Apr</td>
<td>139</td>
<td>241</td>
</tr>
<tr>
<td>May</td>
<td>177</td>
<td>172</td>
</tr>
<tr>
<td>Jun</td>
<td>111</td>
<td>129</td>
</tr>
<tr>
<td>Jul</td>
<td>93</td>
<td>72</td>
</tr>
<tr>
<td>Aug</td>
<td>72</td>
<td>72</td>
</tr>
<tr>
<td>Sep</td>
<td>72</td>
<td>101</td>
</tr>
<tr>
<td>Oct</td>
<td>101</td>
<td>89</td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Number of Ombudsman Cases Received (Monthly)

<table>
<thead>
<tr>
<th>Month</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>203</td>
<td>87</td>
</tr>
<tr>
<td>Feb</td>
<td>131</td>
<td>135</td>
</tr>
<tr>
<td>Mar</td>
<td>127</td>
<td>129</td>
</tr>
<tr>
<td>Apr</td>
<td>129</td>
<td>86</td>
</tr>
<tr>
<td>May</td>
<td>72</td>
<td>72</td>
</tr>
<tr>
<td>Jun</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Jul</td>
<td>80</td>
<td>55</td>
</tr>
<tr>
<td>Aug</td>
<td>55</td>
<td>56</td>
</tr>
<tr>
<td>Sep</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>Oct</td>
<td>44</td>
<td>56</td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Inventory Aging

<table>
<thead>
<tr>
<th>Month</th>
<th>Urgent Services</th>
<th>Ombudsman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb-18</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Mar-18</td>
<td>10</td>
<td>29</td>
</tr>
</tbody>
</table>

Total Open Cases as of 4/1/2018

Source: NTT Data