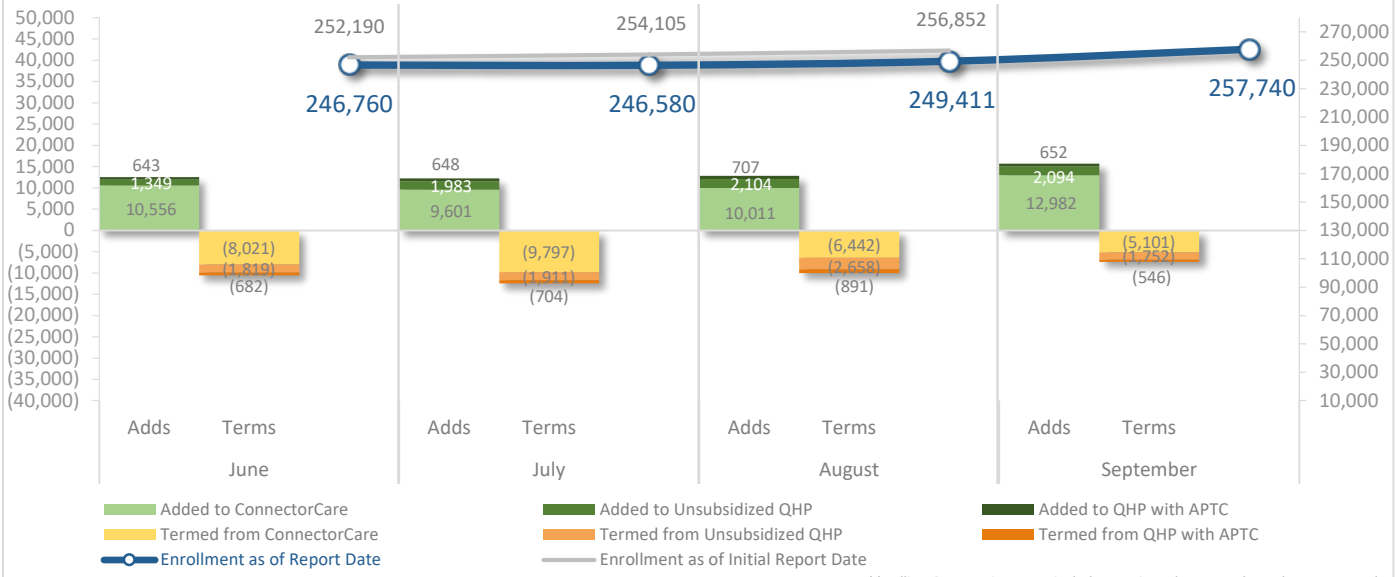


# CCA Board Report Metrics



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

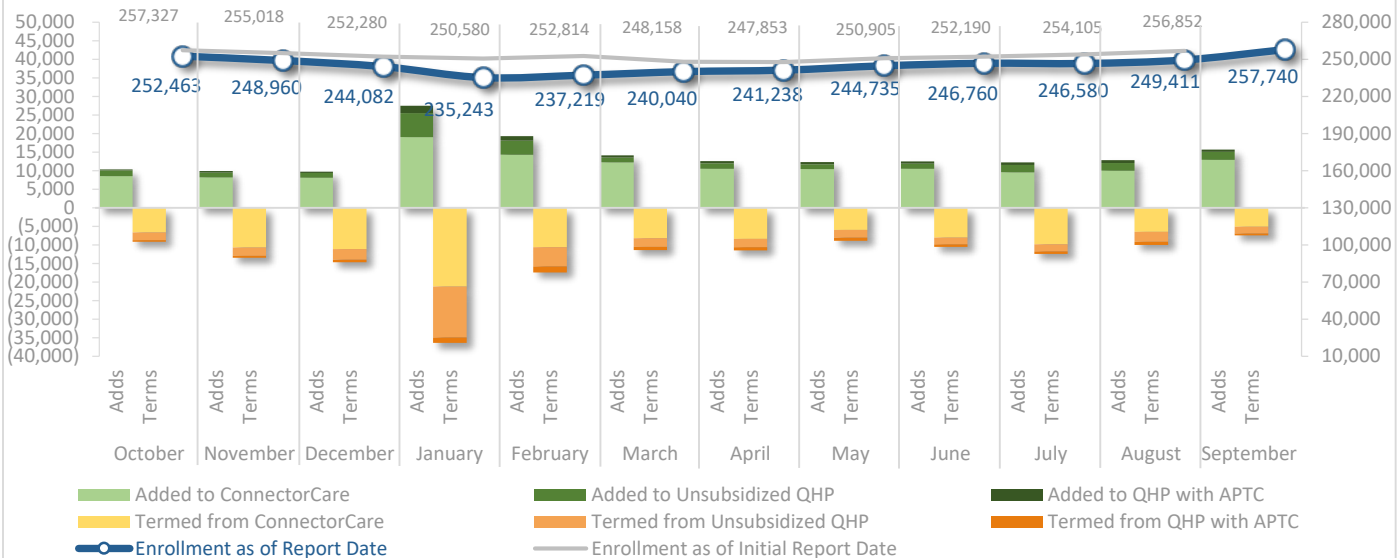
## Total Non-Group Medical Enrollment: Current Rolling Quarter\*\*



