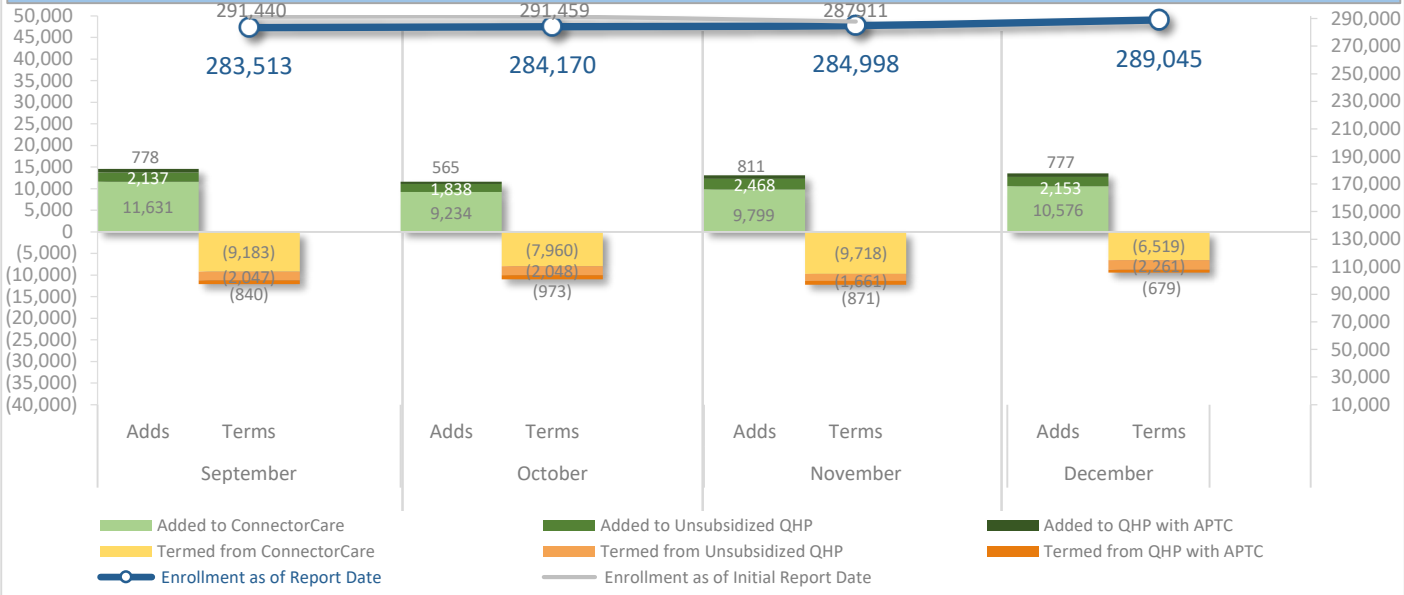


CCA Board Report Metrics



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

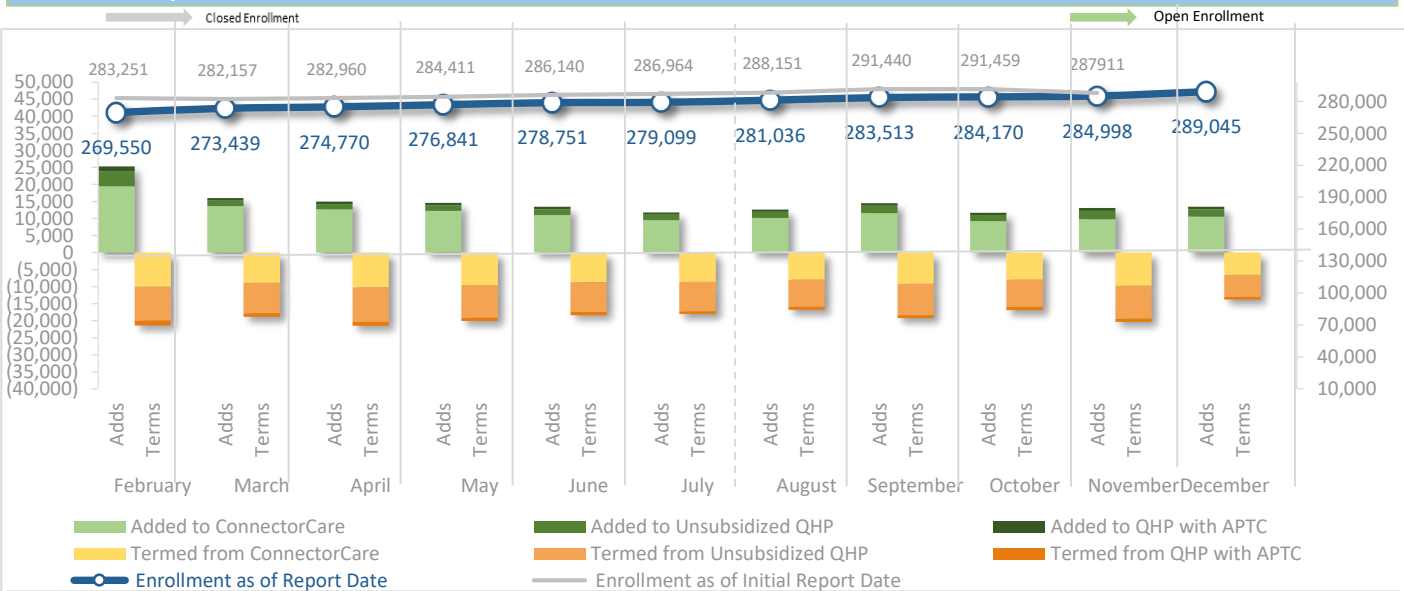
Total Non-Group Medical Enrollment: Current Rolling Quarter**



**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.

Total Non-Group Medical Enrollment



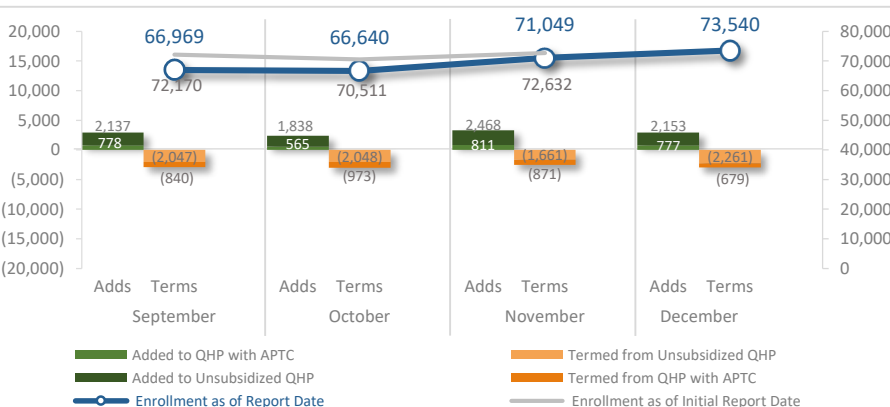
