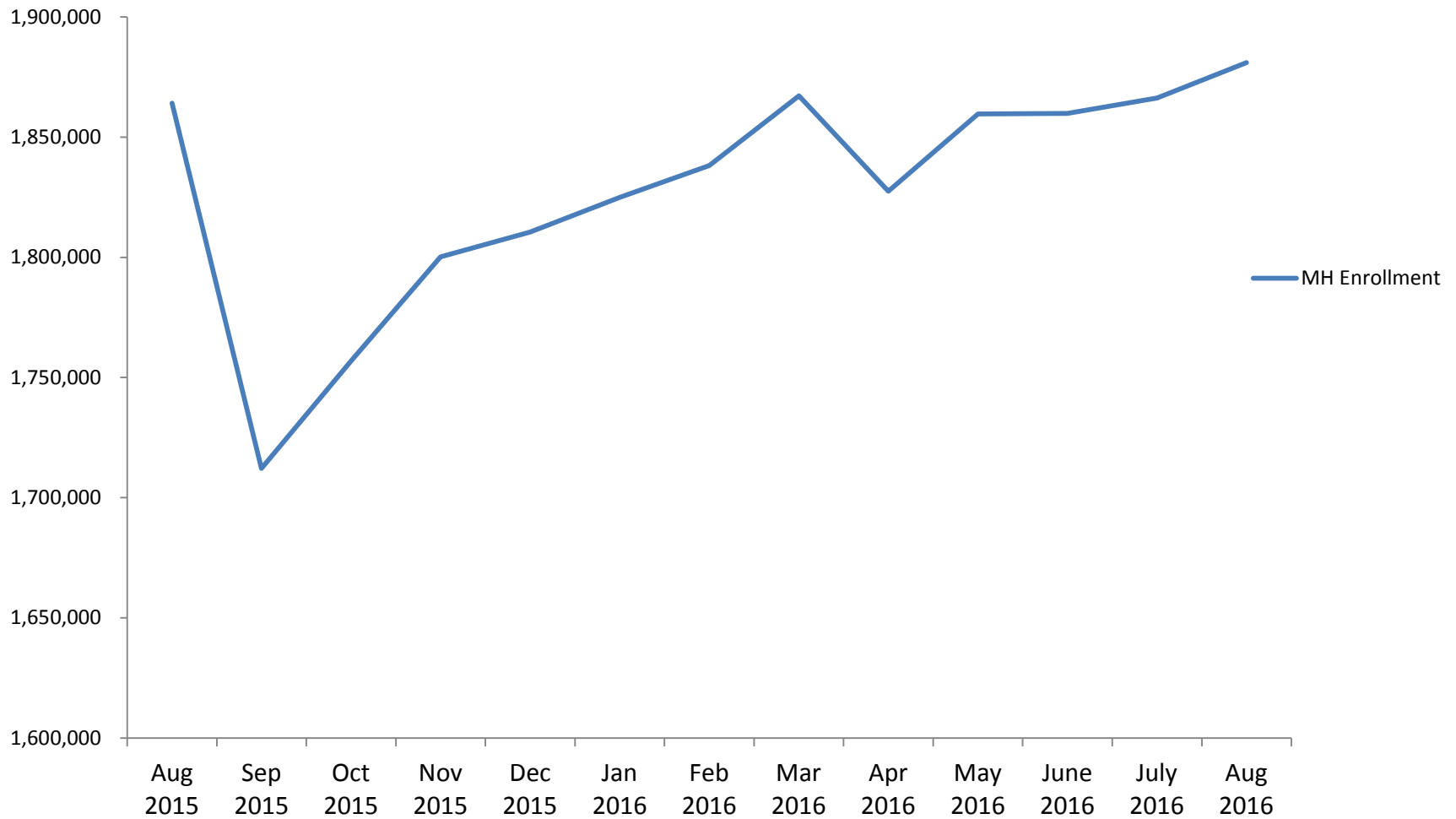


Summary Note

This is a quarterly dashboard that includes the following information:

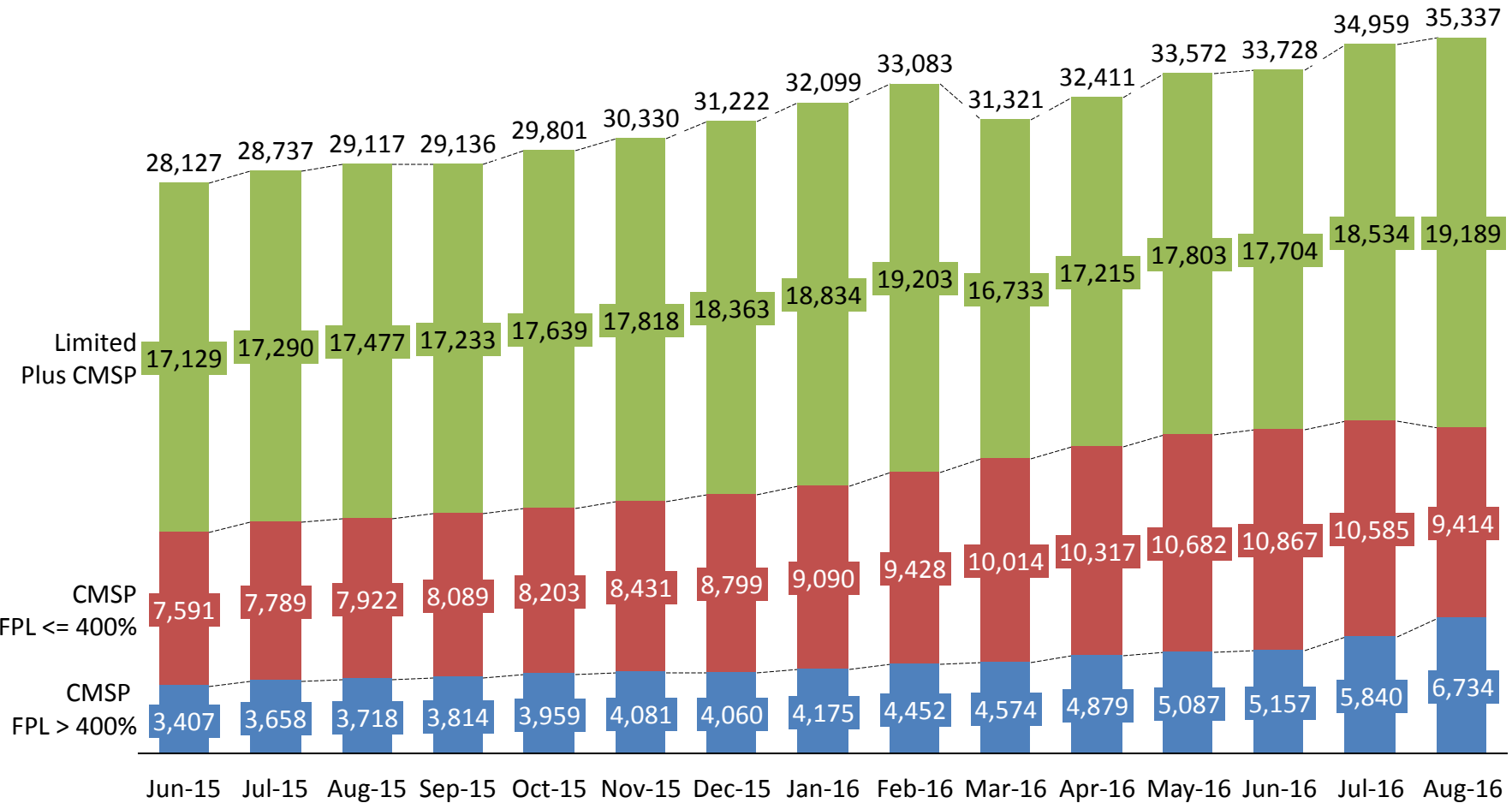
- MassHealth Enrollment
- Children Medical Security Program (CMSP) Enrollment
- MassHealth Caseload Additions and Terminations
- Number of Members Reinstated within 90 days of termination
- MassHealth Applications
- Number of Applications Missing Critical Data (MCD)
- Number Renewed through Streamlined Processes
- MassHealth Program Determinations
- MassHealth Customer Service Center (CSC) – Call Volume and Wait Times
- MassHealth Customer Service Center (CSC) – Abandonment Rate
- MassHealth Eligibility Center (MEC) – Call Volume and Wait Times
- MassHealth Eligibility Center (MEC) – Abandonment Rate