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

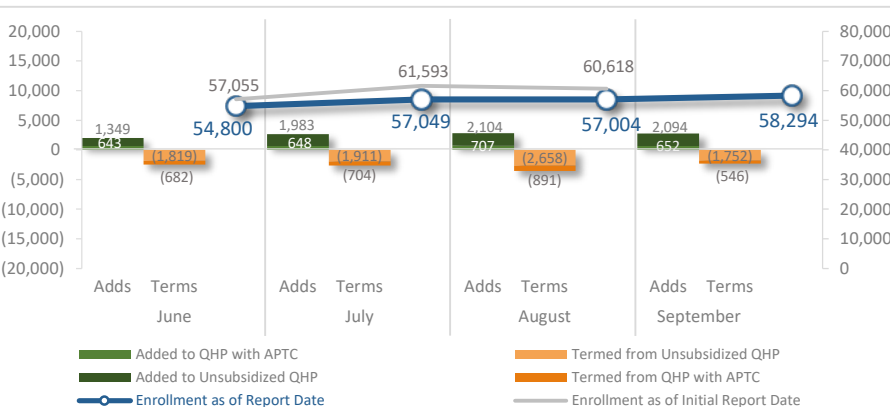
- "Adds" is defined as the total number of members who begin coverage for that month and were not enrolled in coverage during the prior month as of the report date. Movement between program types is not considered an "Add".
- "Terms" is defined as the total number of members who are no longer covered 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



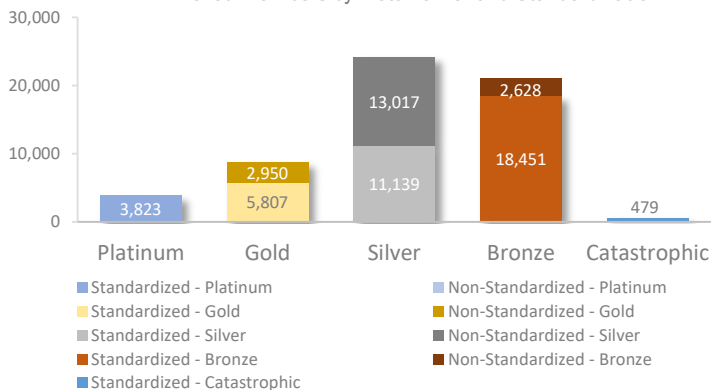
This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began 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.