This report was reformatted in August 2016 with an updated methodology that tracks changes in enrollment (i.e., adds and terms) based on the member's benefit start date. Previous reports tracked changes in enrollment as of the coverage month they took effect. For example, if an unsubsidized member began 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.

CCA Board Report Metrics

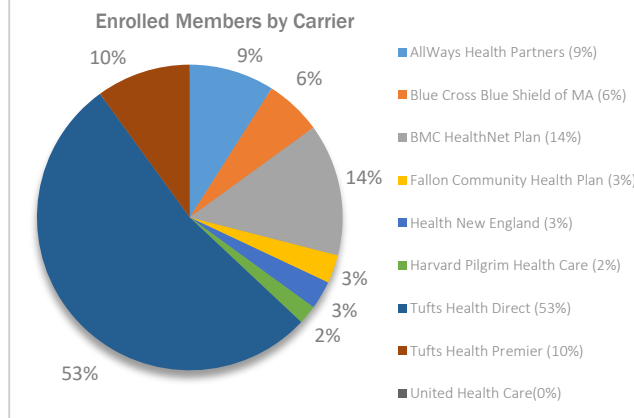
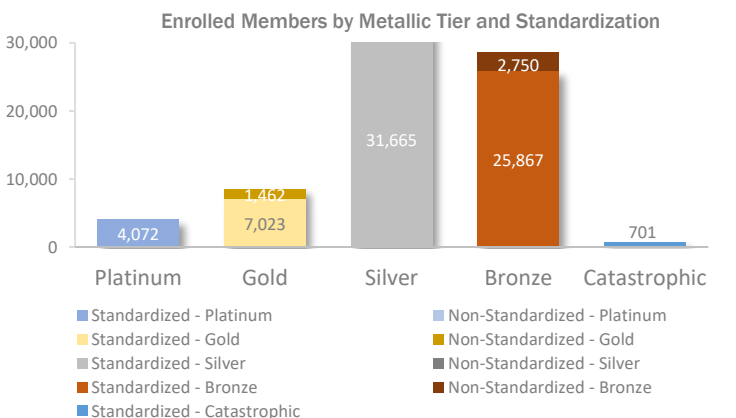


