

MassHealth Quarterly Dashboard Report

Issued October 2016

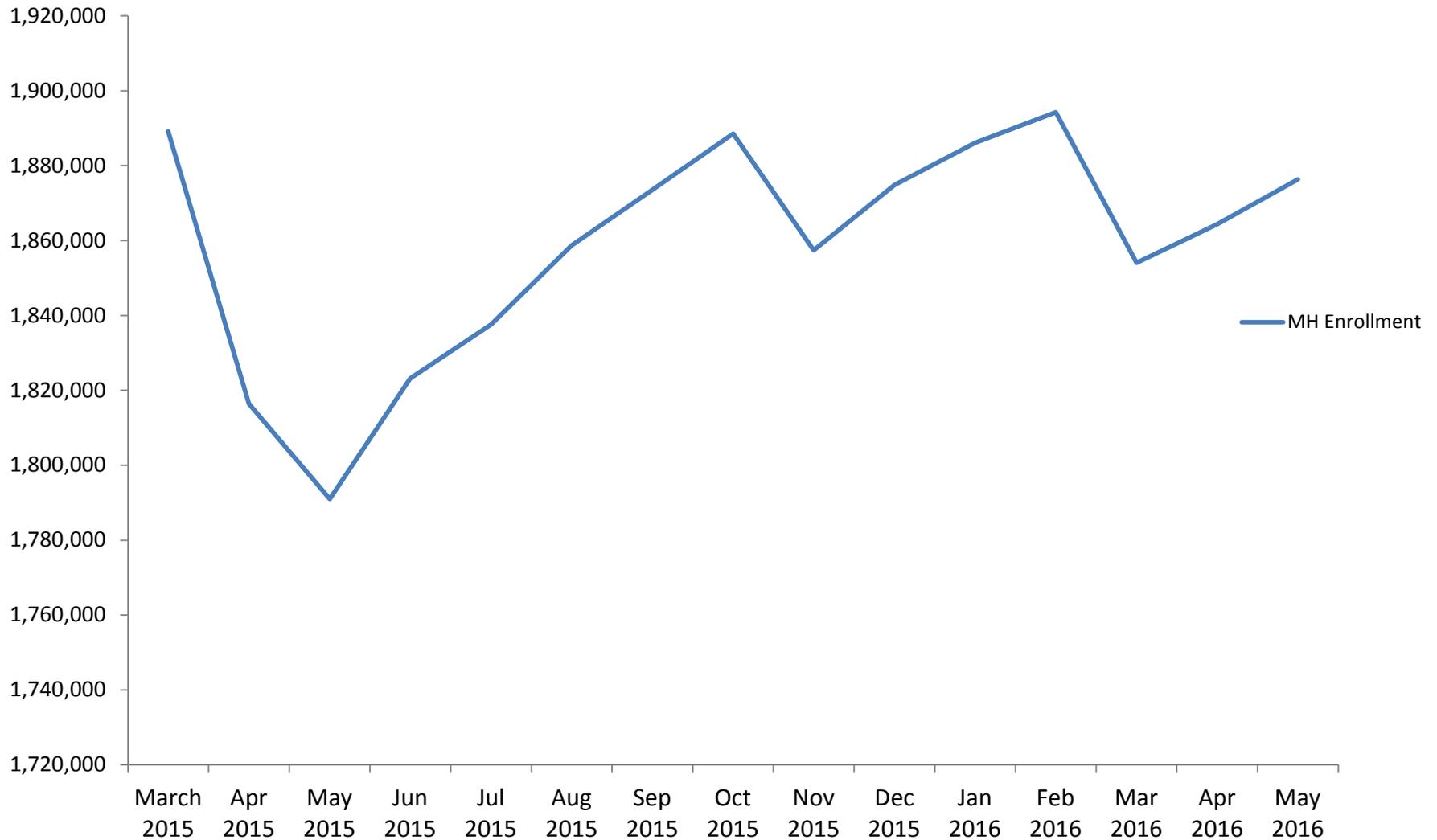


Summary Note

This is a monthly dashboard that includes the following information:

