**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.*
CCA Board Report Metrics

Non-Group Medical Enrollment – Unsubsidized QHP and APTC

- 59,007 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 18,799 individuals are enrolled in QHP with APTC plans.
- 2,561 members who were enrolled in February ConnectorCare plans are now enrolled in Unsubsidized QHP (1,887) or APTC (674) coverage for March.
- 76% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

Non-Group Medical Enrollment – ConnectorCare

- 1,750 members who were enrolled in Unsubsidized (1,022) and APTC (728) plans in February are now enrolled in March ConnectorCare coverage.

Enrolled Members by Metallic Tier and Standardization

- Platinum
  - Standardized
  - Non-Standardized
- Gold
  - Standardized
  - Non-Standardized
- Silver
  - Standardized
  - Non-Standardized
- Bronze
  - Standardized
  - Non-Standardized
- Catastrophic
  - Standardized
  - Non-Standardized

Enrolled Members by Carrier

- AllWays Health Partners (8%)
- Blue Cross Blue Shield of MA (6%)
- BMC HealthNet Plan (12%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- Harvard Pilgrim Health Care (2%)
- Tufts Health Direct (56%)
- Tufts Health Premier (10%)
- United Health Care (0%)

*Reporting period through March 1st, 2020
Source: NTT Data Financial Management System (FMS) All Spans Extract – April 2nd, 2020*
Non-Group Dental Enrollment

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

Enrollment by Benefit Configuration

- Low Standardized: 48,628
- Low Non-Standardized: 31,589
- High Standardized: 27,081
- Pediatric Standardized: 142
- Pediatric Non-Standardized: 62

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)
CCA Board Report Metrics

Small Group Medical Enrollment

Enrolled Members by Metallic Tier

- Platinum: 14.5%
- Gold: 29.0%
- Silver: 50.9%
- Bronze: 5.6%

Enrolled Members by Carrier

- AllWays Health Partners (16%)
- Blue Cross Blue Shield of Massachusetts (7%)
- BMC HealthNet Plan (6%)
- Fallon Health (3%)
- Harvard Pilgrim Health Care (13%)
- Health New England (3%)
- Tufts Direct (43%)
- Tufts Health Plan (7%)
- United Health Care (0%)

Small Group Dental Enrollment*

Enrolled Members by Benefit Level

- High: 72%
- Low: 28%

Enrolled Members by Carrier

- Delta Dental (85%)
- Altus Dental (15%)

*The enrollment counts in this report are for the prior coverage month.
*Reflects the total transition of eligible groups to the Health Connector for Business platform.
**Customer Experience**

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### Call Volume 2019 v. 2020

- **2019:**
  - Jan: 127
  - Feb: 99
  - Mar: 94
  - Apr: 99
  - May: 92
  - Jun: 82
  - Jul: 74
  - Aug: 75
  - Sep: 79
  - Oct: 94
  - Nov: 100
  - Dec: 114

- **2020:**
  - Jan: 419
  - Feb: 381
  - Mar: 279
  - Apr: 311
  - May: 299
  - Jun: 277
  - Jul: 333
  - Aug: 357
  - Sep: 309
  - Oct: 301
  - Nov: 297
  - Dec: 303

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### Abandonment Rate 2019 v. 2020

- **2019:**
  - Jan: 0.3%
  - Feb: 0.1%
  - Mar: 0.5%
  - Apr: 1.2%
  - May: 1.0%
  - Jun: 0.4%
  - Jul: 0.8%
  - Aug: 0.8%
  - Sep: 1.8%
  - Oct: 0.5%
  - Nov: 0.4%
  - Dec: 1.1%

- **2020:**
  - Jan: 1.3%
  - Feb: 1.0%
  - Mar: 1.2%
  - Apr: 1.0%
  - May: 0.8%
  - Jun: 0.8%
  - Jul: 1.8%
  - Aug: 0.5%
  - Sep: 0.4%
  - Oct: 1.1%
  - Nov: 0.4%
  - Dec: 1.1%

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### Average Speed to Answer 2019 v. 2020

- **2019:**
  - Jan: 65%
  - Feb: 77%
  - Mar: 739
  - Apr: 311
  - May: 299
  - Jun: 277
  - Jul: 333
  - Aug: 357
  - Sep: 309
  - Oct: 301
  - Nov: 297
  - Dec: 303

- **2020:**
  - Jan: 77%
  - Feb: 739
  - Mar: 311
  - Apr: 299
  - May: 277
  - Jun: 333
  - Jul: 357
  - Aug: 309
  - Sep: 301
  - Oct: 297
  - Nov: 303
  - Dec: 303

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### Overall CSAT 2019 v. 2020

- **2019:**
  - Jan: 0.0%
  - Feb: 5%
  - Mar: 10%
  - Apr: 15%
  - May: 20%
  - Jun: 25%
  - Jul: 30%
  - Aug: 35%
  - Sep: 40%
  - Oct: 45%
  - Nov: 50%
  - Dec: 55%

- **2020:**
  - Jan: 0.0%
  - Feb: 10%
  - Mar: 20%
  - Apr: 30%
  - May: 40%
  - Jun: 50%
  - Jul: 60%
  - Aug: 70%
  - Sep: 80%
  - Oct: 90%
  - Nov: 100%
  - Dec: 100%

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### Questions

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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?

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**Customer Satisfaction Score – Mar 2020**

- **CSR Satisfaction:**
  - Very dissatisfied: 20%
  - Dissatisfied: 12%
  - Neither dissatisfied or satisfied: 14%
  - Satisfied: 65%
  - Completely satisfied: 77%

- **CSR Friendliness:**
  - Very dissatisfied: 4%
  - Dissatisfied: 3%
  - Neither dissatisfied or satisfied: 4%
  - Satisfied: 77%
  - Completely satisfied: 71%

- **CSR Knowledge:**
  - Very dissatisfied: 7%
  - Dissatisfied: 4%
  - Neither dissatisfied or satisfied: 4%
  - Satisfied: 65%
  - Completely satisfied: 77%
Number of Internal Call Center Escalation Cases Received (Monthly)

*The increase in call center escalations cases since 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 3/31/2020

Inventory

Call Center Escalations | Ombudsman
---|---
Feb-20 | 3 | 11
Mar-20 | 45 |