



# Massachusetts Health Exchange Dashboard

The following report on the Massachusetts Health Exchange project provides an overview of the coverage gains, application intake and website and call center experience since the deadline closed for the Affordable Care Act's first open enrollment on March 31, 2014.

## Coverage Gains

### Subsidized Enrollment

Program	12/1/2013	5/6/2014	Change in Enrollment
MassHealth	1.41M	1.60M	195,955
Commonwealth Care	216,865	93,778	(123,087)*
Former Medical Security Program	13,489	10,382	(3,107)**
Subsidized QHP	N/A*	773	773
Transitional Coverage (Temporary Medicaid)	N/A	201,113	201,113
<b>Net New Enrollment</b>			<b>271,647</b>

\* Reflects members transitioned to MassHealth on 1/1 due to Medicaid expansion as well as typical member attrition  
 \*\* The Medical Security Program administered by the Department of Unemployment Assistance ended on 12/31/13. The Health Connector continued to offer the direct coverage program and provided an opt-in option for those who received premium assistance in this program

### Unsubsidized Enrollment

Program	12/1/2013	5/6/2014
<b>Medical</b>		
Unsubsidized Non-group Health Connector Plans (Commonwealth Choice)	36,060	32,706 (QHP)
Unsubsidized Small Group Health Connector Plans (Business Express)	5,126*	4,982** (Business Express and QHP)
<b>Total</b>	<b>41,186</b>	<b>37,688</b>
<b>Dental</b>		
Non-group Dental Plans	N/A	3,198 (QDP)
Small Group Dental Plans	N/A	193*** (QDP)
<b>Total</b>		<b>3,391</b>

\* 2,010 groups  
 \*\* 1,869 members in Business Express and 3,113 members in QHP  
 \*\*\* 41 groups

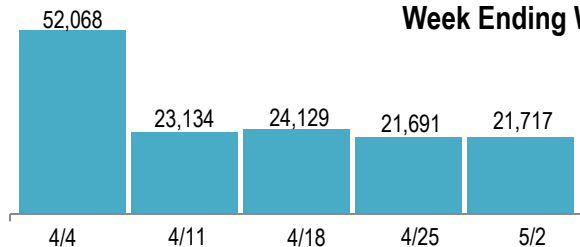
Despite technology challenges and the absence of a fully functional HIX, the Commonwealth achieved coverage gains during the ACA's first open enrollment period, enrolling more than 271K people into subsidized coverage and 37K into unsubsidized coverage.

## Daily Application Intake Volume

Application Type	4/29	4/30	5/1	5/2	5/5	5/6	Total
Paper Apps	1,078	948	602	1,035	1,330	798	5,791
Online Apps	579	641	506	582	584	475	3,367
<b>Total Apps Received</b>							<b>9,158</b>

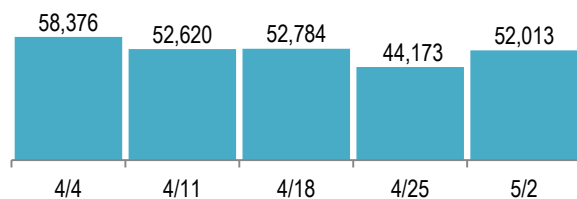
Paper and online application intake has decreased from 2,160 applications per day in the period leading up to the open enrollment deadline. Intake remains steady with 7,834 applications submitted the week of 5/2, and 3,187 applications received as of 5/6 for the week ending 5/9.

## Week Ending Website Traffic



Average website availability has been 100% throughout the month of April and beginning of May. Cumulative weekly website traffic is below the average 22,727 visits prior to the end of open enrollment, but has remained steady at approximately 20K per week.

## Week Ending Call Volume



Following the end of Open Enrollment, we continue to receive a high volume of calls, averaging 52K calls per week since the week of 3/28. With current staffing levels, we have reduced our average speed to answer from 7 minutes to 4 minutes and call abandonment rate has decreased from 19% to 9% in April and beginning of May.