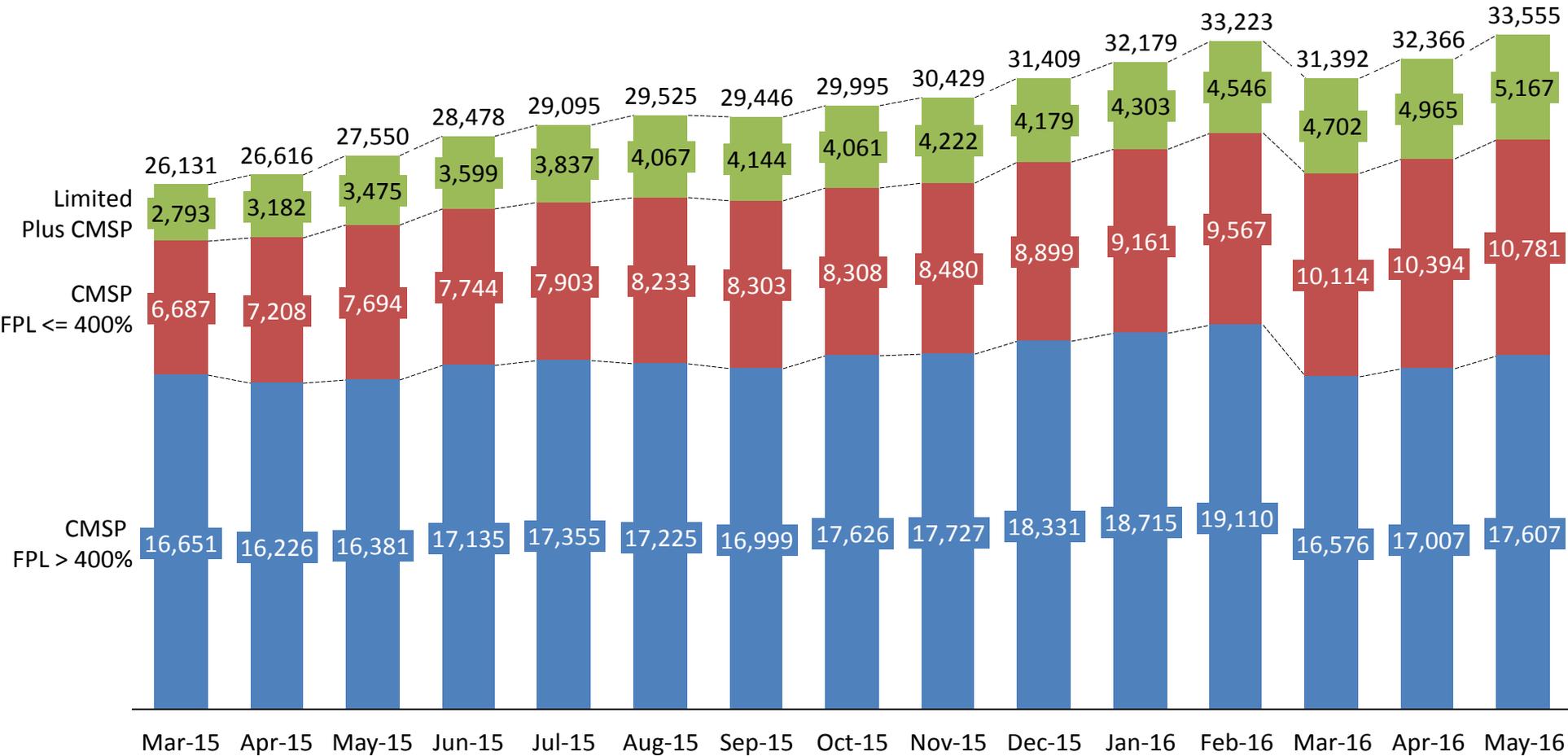
- MassHealth Enrollment
- Children Medical Security Program (CMSP) Enrollment
- MassHealth Caseload Additions and Terminations
- Number of Members Reinstated within 90 days of termination
- MassHealth Applications
- Number of Applications Missing Critical Data (MCD)
- Number Renewed through Streamlined 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