*Reporting period through December 1st, 2019
 Source: NTT Data Financial Management System (FMS) All Spans Extract – December 2nd, 2019

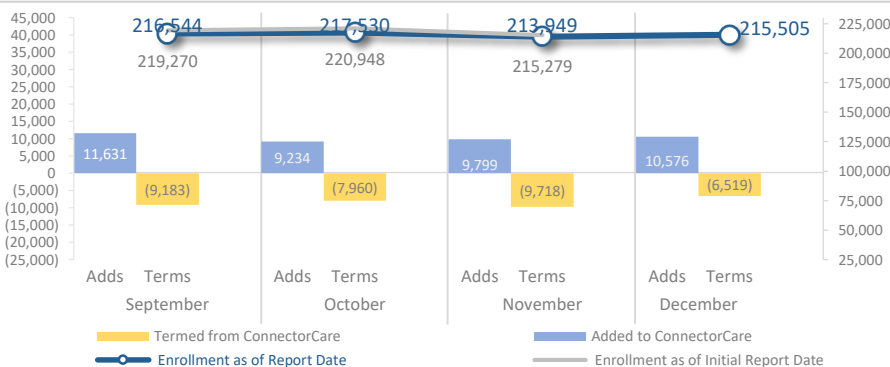
Non-Group Medical Enrollment – Unsubsidized QHP and APTC



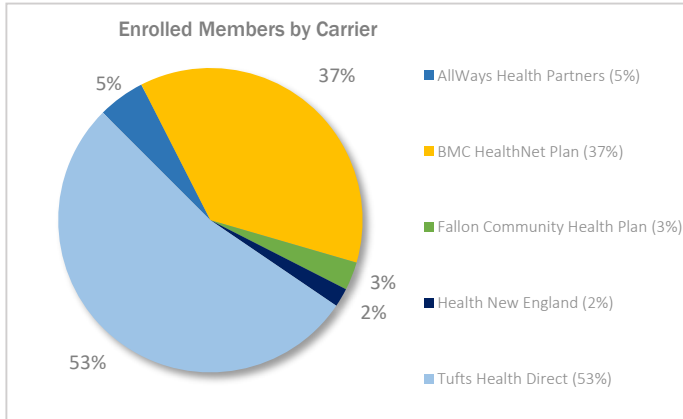
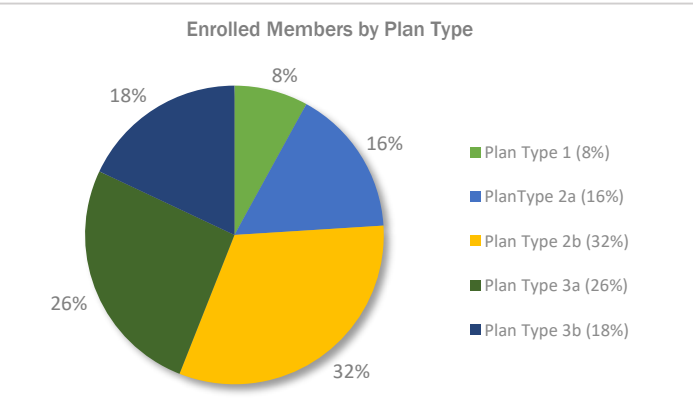
- 55,498 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 18,042 individuals are enrolled in QHP with APTC plans.
- 3,862 members who were enrolled in November ConnectorCare plans are now enrolled in Unsubsidized QHP (2,726) or APTC (1,136) coverage for December.
- 76% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.