MassHealth Enrollment



*MH enrollment includes MassHealth Limited plus CMSP and does not include HSN members or CMSP only.

Children Medical Security Program (CMSP) Enrollment

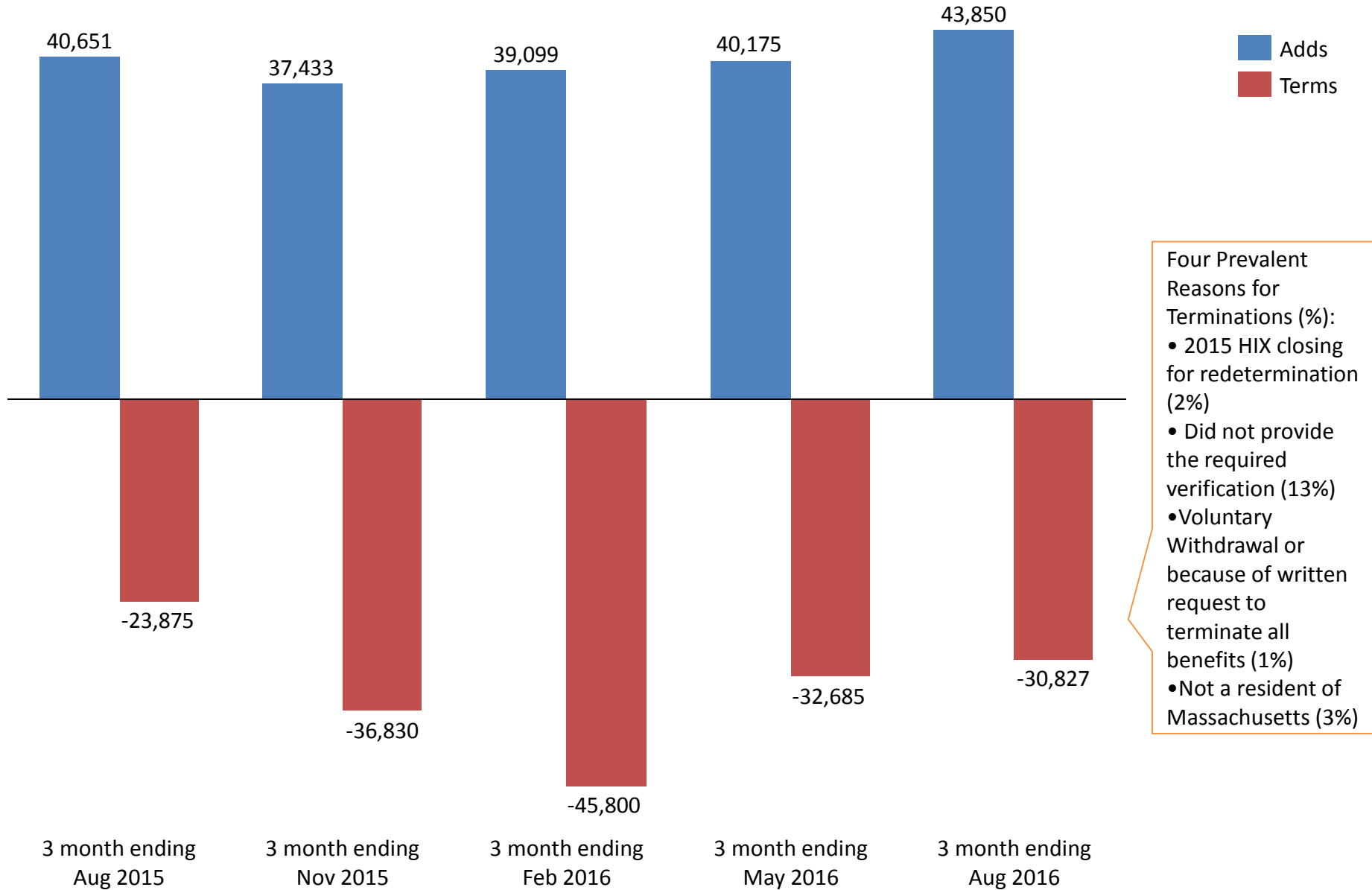


CMSP Enrollment (3 month average)				
	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending Aug 2016
Limited plus CMSP	17,238	17,451	18,719	17,063
CMSP FPL <=400%	7,960	8,364	9,209	10,430
CMSP FPL >400%	3,834	4,142	4,343	4,945
	29,033	29,957	32,270	32,438

3 months ending Aug 15 - 3 months ending Aug 16 Change	
CMSP Enrollment	% Change
898	5%
2,527	32%
2,120	55%
5,544	19%

CMSP enrollment includes members who are enrolled in MassHealth Limited plus CMSP.