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

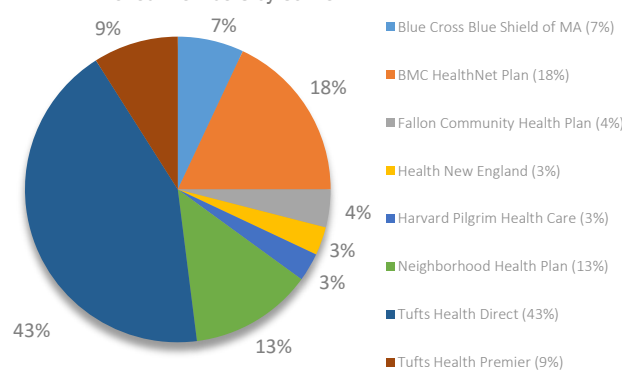


- 43,736 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 14,558 individuals are enrolled in QHP with APTC plans.
- 1,683 members who were enrolled in August ConnectorCare plans are now enrolled in Unsubsidized QHP (1,247) or APTC (436) coverage for September.
- 74% of members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

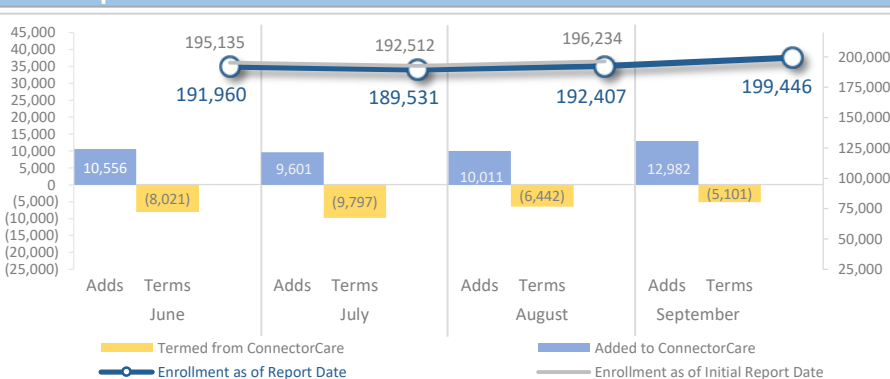
### Enrolled Members by Metallic Tier and Standardization



### Enrolled Members by Carrier

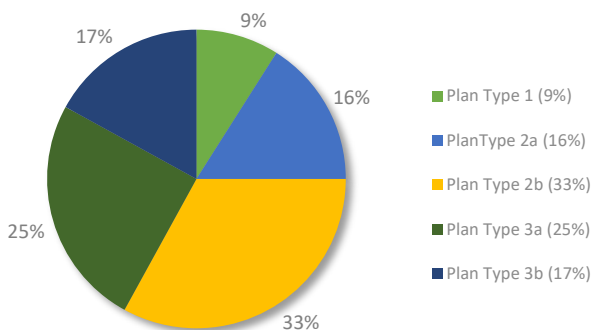


## Non-Group Medical Enrollment – ConnectorCare

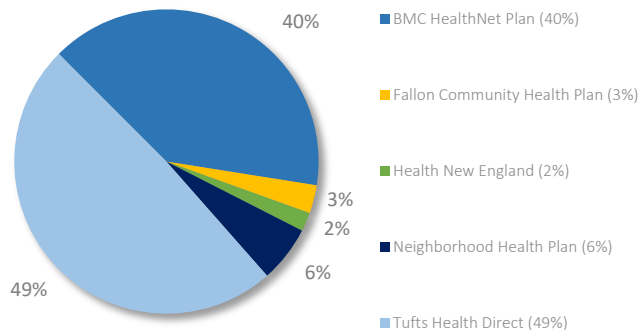


- 841 members who were enrolled in Unsubsidized (577) and APTC (264) plans in August are now enrolled in September ConnectorCare coverage.