Non-Group Medical Enrollment – ConnectorCare



- 1364 members who were enrolled in Unsubsidized (924) and APTC (440) plans in November are now enrolled in December ConnectorCare coverage.

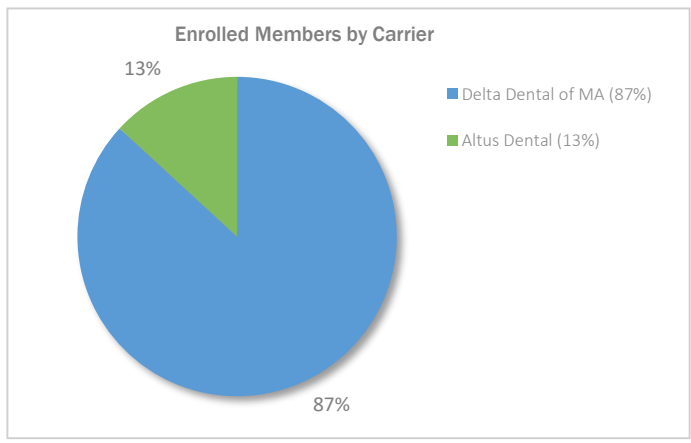
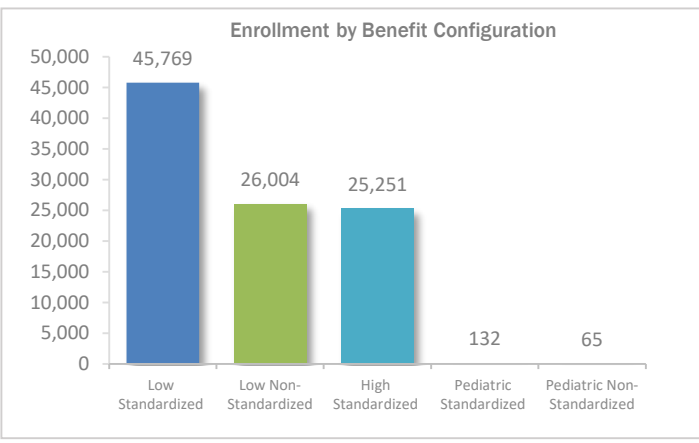
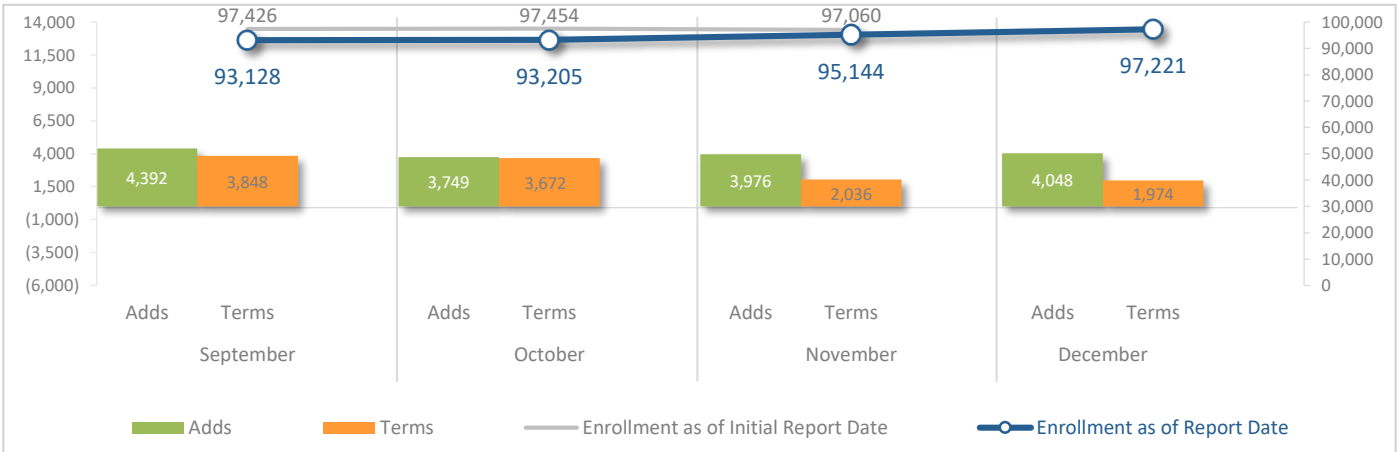


