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**

- **Open Enrollment**
- **Closed 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 would 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

- 60,059 individuals are enrolled in non-group medical Unsubsidized QHP coverage and 17,811 individuals are enrolled in QHP with APTC plans.
- 5,954 members who were enrolled in September ConnectorCare plans are now enrolled in Unsubsidized QHP (4,957) or APTC (997) coverage for October.
- 75% of members are enrolled in either AllWays Health Partners, Tufts Health Direct, or BMC HealthNet Plan.

Enrolled Members by Metallic Tier and Standardization

- 3,794 individuals are enrolled in Platinum层级
- 7,198 individuals are enrolled in Gold层级
- 30,277 individuals are enrolled in Silver层级
- 32,544 individuals are enrolled in Bronze层级
- 860 individuals are enrolled in Catastrophic层级

Enrolled Members by Carrier

- AllWays Health Partners (7%)
- Blue Cross Blue Shield of MA (6%)
- BMC HealthNet Plan (11%)
- Fallon Community Health Plan (3%)
- Health New England (3%)
- Harvard Pilgrim Health Care (2%)
- Tufts Health Direct (57%)
- Tufts Health Premier (10%)
- United Health Care (1%)

Non-Group Medical Enrollment – ConnectorCare

- 592 members who were enrolled in Unsubsidized (372) and APTC (220) plans in September are now enrolled in October ConnectorCare coverage.

Enrolled Members by Plan Type

- Plan Type 1 (9%)
- Plan Type 2a (17%)
- Plan Type 2b (31%)
- Plan Type 3a (26%)
- Plan Type 3b (17%)

Enrolled Members by Carrier

- AllWays Health Partners (4%)
- BMC HealthNet Plan (35%)
- Fallon Community Health Plan (3%)
- Health New England (2%)
- Tufts Health Direct (56%)
Non-Group Dental Enrollment

Enrollment by Benefit Configuration

Enrolled Members by Carrier

*Reporting period through September 30th, 2020
Source: Softheon Data All Spans Extract – October 2nd, 2020

CCA Board Report Metrics
Small Group Medical Enrollment

Enrolled Members by Metallic Tier

- Platinum: 12.8%
- Gold: 28.5%
- Silver: 53.5%
- Bronze: 5.2%

Enrolled Members by Carrier

- AllWays Health Partners (16%)
- Blue Cross Blue Shield of Massachusetts (7%)
- BMC HealthNet Plan (5%)
- Fallon Health (3%)
- Harvard Pilgrim Health Care (3%)
- Health New England (3%)
- Tufts Direct (44%)
- Tufts Health Plan (8%)
- United Health Care (1%)

Small Group Dental Enrollment*

Enrolled Members by Benefit Level

- High: 69%
- Low: 31%

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

Call Volume 2019 v. 2020

Abandonment Rate 2019 v. 2020

Average Speed to Answer 2019 v. 2020

Overall CSAT 2019 v. 2020

Customer Satisfaction Score – August 2020

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?

Very dissatisfied Dissatisfied Neither dissatisfied or satisfied
Satisfied Completely satisfied

Source: Faneuil Data

*Reporting period through Sep 30th, 2020*
The Health Connector and Faneuil are working to establish a process to accurately capture all cases escalated within the Call Center. This will be reflected in the November Board Report.