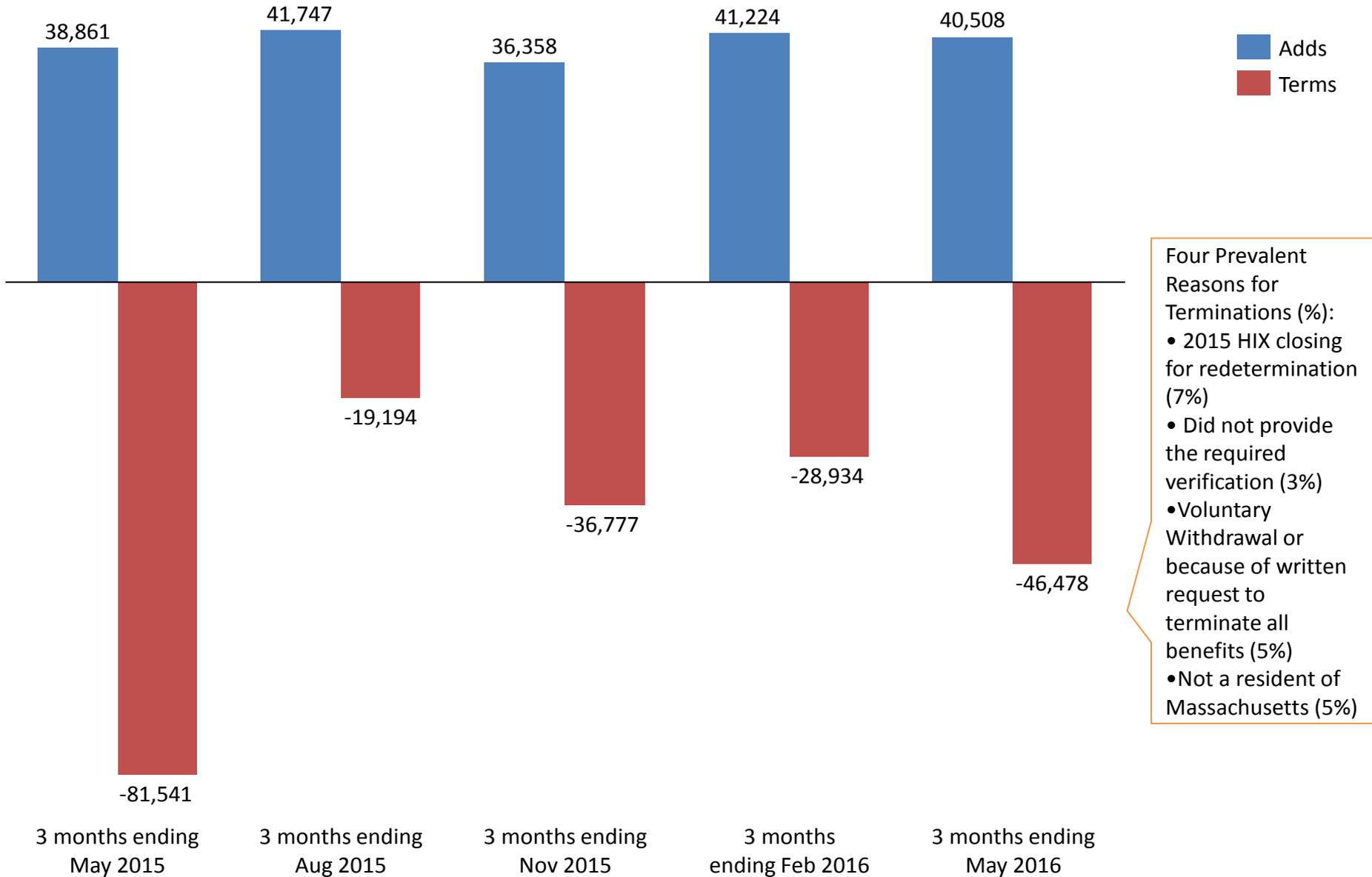
	3 months ending May 2015	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016
Limited plus CMSP	16,563	17,397	17,675	18,920	17,331
CMSP FPL <=400%	7,142	7,813	8,290	9,162	10,404
CMSP FPL >400%	3,094	3,613	3,973	4,266	4,903
Total	26,799	28,823	29,938	32,348	32,638