CCA Board Report Metrics



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

Non-Group Dental Enrollment

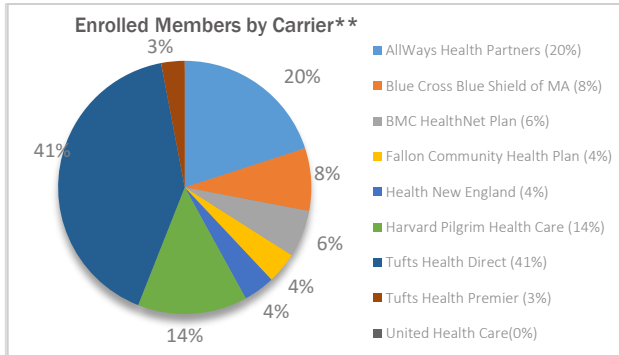
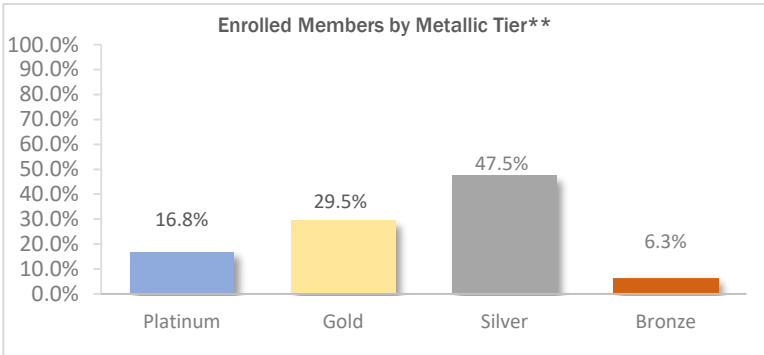
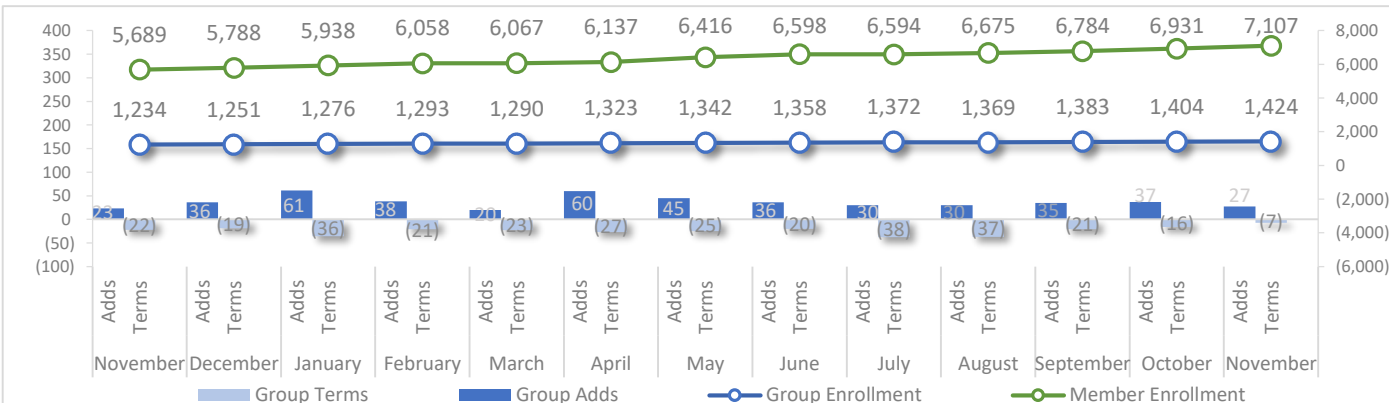