### Enrolled Members by Plan Type

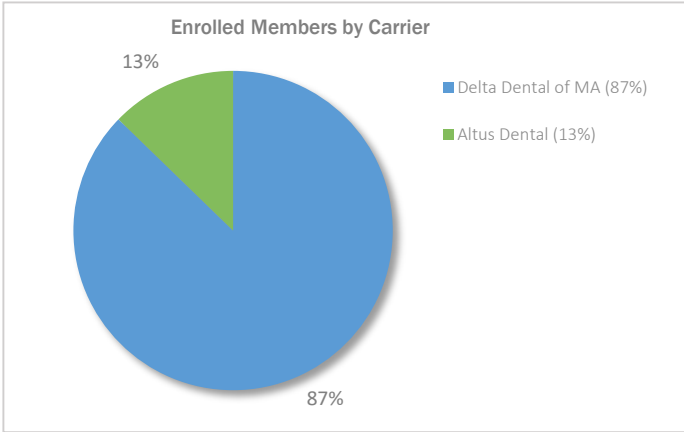
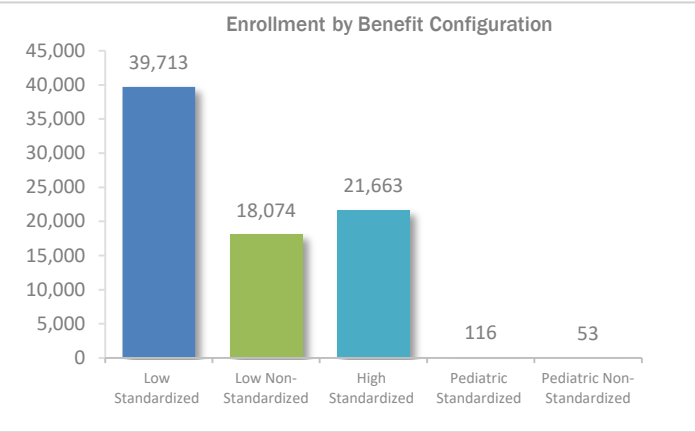
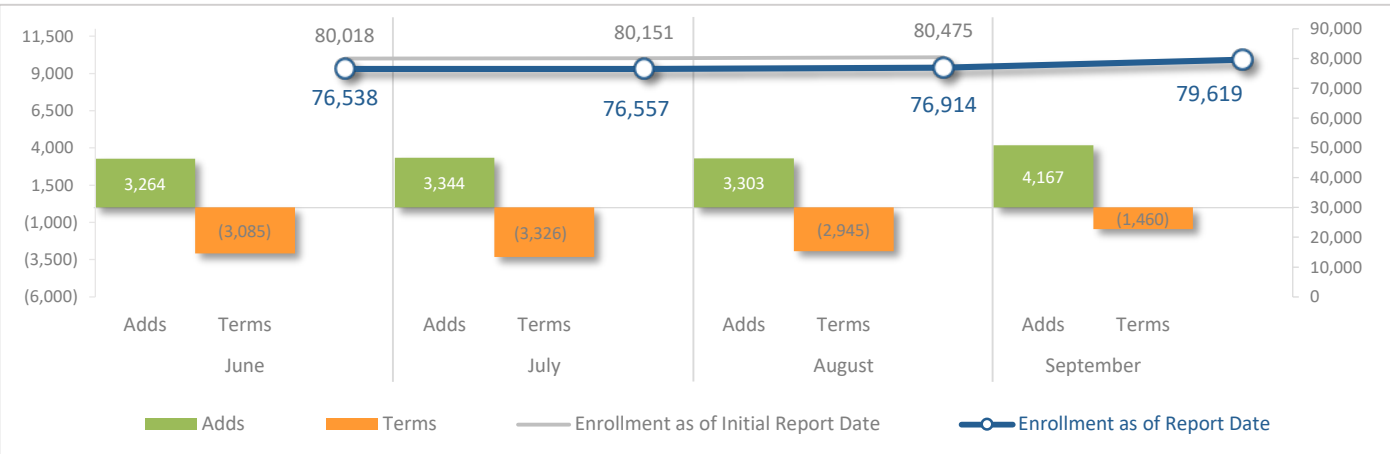