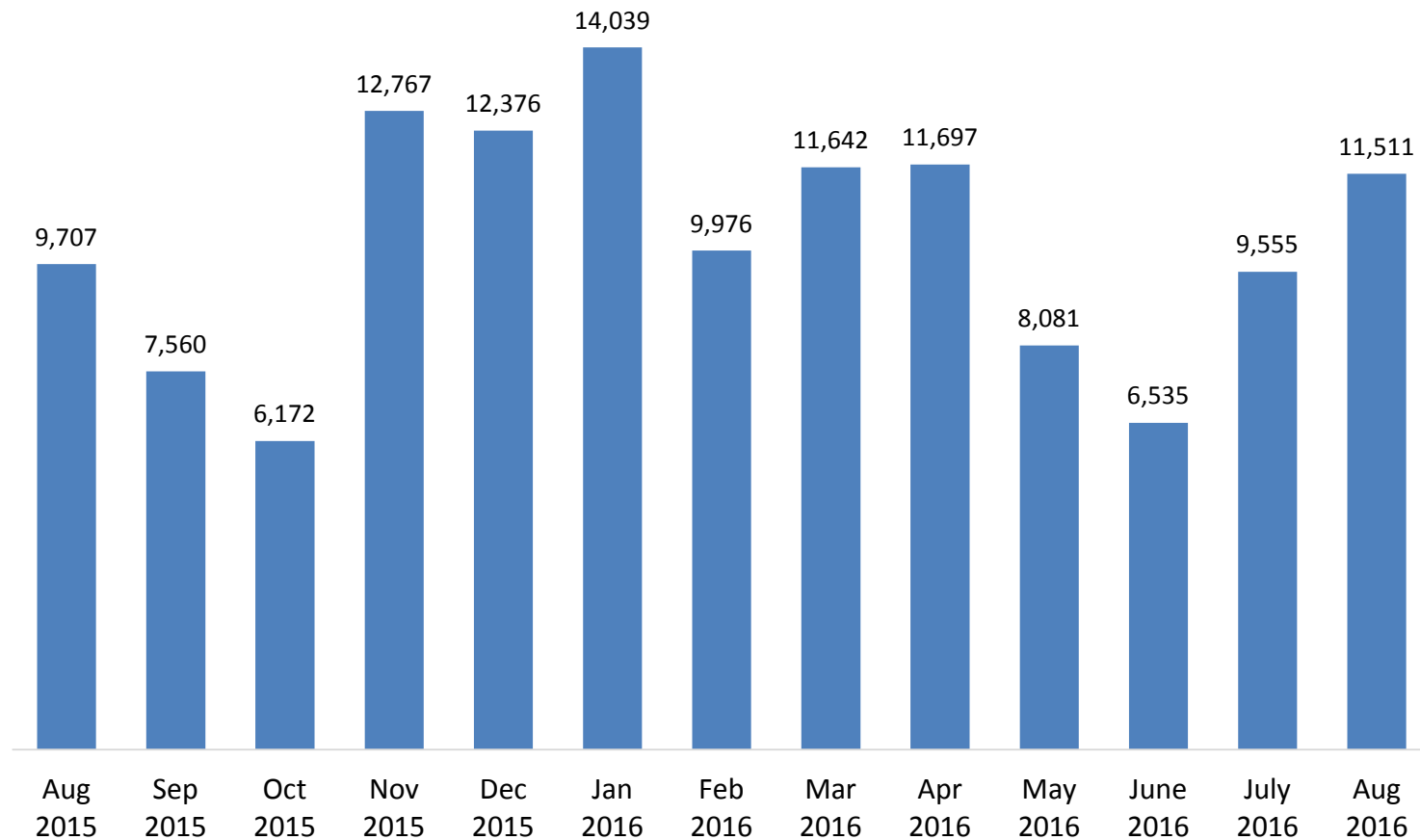
MassHealth Caseload Additions and Terminations



These figures reflect the average for each three month period using monthly unique member count.