3 months ending May 15 - 3 months ending May 16 Change

CMSP Enrollment	% Change
768	5%
3,262	46%
1,809	58%
5,839	22%

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

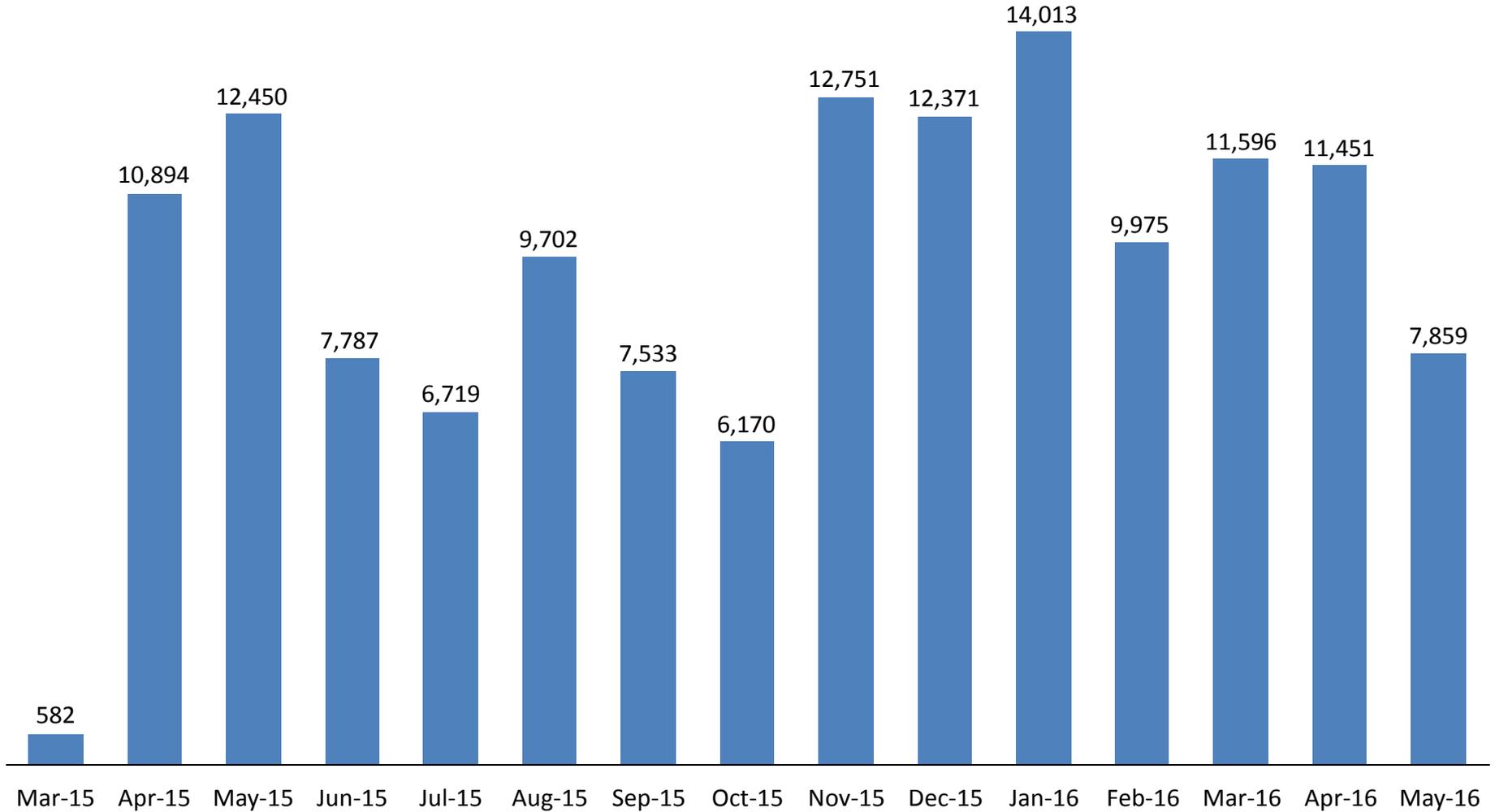
MassHealth Caseload Additions and Terminations