CCA Board Report Metrics

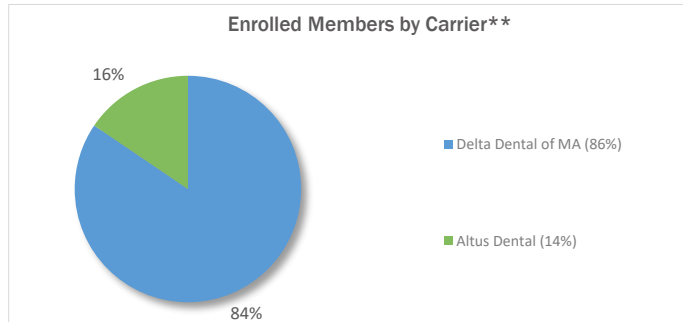
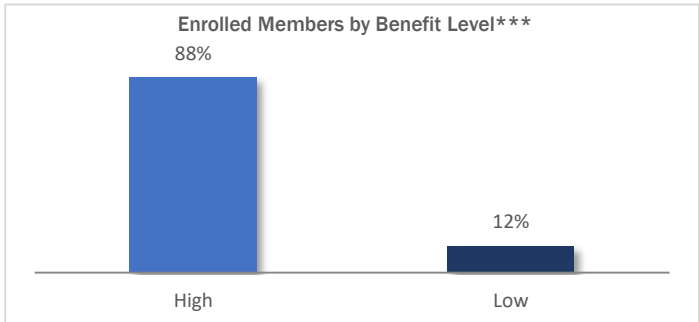
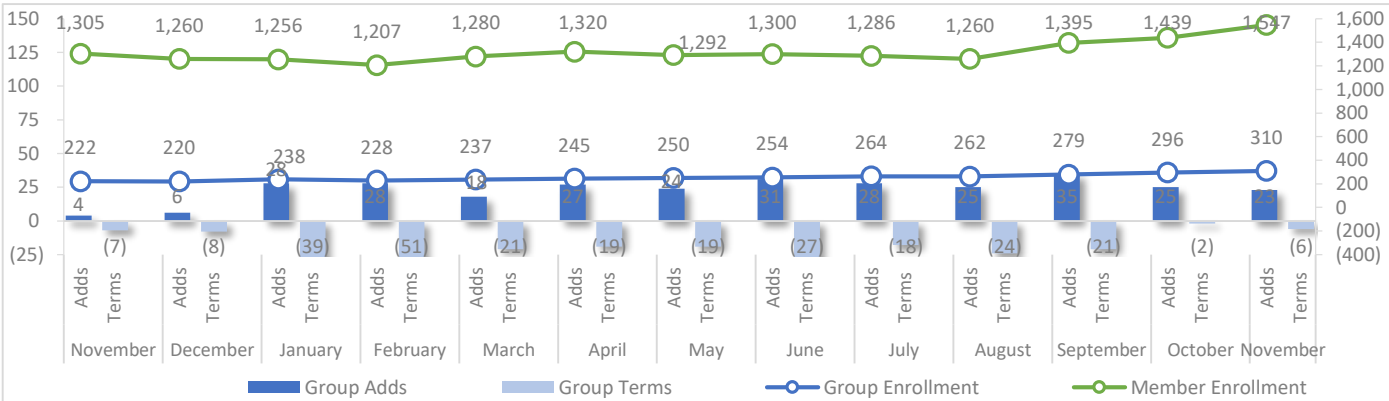


*Reporting period through September 30th, 2019
 Sources: DC HBX – December 2nd, 2019, NTT Financial Management System (FMS) – December 1st, 2019

Small Group Medical Enrollment



Small Group Dental Enrollment*



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

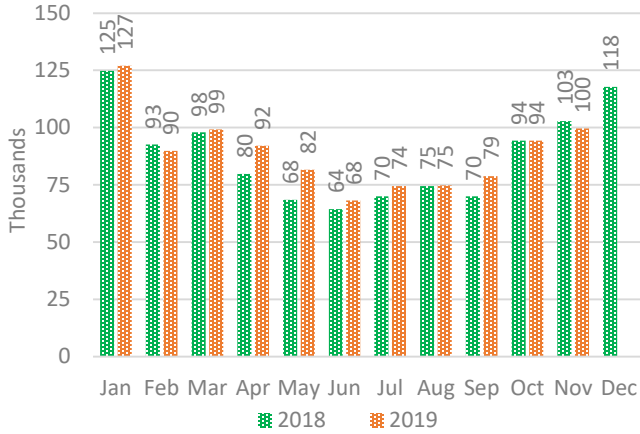
*December member and group counts for small group dental enrollment are at the policy-level and reflect the transition of eligible groups to the Health Connector for Business platform.