Publish Date: February 2017. Data as of: August 2016

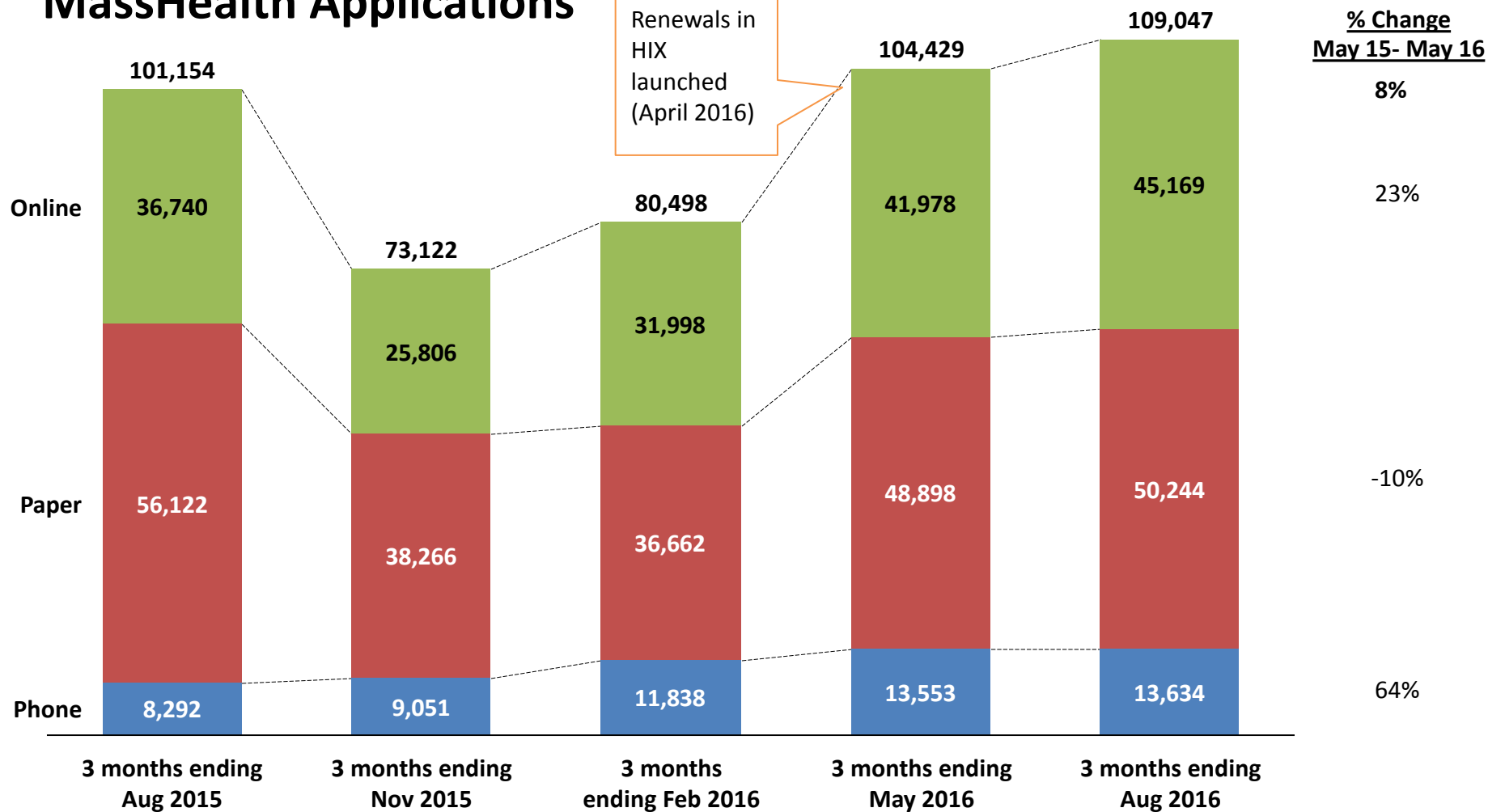
Number of Members Reinstated Within 90 days of Termination



# of members reinstated w/in 90 days (3 month average)				
3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016	3 months ending Aug 2016
8,085	8,833	12,130	10,473	9,200

3 months ending Aug 15 - 3 months ending Aug 16 Change	
Reinstatements	% Change
1,115	14%

MassHealth Applications

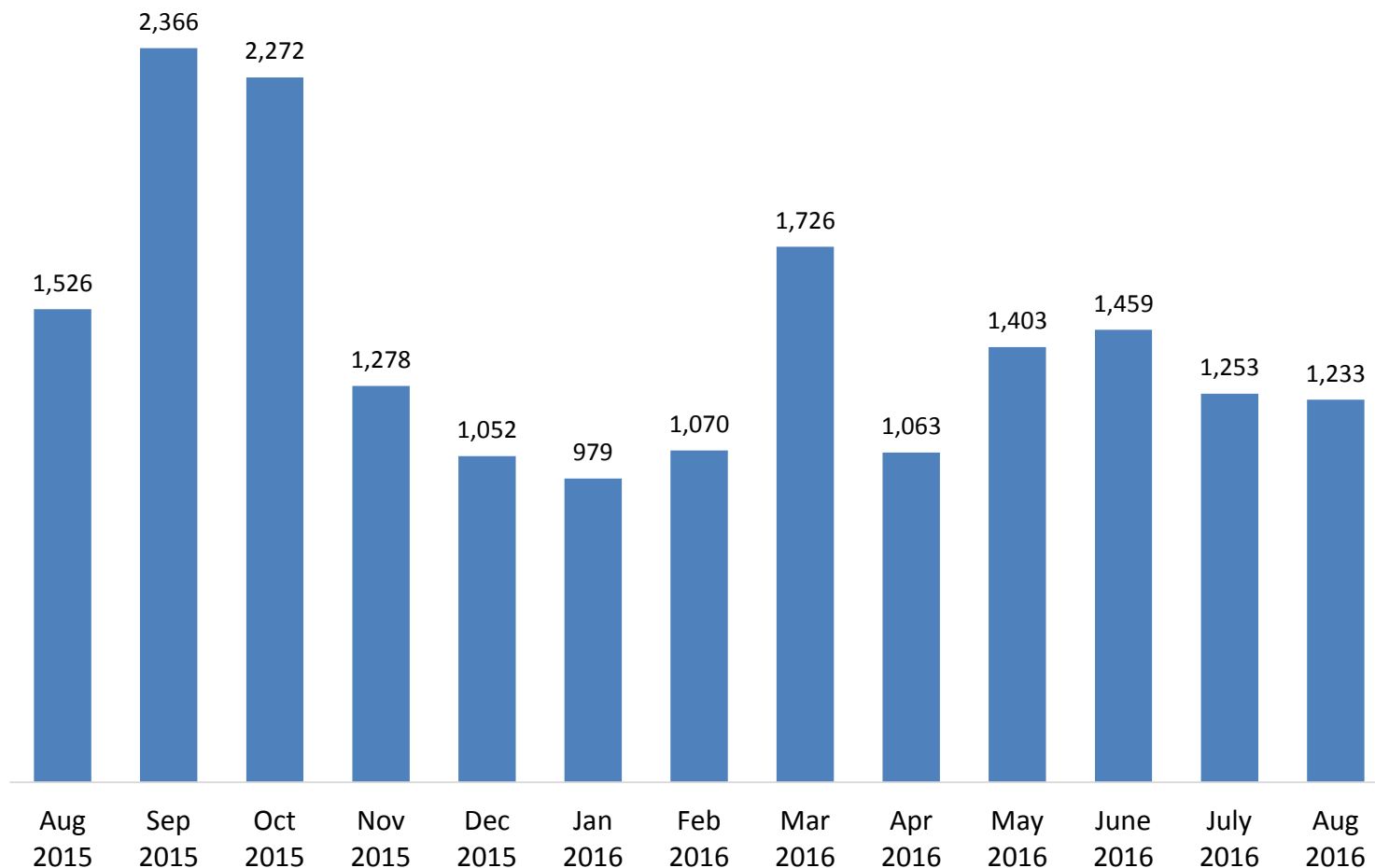


Applications Received (3 months average)					
	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016	3 months ending Aug 2016
Online	36,740	25,806	31,998	41,978	45,169
Paper	56,122	38,266	36,662	48,898	50,244
Phone	8,292	9,051	11,838	13,553	13,634
	101,154	73,122	80,498	104,429	109,047

3 months ending Aug 15 - 3 months ending Aug 16 Change	
Number of Applications	% Change
8,429	23%
(5,878)	-10%
5,342	64%
7,893	8%

These figures reflect the average for each three month period.

