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.
• 55,498 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 18,042 individuals are enrolled in QHP with APTC plans.
• 3,862 members who were enrolled in November ConnectorCare plans are now enrolled in Unsubsidized QHP (2,726) or APTC (1.136) coverage for December.
• 76% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

Each bar graph and pie chart in this document represents the enrollment metrics for different carriers, tiers, and plans. The charts show the enrollment numbers and changes over time, with specific details on enrollment changes and carrier metrics.
CCA Board Report Metrics

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

Non-Group Dental Enrollment

<table>
<thead>
<tr>
<th>Month</th>
<th>Adds</th>
<th>Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>4,392</td>
<td>3,848</td>
</tr>
<tr>
<td>October</td>
<td>3,749</td>
<td>1,672</td>
</tr>
<tr>
<td>November</td>
<td>3,976</td>
<td>2,036</td>
</tr>
<tr>
<td>December</td>
<td>4,048</td>
<td>1,974</td>
</tr>
</tbody>
</table>

Enrollment by Benefit Configuration

<table>
<thead>
<tr>
<th>Benefit Configuration</th>
<th>Add Members</th>
<th>Term Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Standardized</td>
<td>45,769</td>
<td>26,004</td>
</tr>
<tr>
<td>Low Non-Standardized</td>
<td>25,251</td>
<td>132</td>
</tr>
<tr>
<td>High Standardized</td>
<td>97,426</td>
<td>97,454</td>
</tr>
<tr>
<td>Pediatric Standardized</td>
<td>93,128</td>
<td>97,221</td>
</tr>
<tr>
<td>Pediatric Non-Standardized</td>
<td>93,205</td>
<td>93,205</td>
</tr>
</tbody>
</table>

Enrolled Members by Carrier

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

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

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

Enrollment as of Initial Report Date

Enrollment as of Report Date

(6,000)
### Small Group Medical Enrollment

#### Enrolled Members by Metallic Tier**

- **Platinum**: 16.8%
- **Gold**: 29.5%
- **Silver**: 47.5%
- **Bronze**: 6.3%

#### 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 HealthCare (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

Customer Satisfaction Score – Nov 2019

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 Internal Call Center Escalation Cases Received (Monthly)

![Bar chart showing the number of internal call center escalation cases received monthly from January 2018 to December 2019.](image)

*The increase in call center escalations cases in November 2019 is due to an increase in reinstatement cases received and a new process developed for members that contact the call center who report unmet medical need.*

#### Number of Ombudsman Cases Received (Monthly)

![Bar chart showing the number of ombudsman cases received monthly from January 2018 to December 2019.](image)

#### Total Open Cases as of 11/30/2019

![Bar chart showing the total open cases as of November 30, 2019.](image)