CCA Board Report Metrics

June 5, 2018*

*Reporting period through June 3, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract – June 4, 2018

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.

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 Carrier

- 42,806 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 14,249 individuals are enrolled in QHP with APTC plans.
- 1,127 members who were enrolled in May ConnectorCare plans are now enrolled in Unsubsidized QHP (719) or APTC (408) coverage for June.
- 74% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.

Enrolled Members by Metallic Tier and Standardization

- 576 members who were enrolled in Unsubsidized (338) and APTC (238) plans in May are now enrolled in June ConnectorCare coverage.

Enrolled Members by Plan Type
Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through June 3, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract – June 4, 2018

CCA Board Report Metrics
CCA Board Report Metrics

**Small Group Medical Enrollment**

- **Enrolled Groups by Metallic Tier**
  - Platinum: 21.4%
  - Gold: 30.8%
  - Silver: 41.4%
  - Bronze: 6.4%

- **Enrolled Groups by Carrier**
  - Blue Cross Blue Shield of MA (5%)
  - BMC HealthNet Plan (2%)
  - Fallon Community Health Plan (1%)
  - Harvard Pilgrim Health Care (11%)
  - Health New England (2%)
  - Neighborhood Health Plan (22%)
  - Tufts Health Direct (47%)
  - Tufts Health Premier (10%)

**Small Group Dental Enrollment**

- **Enrolled Groups by Benefit Level**
  - High: 74%
  - Low: 26%

- **Enrolled Groups by Carrier**
  - Delta Dental of MA (78%)
  - Altus Dental (16%)
  - Blue Cross Blue Shield of MA (3%)
  - Guardian (3%)

---

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 do 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**

---

June 5, 2018

*Reporting period through May 1, 2018*

*Sources: SBS SHOP Database – May 2018; DC HBX – May 29, 2018; NTT Financial Management System (FMS) – May 4, 2018*
June 5, 2018*

CCA Board Report Metrics

Customer Experience

Call Volume 2017 v. 2018

Abandonment Rate 2017 v. 2018

Average Speed to Answer 2017 v. 2018

Overall CSAT 2017 v. 2018

Customer Satisfaction Score – May 2018

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

0%  20%  40%  60%  80%  100%
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>139</td>
<td>135</td>
</tr>
<tr>
<td>Apr</td>
<td>177</td>
<td>99</td>
</tr>
<tr>
<td>May</td>
<td>172</td>
<td>105</td>
</tr>
<tr>
<td>Jun</td>
<td>111</td>
<td>93</td>
</tr>
<tr>
<td>Jul</td>
<td>129</td>
<td>72</td>
</tr>
<tr>
<td>Aug</td>
<td>72</td>
<td>72</td>
</tr>
<tr>
<td>Sep</td>
<td>101</td>
<td>89</td>
</tr>
<tr>
<td>Oct</td>
<td>87</td>
<td>131</td>
</tr>
<tr>
<td>Nov</td>
<td>135</td>
<td>127</td>
</tr>
<tr>
<td>Dec</td>
<td>129</td>
<td>86</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>103</td>
<td>99</td>
</tr>
<tr>
<td>May</td>
<td>72</td>
<td>99</td>
</tr>
<tr>
<td>Jun</td>
<td>56</td>
<td>55</td>
</tr>
<tr>
<td>Jul</td>
<td>80</td>
<td>56</td>
</tr>
<tr>
<td>Aug</td>
<td>56</td>
<td>44</td>
</tr>
<tr>
<td>Sep</td>
<td>44</td>
<td>44</td>
</tr>
<tr>
<td>Oct</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Nov</td>
<td>56</td>
<td>135</td>
</tr>
<tr>
<td>Dec</td>
<td>129</td>
<td>86</td>
</tr>
</tbody>
</table>

Inventory Aging

Total Open Cases as of 5/31/2018

- Urgent Services
- Ombudsman

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-18</td>
<td>1</td>
</tr>
<tr>
<td>May-18</td>
<td>21</td>
</tr>
<tr>
<td>Apr-18</td>
<td>5</td>
</tr>
</tbody>
</table>

Sources:
- CCA Board Report Metrics
- Reporting period through May 31, 2018
- Source: NTT Data