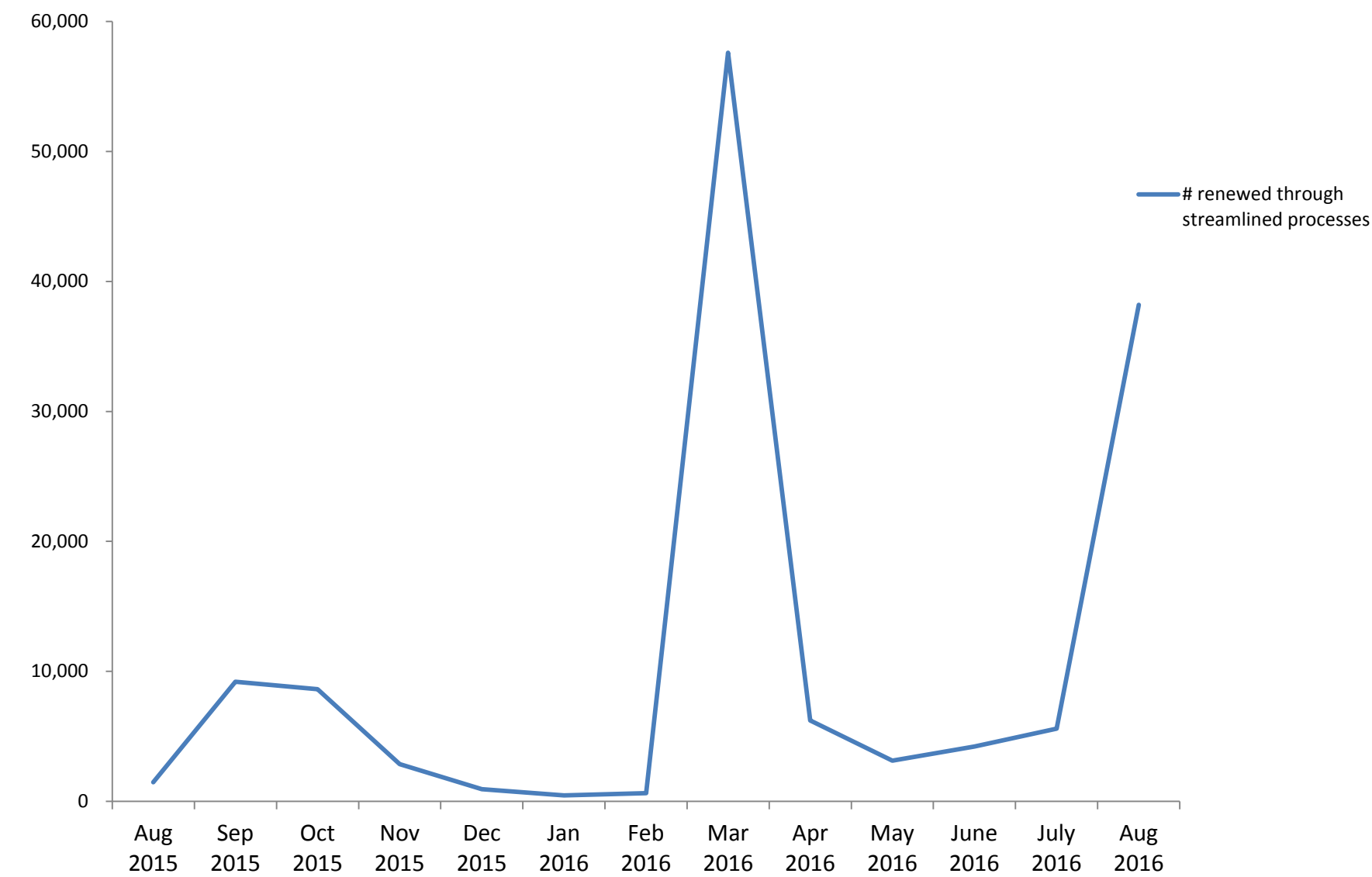
Number of Applications Missing Critical Data (MCD)