### Enrolled Members by Carrier



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

## Non-Group Dental Enrollment

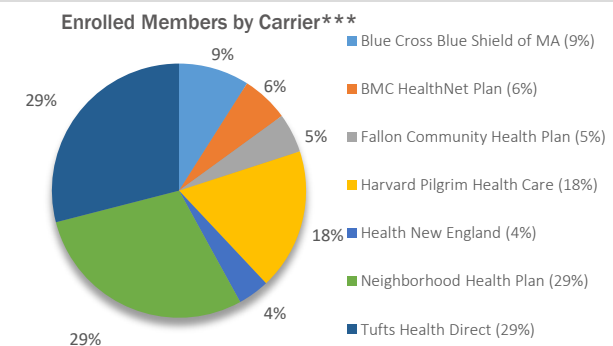
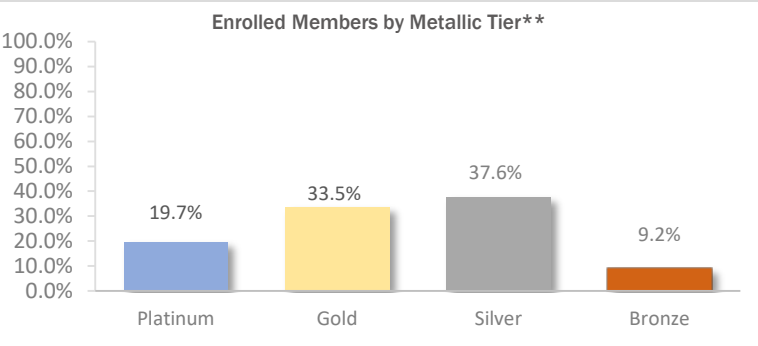
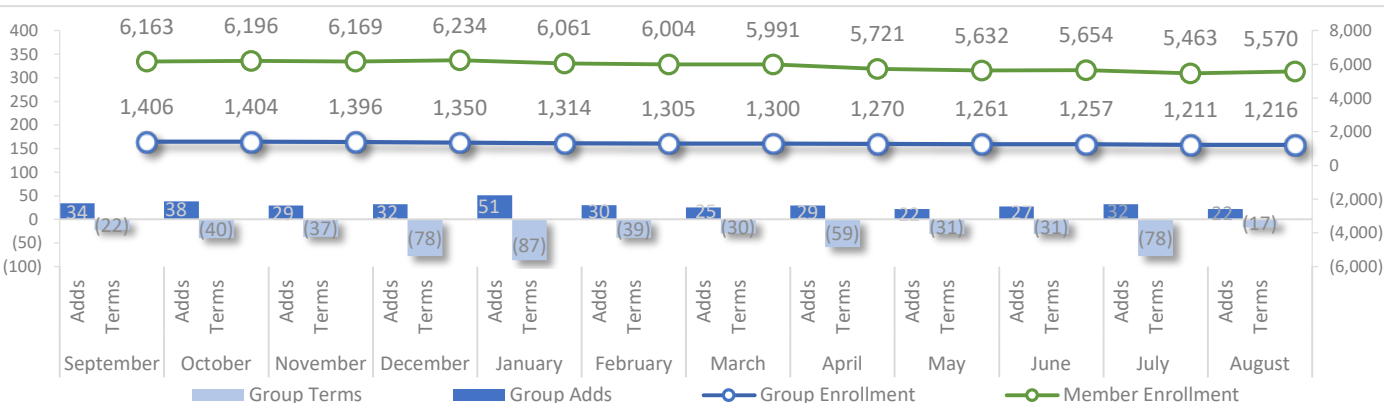