** Member counts by carrier reflect membership on the DCHBX platform

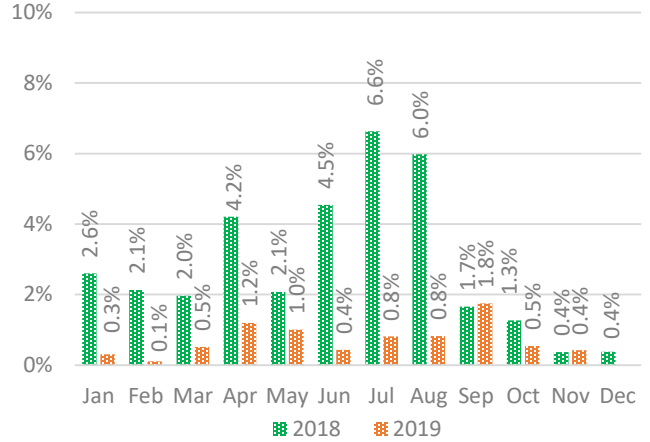
***Member counts by benefit level reflect membership on the NTT platform

Customer Experience

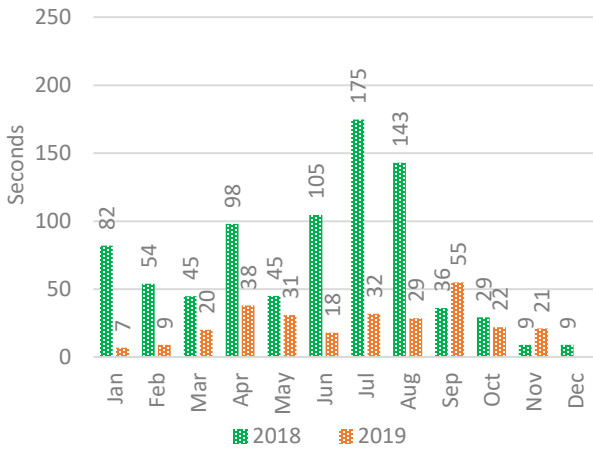
Call Volume 2018 v. 2019



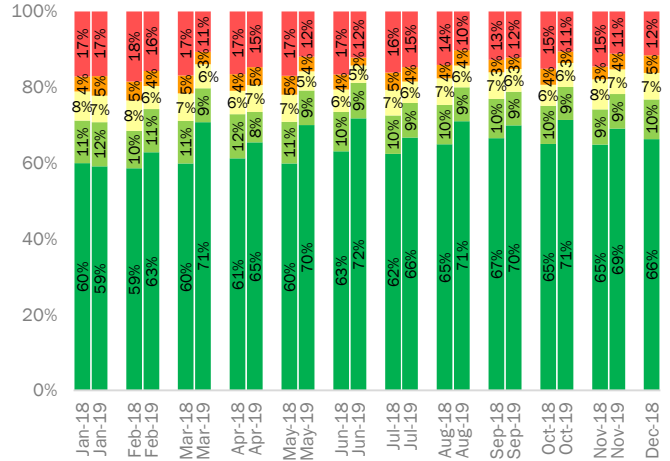
Abandonment Rate 2018 v. 2019



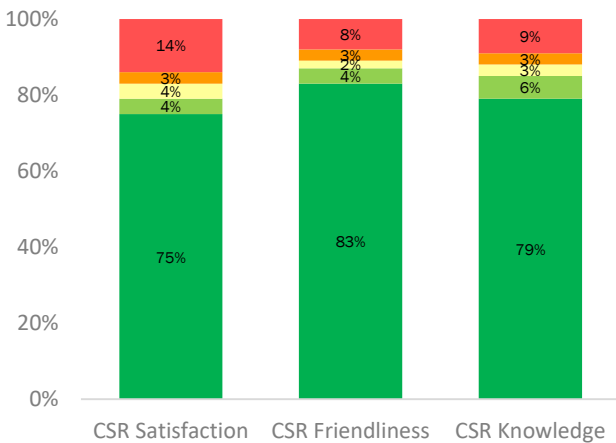
Average Speed to Answer 2018 v. 2019