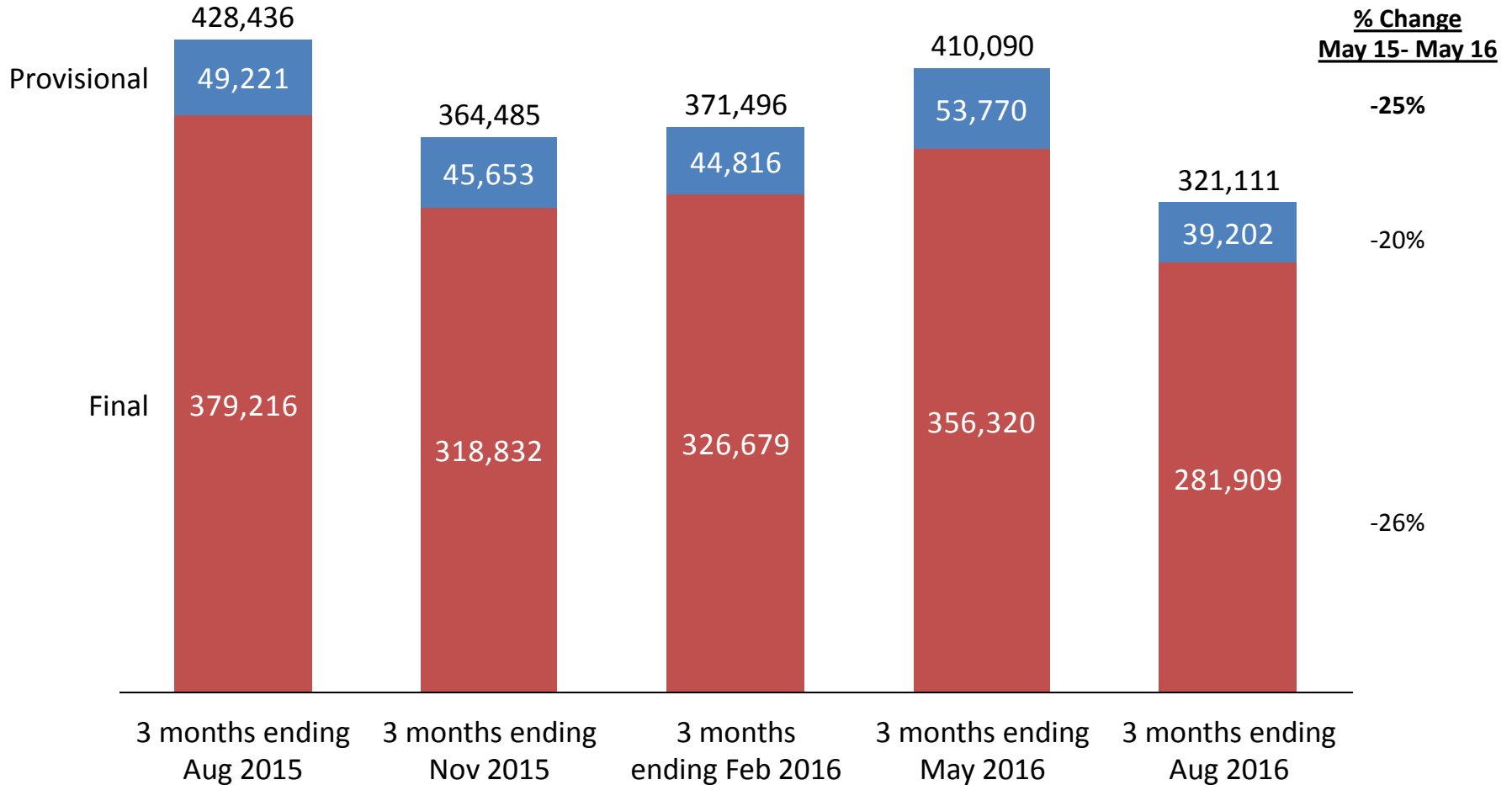
# of Apps Missing Critical Data (3 month average)				
3 month ending Aug 2015	3 month ending Nov 2015	3 month ending Feb 2016	3 month ending May 2016	3 month ending Aug 2016
2,832	1,972	1,034	1,397	1,315

3 months ending Aug 15 - 3 months ending Aug 16 Change	
CMSP Enrollment	% Change
(1,517)	-54%