# CCA Board Report Metrics

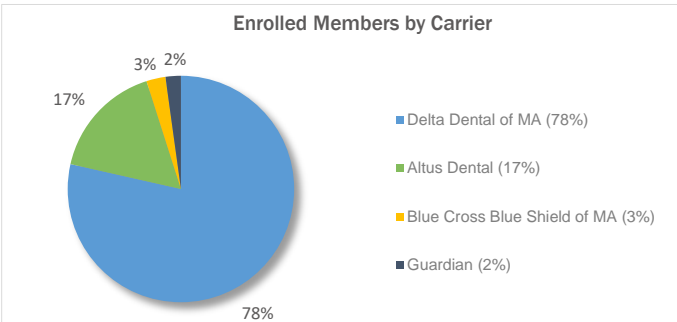
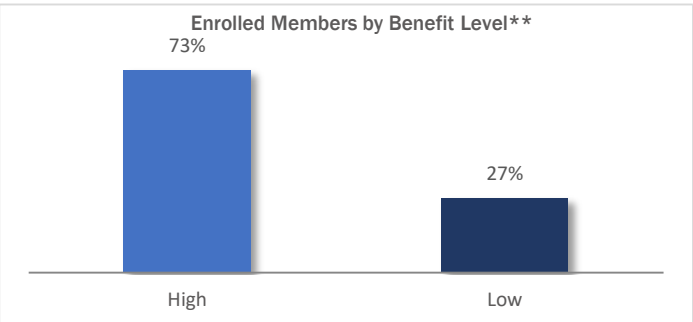
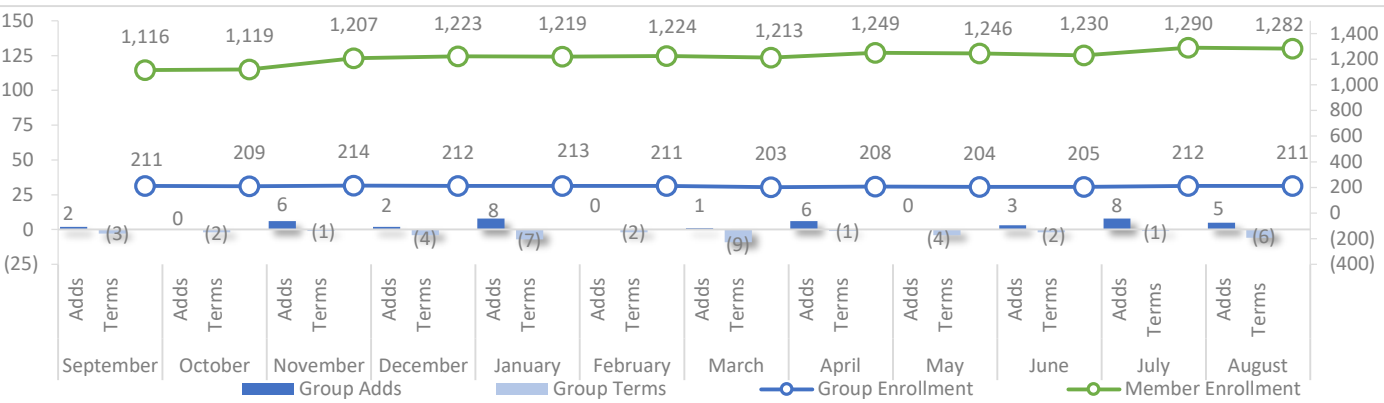


\*Reporting period through August 31, 2018  
 Sources: BCBS SHOP Database – August 2018; DC HBX – September 10, 2018; NTT Financial Management System (FMS) – September 1, 2018