Overall CSAT 2018 v. 2019



Customer Satisfaction Score –Nov 2019



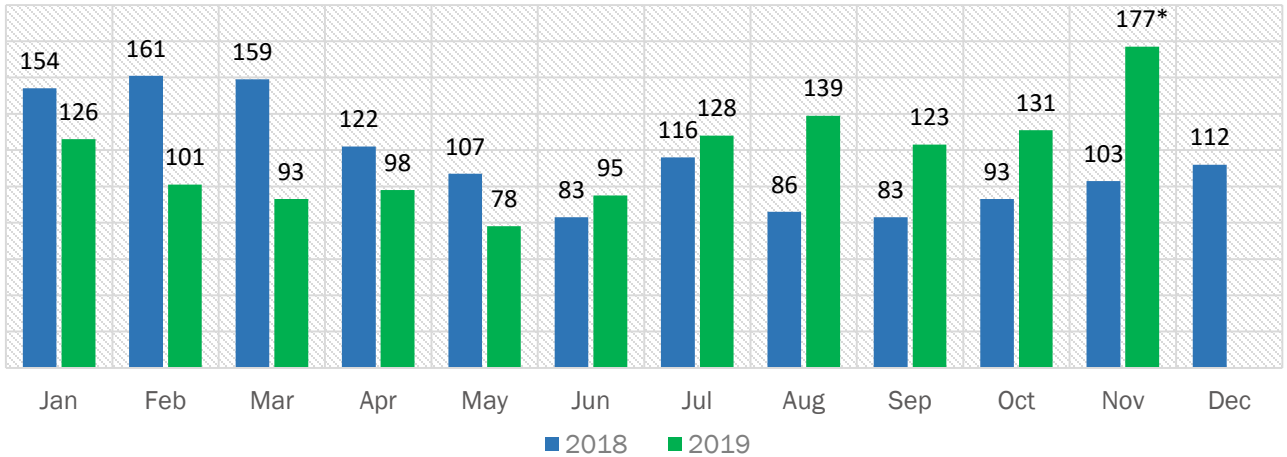
Questions

- 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?



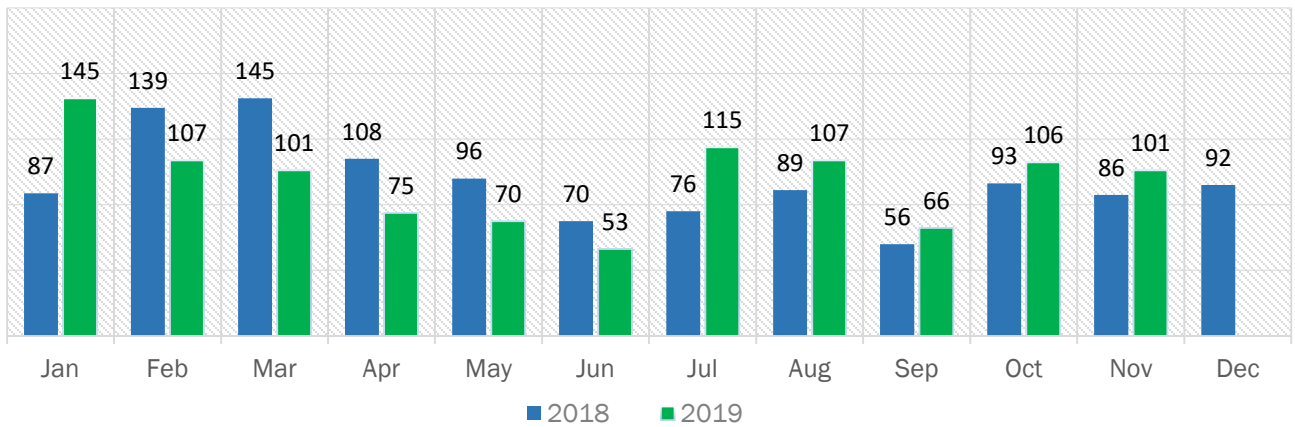
Customer Experience

Number of Internal Call Center Escalation Cases Received (Monthly)



*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)



Total Open Cases as of 11/30/2019

Inventory

