CCA Board Report Metrics

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

- **“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.

*Reporting period through October 1st, 2019
Source: NTT Data Financial Management System (FMS) All Spans Extract – October 2nd, 2019

October 2nd, 2019*
Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 53,298 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,213 individuals are enrolled in QHP with APTC plans.
- 1,468 members who were enrolled in September ConnectorCare plans are now enrolled in Unsubsidized QHP (1,010) or APTC (458) coverage for October.
- 76% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

Enrolled Members by Metallic Tier and Standardization

- Platinum
  - Standardized: 4,111
  - Non-Standardized: 7,138
- Gold
  - Standardized: 28,668
  - Non-Standardized: 25,587
- Silver
  - Standardized: 713
  - Non-Standardized: 713
- Bronze
  - Standardized: 0
  - Non-Standardized: 0
- Catastrophic
  - Standardized: 0
  - Non-Standardized: 0

Enrolled Members by Carrier

- AllWays Health Partners (9%)
- Blue Cross Blue Shield of MA (6%)
- BMC HealthNet Plan (14%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- Harvard Pilgrim Health Care (2%)
- Tufts Health Direct (53%)
- Tufts Health Premier (1%)
- United Health Care (0%)

Non-Group Medical Enrollment – ConnectorCare

- 949 members who were enrolled in Unsubsidized (635) and APTC (314) plans in September are now enrolled in October ConnectorCare coverage.
CCA Board Report Metrics

*Reporting period through October 1st, 2019
Source: NTT Data Financial Management System (FMS) All Spans Extract – October 2nd, 2019

Non-Group Dental Enrollment

- Delta Dental of MA (87%)
- Altus Dental (13%)

46,294
25,685
25,270
135
70

Enrolled Members by Carrier
- Delta Dental of MA (87%)
- Altus Dental (13%)

3,602
3,915
4,497
3,745

- Reporting period through April 2, 2018
- Source: NTT Data Financial Management System (FMS) All Spans Extract – April 2, 2018

Enrollment by Benefit Configuration

- Low Standardized
- Low Non-Standardized
- High Standardized
- Pediatric Standardized
- Pediatric Non-Standardized

Enrollment as of Initial Report Date
Enrollment as of Report Date
Small Group Medical Enrollment

Enrolled Members by Metallic Tier**

<table>
<thead>
<tr>
<th>Tier</th>
<th>Platinum</th>
<th>Gold</th>
<th>Silver</th>
<th>Bronze</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>16.6%</td>
<td>29.6%</td>
<td>47.4%</td>
<td>6.5%</td>
</tr>
</tbody>
</table>

Enrolled Members by Carrier**

- AllWays Health Partners (20%)
- Blue Cross Blue Shield of MA (8%)
- BMC HealthNet Plan (6%)
- Fallon Community Health Plan (4%)
- Health New England (4%)
- Harvard Pilgrim Health Care (14%)
- Tufts Health Direct (41%)
- Tufts Health Premier (3%)
- United Health Care (0%)

Small Group Dental Enrollment*

Enrolled Members by Benefit Level***

- High: 88%
- Low: 12%

Enrolled Members by Carrier**

- Delta Dental of MA (86%)
- Altus Dental (14%)

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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 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

Abandonment Rate 2018 v. 2019

Average Speed to Answer 2018 v. 2019

Overall CSAT 2018 v. 2019

Questions
1. How satisfied are you with how our customer service representative resolved your issue today?
2. How friendly and courteous our customer service representative was today?
3. How satisfied are you with the knowledge of the customer service representative you spoke with today?
4. How satisfied are you with the overall service provided to you by the Health Connector today?
Number of Urgent Services Cases Received (Monthly)

The Health Connector and NTT have worked together to determine new call center process flows for Urgent Services cases since bringing all Ombudsman case resolution in February 2019. The Health Connector is working with NTT to determine a new reporting methodology for Urgent Services cases. This will be reflected in the November board report.

Number of Ombudsman Cases Received (Monthly)

Total Open Cases as of 9/30/2019

Inventory