CCA Board Report Metrics

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.
• 55,499 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,786 individuals are enrolled in QHP with APTC plans.

• 642 members who were enrolled in June ConnectorCare plans are now enrolled in Unsubsidized QHP (382) or APTC (260) coverage for July.

• 74% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

• 432 members who were enrolled in Unsubsidized (238) and APTC (194) plans in June are now enrolled in July ConnectorCare coverage.

*Reporting period through July 1st, 2020
Source: NTT Data Financial Management System (FMS) All Spans Extract – July 2nd, 2020

July 2nd, 2020*
Non-Group Dental Enrollment

Enrollment by Benefit Configuration

- Low Standardized: 48,550
- Low Non-Standardized: 32,452
- High Standardized: 26,773
- Pediatric Standardized: 131
- Pediatric Non-Standardized: 55

Enrolled Members by Carrier

- Delta Dental of MA (87%)
- Altus Dental (13%)
Small Group Medical Enrollment

Enrolled Members by Metallic Tier

- Platinum: 13.1%
- Gold: 28.6%
- Silver: 52.9%
- Bronze: 5.3%

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 (45%)
- Tufts Health Plan (8%)
- United Health Care (1%)

Small Group Dental Enrollment*

Enrolled Members by Benefit Level

- High: 71%
- Low: 29%

Enrolled Members by Carrier

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

*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**

**CCA Board Report Metrics**

*Jul 2, 2020*

*Reporting period through Jun 30, 2020
Source: NTT Data*

### Call Volume 2019 v. 2020

- **Call Volume 2019**: 127,123
- **Call Volume 2020**: 129,912

### Abandonment Rate 2019 v. 2020

- **2019**: 1.2%
- **2020**: 0.5%

### Average Speed to Answer 2019 v. 2020

- **Average Speed to Answer 2019**: 759 seconds
- **Average Speed to Answer 2020**: 739 seconds

### Overall CSAT 2019 v. 2020

- **2019**: 71%
- **2020**: 75%

### 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 Satisfaction Score – Jun 2020

- **CSR Satisfaction**
  - Very dissatisfied: 25%
  - Dissatisfied: 4%
  - Neither dissatisfied or satisfied: 5%
  - Satisfied: 62%
  - Completely satisfied: 21%

- **CSR Friendliness**
  - Very dissatisfied: 3%
  - Dissatisfied: 3%
  - Neither dissatisfied or satisfied: 4%
  - Satisfied: 71%
  - Completely satisfied: 23%

- **CSR Knowledge**
  - Very dissatisfied: 2%
  - Dissatisfied: 4%
  - Neither dissatisfied or satisfied: 4%
  - Satisfied: 67%
  - Completely satisfied: 23%
*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.