**CCA Board Report Metrics**

**September 9, 2018**

*Reporting period through September 4, 2018*

*Source: NTT Data Financial Management System (FMS) All Spans Extract – September 5, 2018*

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

<table>
<thead>
<tr>
<th></th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adds</td>
<td>643</td>
<td>648</td>
<td>707</td>
<td>652</td>
</tr>
<tr>
<td>Terms</td>
<td>1,549</td>
<td>1,913</td>
<td>10,011</td>
<td>12,982</td>
</tr>
<tr>
<td></td>
<td>10,556</td>
<td>(8,021)</td>
<td>(1,819)</td>
<td>(1,752)</td>
</tr>
<tr>
<td></td>
<td>1,349</td>
<td>1,983</td>
<td>2,104</td>
<td>2,094</td>
</tr>
<tr>
<td></td>
<td>1,901</td>
<td>(9,797)</td>
<td>(2,658)</td>
<td>(5,101)</td>
</tr>
<tr>
<td></td>
<td>682</td>
<td>(704)</td>
<td>(891)</td>
<td>(643)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>648</td>
<td>10,11</td>
<td>648</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(8,021)</td>
<td>(1,819)</td>
<td>(1,752)</td>
</tr>
<tr>
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<td></td>
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<td>10,11</td>
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<td>(8,021)</td>
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<td></td>
<td></td>
<td>682</td>
<td>(704)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>648</td>
</tr>
</tbody>
</table>

**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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**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

September 9, 2018*

*Reporting period through September 4, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract –September 5, 2018

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 43,736 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 14,558 individuals are enrolled in QHP with APTC plans.
- 1,683 members who were enrolled in August ConnectorCare plans are now enrolled in Unsubsidized QHP (1,247) or APTC (436) coverage for September.
- 74% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.

**Enrolled Members by Metallic Tier and Standardization**

- **Platinum**
  - Standardized - Platinum: 2,628
  - Non-Standardized - Platinum: 13,017
- **Gold**
  - Standardized - Gold: 479
  - Non-Standardized - Gold: 11,139
- **Silver**
  - Standardized - Silver: 5,807
  - Non-Standardized - Silver: 11,139
- **Bronze**
  - Standardized - Bronze: 2,950
  - Non-Standardized - Bronze: 13,017
- **Catastrophic**
  - Standardized - Catastrophic: 3,823
  - Non-Standardized - Catastrophic: 2,628

**Enrolled Members by Carrier**

- Blue Cross Blue Shield of MA (7%)
- BMC HealthNet Plan (18%)
- Fallon Community Health Plan (4%)
- Health New England (3%)
- Harvard Pilgrim Health Care (3%)
- Neighborhood Health Plan (13%)
- Tufts Health Direct (43%)
- Tufts Health Premier (9%)

**Enrolled Members by Plan Type**

- Plan Type 1 (9%)
- Plan Type 2a (16%)
- Plan Type 2b (33%)
- Plan Type 3a (25%)
- Plan Type 3b (17%)

**Enrolled Members by Plan Type**

- BMC HealthNet Plan (40%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Neighborhood Health Plan (6%)
- Tufts Health Direct (49%)

Non-Group Medical Enrollment – ConnectorCare

- 841 members who were enrolled in Unsubsidized (577) and APTC (264) plans in August are now enrolled in September ConnectorCare coverage.
Non-Group Dental Enrollment

*Reporting period through September 4, 2018
Source: NTT Data Financial Management System (FMS) All Spans Extract – September 5, 2018

Enrollment by Benefit Configuration

<table>
<thead>
<tr>
<th>Benefit Configuration</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Standardized</td>
<td>39,713</td>
<td>(3,085)</td>
<td>80,151</td>
<td>80,475</td>
</tr>
<tr>
<td>Low Non-Standardized</td>
<td>18,074</td>
<td>(3,326)</td>
<td>76,557</td>
<td>76,914</td>
</tr>
<tr>
<td>High Standardized</td>
<td>21,663</td>
<td>(2,945)</td>
<td>76,538</td>
<td>79,619</td>
</tr>
<tr>
<td>Pediatric Standardized</td>
<td>116</td>
<td>(1,430)</td>
<td>80,018</td>
<td>80,151</td>
</tr>
<tr>
<td>Pediatric Non-Standardized</td>
<td>53</td>
<td></td>
<td>80,475</td>
<td>80,475</td>
</tr>
</tbody>
</table>

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)
CCA Board Report Metrics

Enrolled Members by Metallic Tier**

- Platinum: 19.7%
- Gold: 33.5%
- Silver: 37.6%
- Bronze: 9.2%

Enrolled Members by Carrier***

- Blue Cross Blue Shield of MA (9%)
- BMC HealthNet Plan (6%)
- Fallon Community Health Plan (5%)
- Harvard Pilgrim Health Care (18%)
- Health New England (4%)
- Neighborhood Health Plan (29%)
- Tufts Health Direct (29%)

Small Group Dental Enrollment

- September: 1,116
- October: 1,119
- November: 1,207
- December: 1,223
- January: 1,219
- February: 1,224
- March: 1,213
- April: 1,249
- May: 1,230
- June: 1,290
- July: 1,282

Enrolled Members by Benefit Level**

- High: 73%
- Low: 27%

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.

** Member counts by metallic tier/benefit level do not count BCBS membership.

*** Member counts by carrier include members on the DCHBX platform and BCBS membership.
**Customer Experience**

### Call Volume 2017 v. 2018

- **Call Volume**
  - **2017**: Thousands of calls per month ranging from 82 to 129.
  - **2018**: Thousands of calls per month ranging from 98 to 131.

### Abandonment Rate 2017 v. 2018

- **Abandonment Rate**
  - **2017**: Rates ranging from 2.0% to 7.2%.
  - **2018**: Rates ranging from 0.3% to 2.8%.

### Average Speed to Answer 2017 v. 2018

- **Average Speed to Answer**
  - **2017**: Seconds ranging from 84 to 184.
  - **2018**: Seconds ranging from 100 to 112.

### Overall CSAT 2017 v. 2018

- **Overall CSAT**
  - **2017**: Scores ranging from 38% to 70%.
  - **2018**: Scores ranging from 40% to 75%.

### Customer Satisfaction Score – August 2018

- **Customer Satisfaction Score**
  - **Very satisfied**: 14% to 17%
  - **Dissatisfied**: 5% to 6%
  - **Neither dissatisfied or satisfied**: 4% to 6%
  - **Satisfied**: 61% to 76%
  - **Completely satisfied**: 71% to 80%

Questions:

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

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>241</td>
</tr>
<tr>
<td>Apr</td>
<td>177</td>
<td>99</td>
</tr>
<tr>
<td>May</td>
<td>172</td>
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<tr>
<td>Jun</td>
<td>111</td>
<td>80</td>
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<tr>
<td>Jul</td>
<td>93</td>
<td>112</td>
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<td>Aug</td>
<td>129</td>
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<tr>
<td>Sep</td>
<td>72</td>
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<tr>
<td>Oct</td>
<td>101</td>
<td>89</td>
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<tr>
<td>Nov</td>
<td>129</td>
<td>131</td>
</tr>
<tr>
<td>Dec</td>
<td>139</td>
<td>99</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>
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<tr>
<td>Apr</td>
<td>103</td>
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<td>May</td>
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<td>Jul</td>
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<td>Oct</td>
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<tr>
<td>Nov</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>Dec</td>
<td>87</td>
<td>135</td>
</tr>
</tbody>
</table>

**Inventory Aging**

- Urgent Services: 3
- Ombudsman: 20

Total Open Cases as of 8/31/2018