Number Renewed Through Streamlined Processes

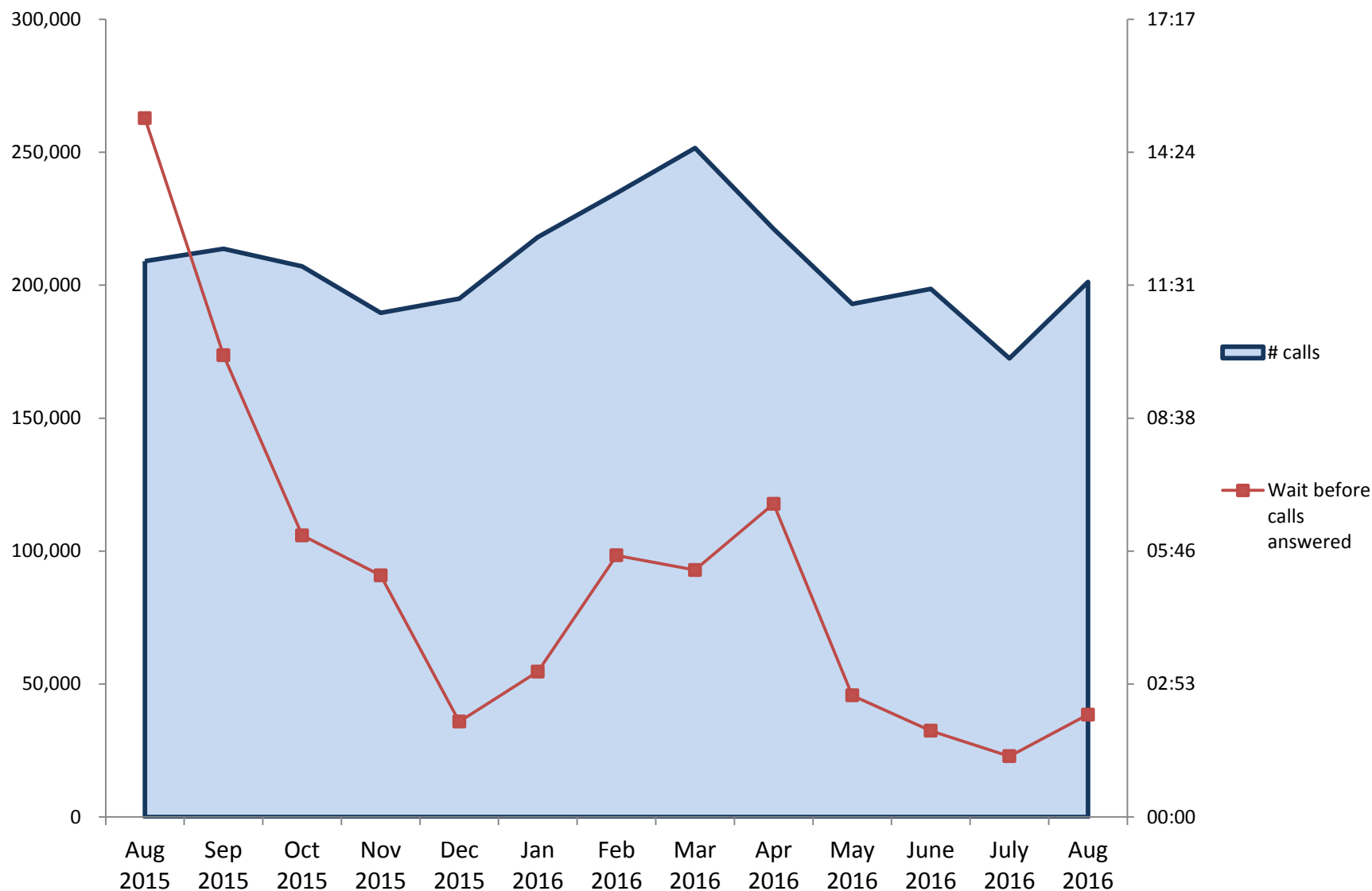


MassHealth Program Determinations



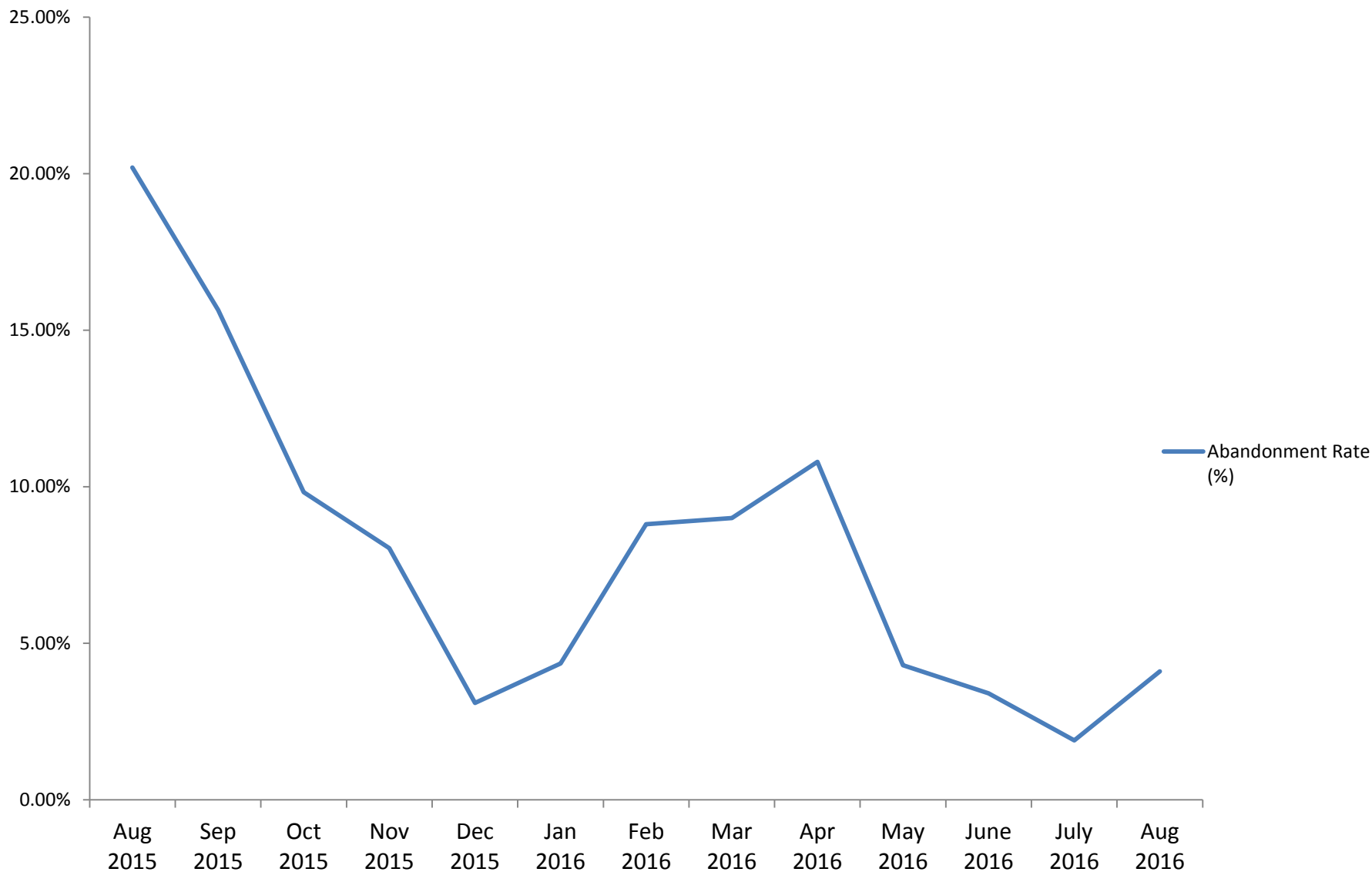
Program Determinations (3 month average)						3 months ending Aug 15 - 3 months ending Aug 16 Change	
	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016	3 months ending Aug 2016	Program Determinations	% Change
Provisional	49,221	45,653	44,816	53,770	39,202	(10,019)	-20%
Final	379,216	318,832	326,679	356,320	281,909	(97,306)	-26%
	428,436	364,485	371,496	410,090	321,111	(107,325)	-25%