## Small Group Medical Enrollment



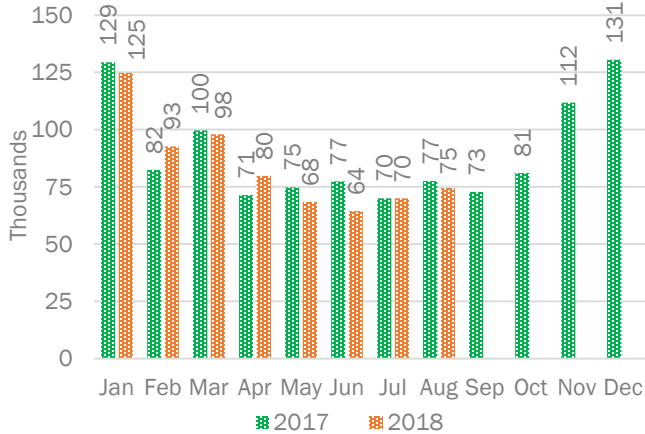
## Small Group Dental Enrollment



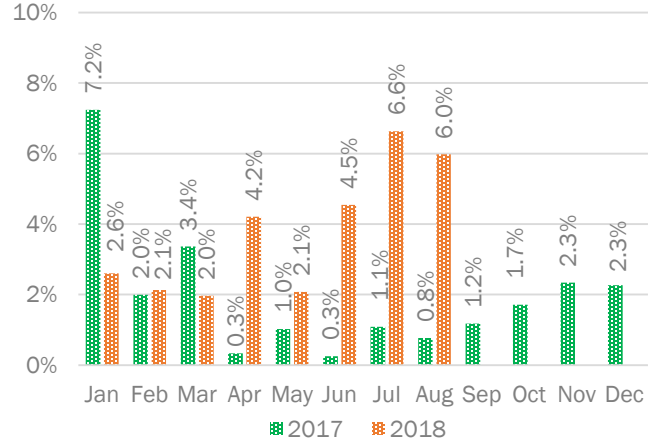
This report was reformatted in December 2017 to report small group enrollment for the prior coverage month. Group adds and terms represent a point-in-time snapshot of small group membership and do not include membership retroactivity  
 \*\* Member counts by metallic tier/benefit level do not count BCBS membership  
 \*\*\* Member counts by carrier include members on the DCHBX platform and BCBS membership

## Customer Experience

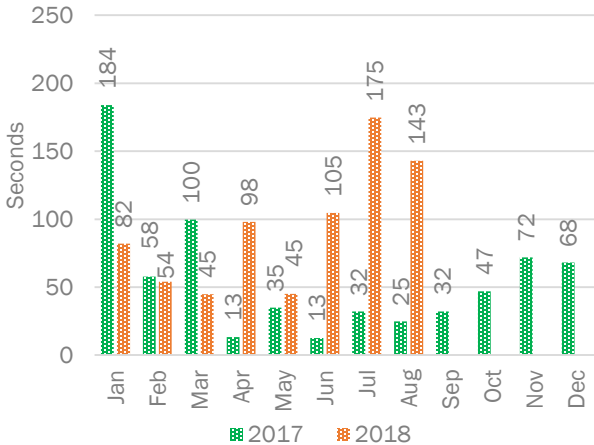
### Call Volume 2017 v. 2018



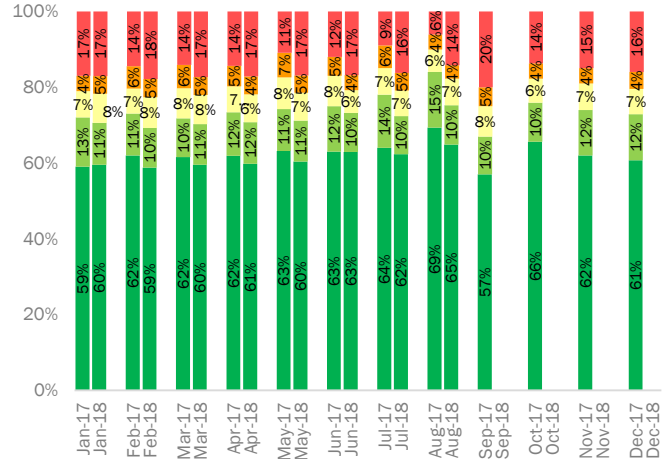
### Abandonment Rate 2017 v. 2018



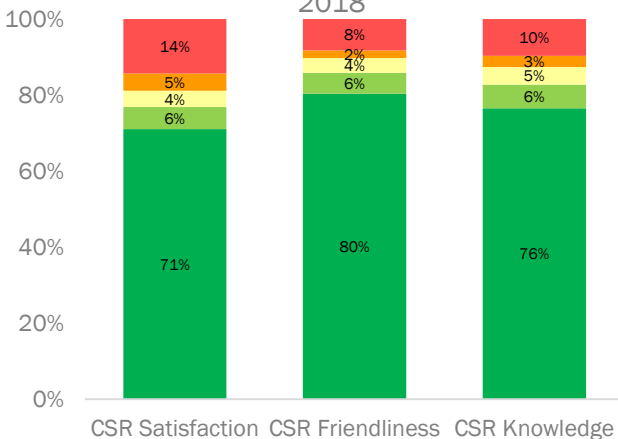
### Average Speed to Answer 2017 v. 2018



