**CCA Board Report Metrics**

- **“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.

- Reporting period through November 1, 2018

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

- **Adds**
  - August: 249,013
  - September: 254,740
  - October: 259,992
  - November: 262,341

- **Terms**
  - August: 1,853
  - September: 1,508
  - October: 1,422
  - November: 1,432

**Total Non-Group Medical Enrollment**

- **Adds**
  - December: 252,280
  - January: 250,580
  - February: 252,814
  - March: 248,158
  - April: 247,853
  - May: 250,905
  - June: 252,190
  - July: 254,105
  - August: 256,825
  - September: 257,740
  - October: 259,992
  - November: 262,341

- **Terms**
  - December: 10,000
  - January: 13,182
  - February: 9,935
  - March: 1,508
  - April: 1,432
  - May: 1,973
  - June: 1,508
  - July: 1,422
  - August: 663
  - September: 13,182
  - October: 9,935
  - November: 675

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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**

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

- 43,067 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 15,141 individuals are enrolled in QHP with APTC plans.
- 2,108 members who were enrolled in October ConnectorCare plans are now enrolled in Unsubsidized QHP (1,191) or APTC (917) coverage for November.
- 74% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.

**Enrolled Members by Metallic Tier and Standardization**

**Non-Group Medical Enrollment – ConnectorCare**

- 483 members who were enrolled in Unsubsidized (240) and APTC (243) plans in August are now enrolled in September ConnectorCare coverage.

**Enrolled Members by Plan Type**

**Enrolled Members by Carrier**

*Reporting period through November 1, 2018*

Source: NTT Data Financial Management System (FMS) All Spans Extract – November 2, 2018

November 2, 2018*
Non-Group Dental Enrollment

Enrollment by Benefit Configuration

<table>
<thead>
<tr>
<th>Benefit Configuration</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Standardized</td>
<td>(2,932)</td>
<td>(3,053)</td>
<td>(1,476)</td>
<td>(1,732)</td>
</tr>
<tr>
<td>Low Non-Standardized</td>
<td>3,283</td>
<td>4,168</td>
<td>3,302</td>
<td>3,463</td>
</tr>
<tr>
<td>High Standardized</td>
<td>76,919</td>
<td>78,032</td>
<td>79,859</td>
<td>81,588</td>
</tr>
<tr>
<td>Pediatric Standardized</td>
<td>40,741</td>
<td>18,761</td>
<td>21,911</td>
<td>118</td>
</tr>
<tr>
<td>Pediatric Non-Standardized</td>
<td>13%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 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

Bar chart showing call volume for each month from January to December 2017 and 2018.

### Abandonment Rate 2017 v. 2018

Bar chart showing abandonment rate for each month from January to December 2017 and 2018.

### Average Speed to Answer 2017 v. 2018

Bar chart showing average speed to answer for each month from January to December 2017 and 2018.

### Overall CSAT 2017 v. 2018

Bar chart showing customer satisfaction score (CSAT) for each month from January to December 2017 and 2018.

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**Questions**

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