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.

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

**February 8, 2019**

*Reporting period through February 4th, 2019*

Source: NTT Data Financial Management System (FMS) All Spans Extract – February 5th, 2019

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 58,516 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,260 individuals are enrolled in QHP with APTC plans.
- 2,840 members who were enrolled in January ConnectorCare plans are now enrolled in Unsubsidized QHP (2,013) or APTC (827) coverage for February.
- 78% of members are enrolled in either Neighborhood Health Plan, Tufts Health Direct, or BMC HealthNet Plan.

Non-Group Medical Enrollment – ConnectorCare

- 3,909 members who were enrolled in Unsubsidized (3,462) and APTC (758) plans in January are now enrolled in February ConnectorCare coverage.

Enrolled Members by Metallic Tier and Standardization

- Platinum
  - Standardized - Platinum: 3,077
  - Non-Standardized - Platinum: 25,481
- Gold
  - Standardized - Gold: 33,553
  - Non-Standardized - Gold: 10,132
- Silver
  - Standardized - Silver: 4,039
  - Non-Standardized - Silver: 7,254
- Bronze
  - Standardized - Bronze: 727
  - Non-Standardized - Bronze: 1,645
- Catastrophic
  - Standardized - Catastrophic: 10,538
  - Non-Standardized - Catastrophic: 12,504

Enrolled Members by Carrier

- Blue Cross Blue Shield of MA (5%)
- BMC HealthNet Plan (18%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Harvard Pilgrim Health Care (2%)
- Neighborhood Health Plan (9%)
- Tufts Health Direct (51%)
- Tufts Health Premier (9%)
- United Health Care (1%)

Enrolled Members by Plan Type

- Plan Type 1 (7%)
- Plan Type 2a (17%)
- Plan Type 2b (32%)
- Plan Type 3a (26%)
- Plan Type 3b (18%)

Enrolled Members by Carrier

- BMC HealthNet Plan (38%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Neighborhood Health Plan (5%)
- Tufts Health Direct (52%)
### Non-Group Dental Enrollment

*Reporting period through February 4th, 2019*

Source: NTT Data Financial Management System (FMS) All Spans Extract – February 5th, 2019

#### Enrollment by Benefit Configuration

- **Low Standardized**: 45,337
- **Low Non-Standardized**: 24,474
- **High Standardized**: 24,145
- **Pediatric Standardized**: 128
- **Pediatric Non-Standardized**: 64

#### Enrolled Members by Carrier

- **Delta Dental of MA**: 88%
- **Altus Dental**: 12%

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*CCA Board Report Metrics*

- **February 8, 2019**
- **Enrollment as Initial Report Date**: 81,588
- **End of November**: 78,073
- **End of December**: 77,535
- **End of January**: 81,457
- **End of February**: 84,598

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Enrollment as of Initial Report Date

Enrollment as of Report Date

- Adds
- Terms
CCA Board Report Metrics

Small Group Medical Enrollment

Enrolled Members by Metallic Tier**

- Platinum: 18.2%
- Gold: 32.8%
- Silver: 40.5%
- Bronze: 8.5%

Enrolled Members by Carrier**

- Blue Cross Blue Shield of MA: 34%
- BMC HealthNet Plan: 7%
- Fallon Community Health Plan: 5%
- Harvard Pilgrim Health Care: 16%
- Health New England: 4%
- Neighborhood Health Plan: 25%
- Tufts Health Direct: 34%

Small Group Dental Enrollment*

Enrolled Members by Benefit Level***

- High: 73%
- Low: 27%

Enrolled Members by Carrier**

- Delta Dental of MA: 89%
- Altus Dental: 11%

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.

*December member and group counts for small group dental enrollment are at the policy-level and reflect the transition of eligible groups to the Health Connector for Business platform.

** Member counts by metallic tier and by carrier reflect membership on the DCHBX platform.

***Member counts by benefit level reflect membership on the NTT platform.
**Customer Experience**

**Call Volume 2018 v. 2019**

- April 2018: 125,000
- April 2019: 127,000

**Abandonment Rate 2018 v. 2019**

- June 2018: 2.6%
- June 2019: 2.1%

**Average Speed to Answer 2018 v. 2019**

- August 2018: 175 seconds
- August 2019: 143 seconds

**Overall CSAT 2018 v. 2019**

- January 2018: 60%
- January 2019: 59%

**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?

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February 6, 2019*

*Reporting period through January 31, 2019

Source: NTT Data
CCA Board Report Metrics

February 6, 2019*

*Reporting period through January 31, 2019
Source: NTT Data

Customer Experience

Number of Urgent Services Cases Received (Monthly)

Number of Ombudsman Cases Received (Monthly)

Total Open Cases as of 1/31/2019

Inventory

Jan-19

Total Open Cases as of 1/31/2019

- 27 Urgent Services
- 12 Ombudsman