### Overall CSAT 2017 v. 2018

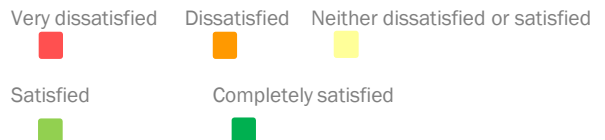


### Customer Satisfaction Score - August 2018



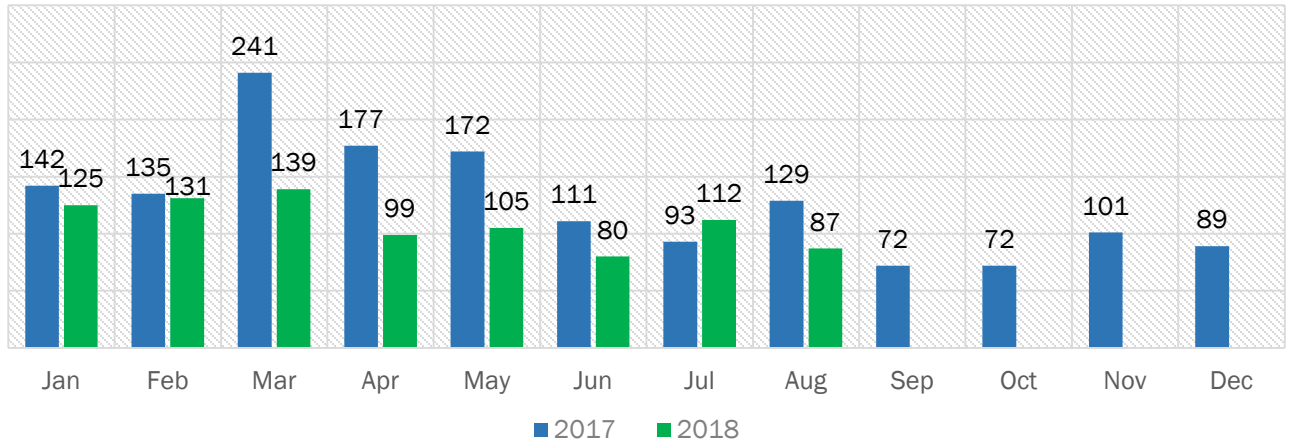
#### Questions

- 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?

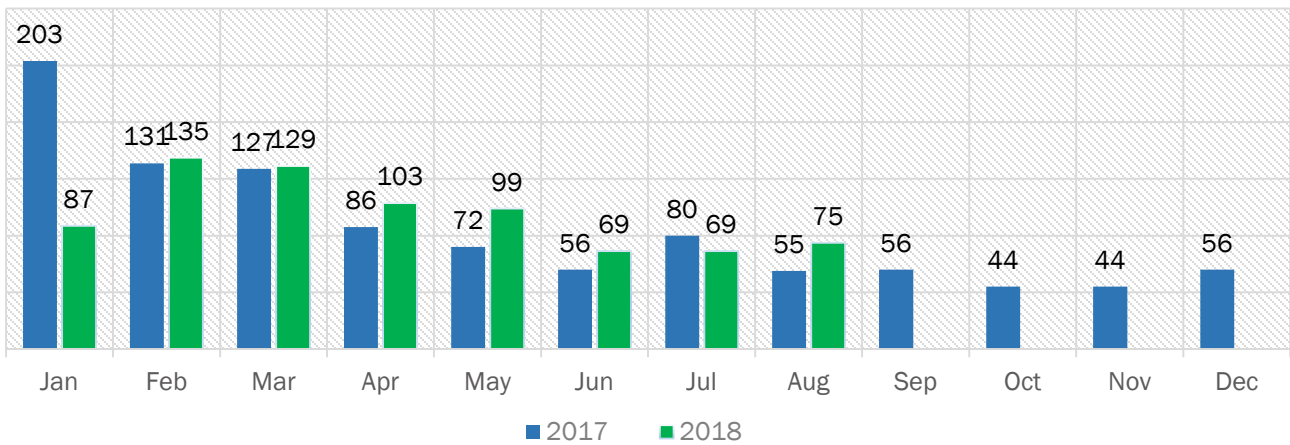


Customer Experience

Number of Urgent Services Cases Received (Monthly)



Number of Ombudsman Cases Received (Monthly)



Total Open Cases as of  
8/31/2018

Inventory Aging

