CCA Board Report Metrics

December 6, 2018

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

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

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>September</td>
<td>657</td>
<td>13,173</td>
</tr>
<tr>
<td>October</td>
<td>505</td>
<td>9,936</td>
</tr>
<tr>
<td>November</td>
<td>680</td>
<td>10,124</td>
</tr>
<tr>
<td>December</td>
<td>852</td>
<td>10,129</td>
</tr>
</tbody>
</table>

Enrollment as of Report Date

- **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

- 678 members who were enrolled in Unsubsidized (323) and APTC (355) plans in November are now enrolled in December ConnectorCare coverage.

Non-Group Medical Enrollment – ConnectorCare

- 46,455 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 15,836 individuals are enrolled in QHP with APTC plans.
- 4,889 members who were enrolled in November ConnectorCare plans are now enrolled in Unsubsidized QHP (3,547) or APTC (1,342) coverage for December.
- 75% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.
CCA Board Report Metrics

December 6, 2018*

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

Non-Group Dental Enrollment

- **September**
  - Adds: 4,160
  - Terms: (3,027)

- **October**
  - Adds: 3,278
  - Terms: (3,234)

- **November**
  - Adds: 3,562
  - Terms: (1,671)

- **December**
  - Adds: 3,603
  - Terms: (2,004)

Enrollment by Benefit Configuration

- Low Standardized: 40,654
- Low Non-Standardized: 18,961
- High Standardized: 21,657
- Pediatric Standardized: 124
- Pediatric Non-Standardized: 61

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

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** Enrolled Members by Metallic Tier**

- Platinum: 19.0%
- Gold: 33.6%
- Silver: 38.2%
- Bronze: 9.2%

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** Enrolled Members by Carrier**

- Blue Cross Blue Shield of MA (9%)
- BMC HealthNet Plan (7%)
- Fallon Community Health Plan (5%)
- Harvard Pilgrim Health Care (17%)
- Health New England (4%)
- Neighborhood Health Plan (27%)
- Tufts Health Direct (31%)

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** Enrolled Members by Benefit Level**

- High: 73%
- Low: 27%
Customer Experience

Call Volume 2017 v. 2018

Abandonment Rate 2017 v. 2018

Average Speed to Answer 2017 v. 2018

Overall CSAT 2017 v. 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 Satisfaction Score – Nov 2018
Customer Experience

Number of Urgent Services Cases Received (Monthly)

Number of Ombudsman Cases Received (Monthly)

Total Open Cases as of 11/30/2018: 23

Inventory

CCA Board Report Metrics

*Reporting period through November 30, 2018
Source: NTT Data