MassHealth Customer Service Center (CSC) – Call Volume and Wait Times



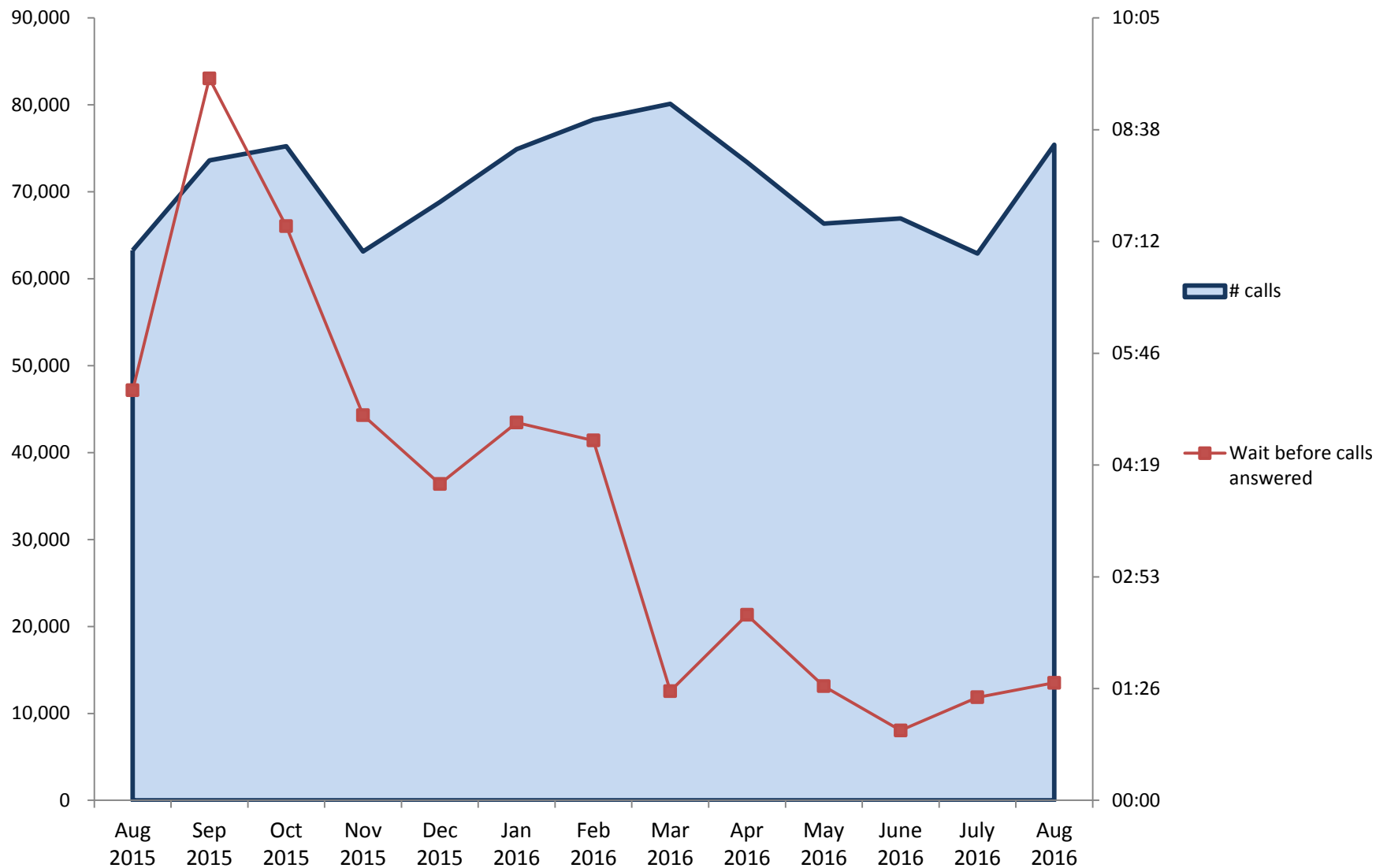
Publish Date: February 2017. Data as of: August 2016

MassHealth Customer Service Center (CSC) – Abandonment Rate (%)

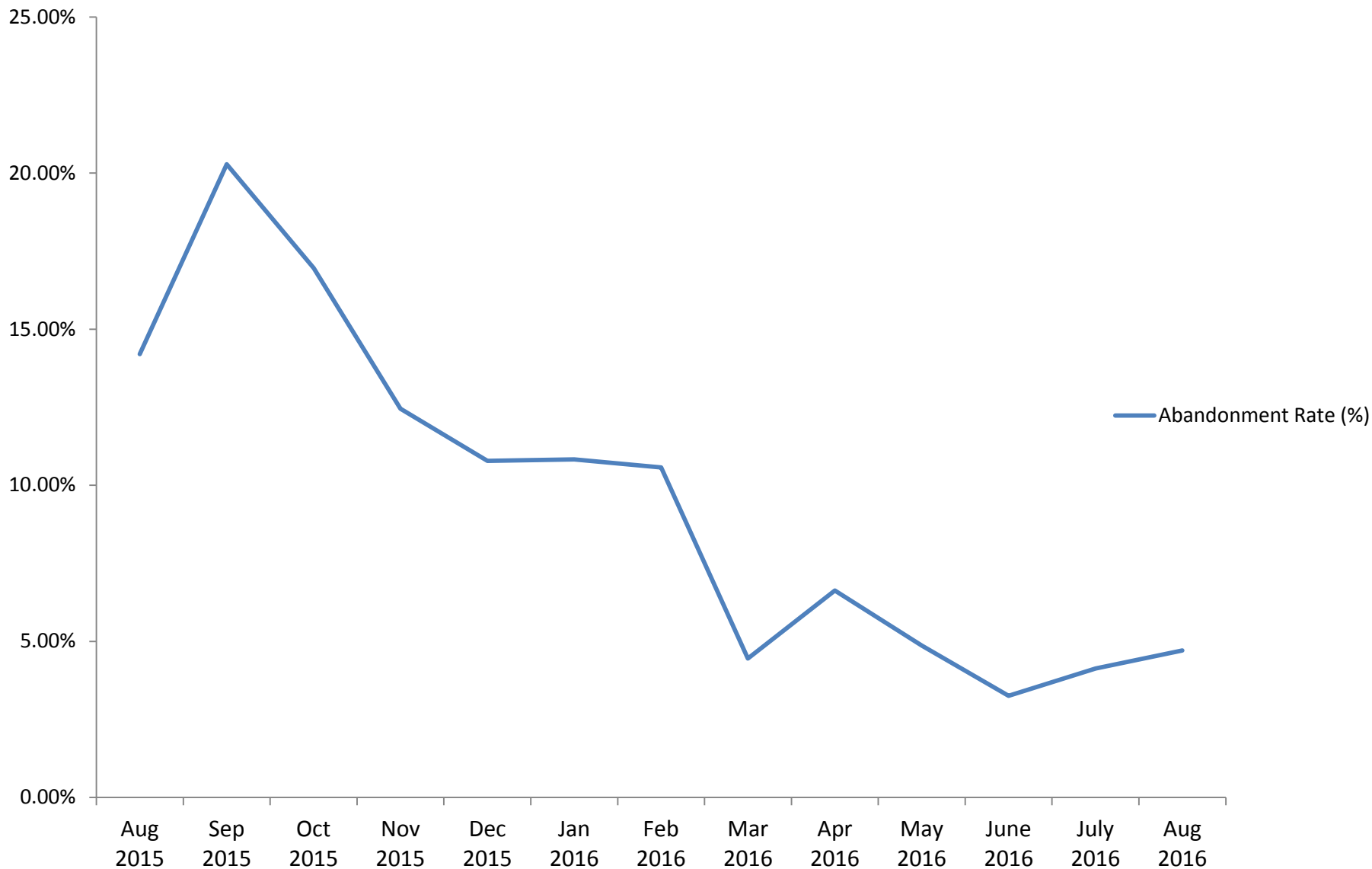


Publish Date: February 2017. Data as of: August 2016

MassHealth Eligibility Center (MEC) – MassHealth Call Volume and Wait Times



MassHealth Eligibility Center (MEC) – Abandonment Rate (%)



Publish Date: February 2017. Data as of: August 2016