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

Publish Date: August 2016. Data as of: May 2016

Number of Members Reinstated Within 90 days of Termination



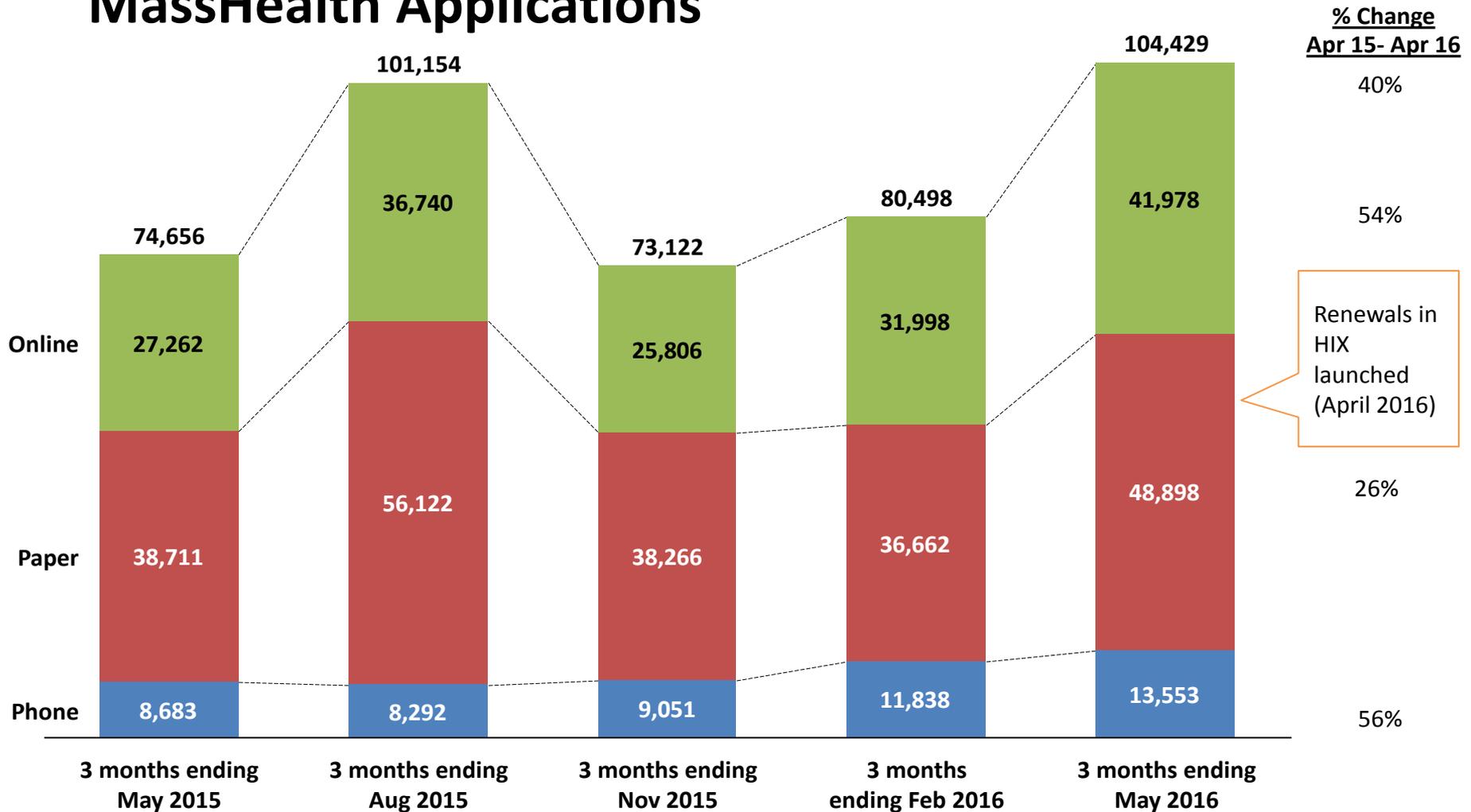
of members reinstated w/in 90 days (3 month average)

| 3 months ending |
|-----------------|-----------------|-----------------|-----------------|-----------------|
| May 2015 | Aug 2015 | Nov 2015 | Feb 2016 | May 2016 |
| 7,975 | 8,069 | 8,818 | 12,120 | 10,302 |

3 months ending May 15 - 3 months ending May 16 Change

Reinstatements	% Change
2,327	29%

MassHealth Applications

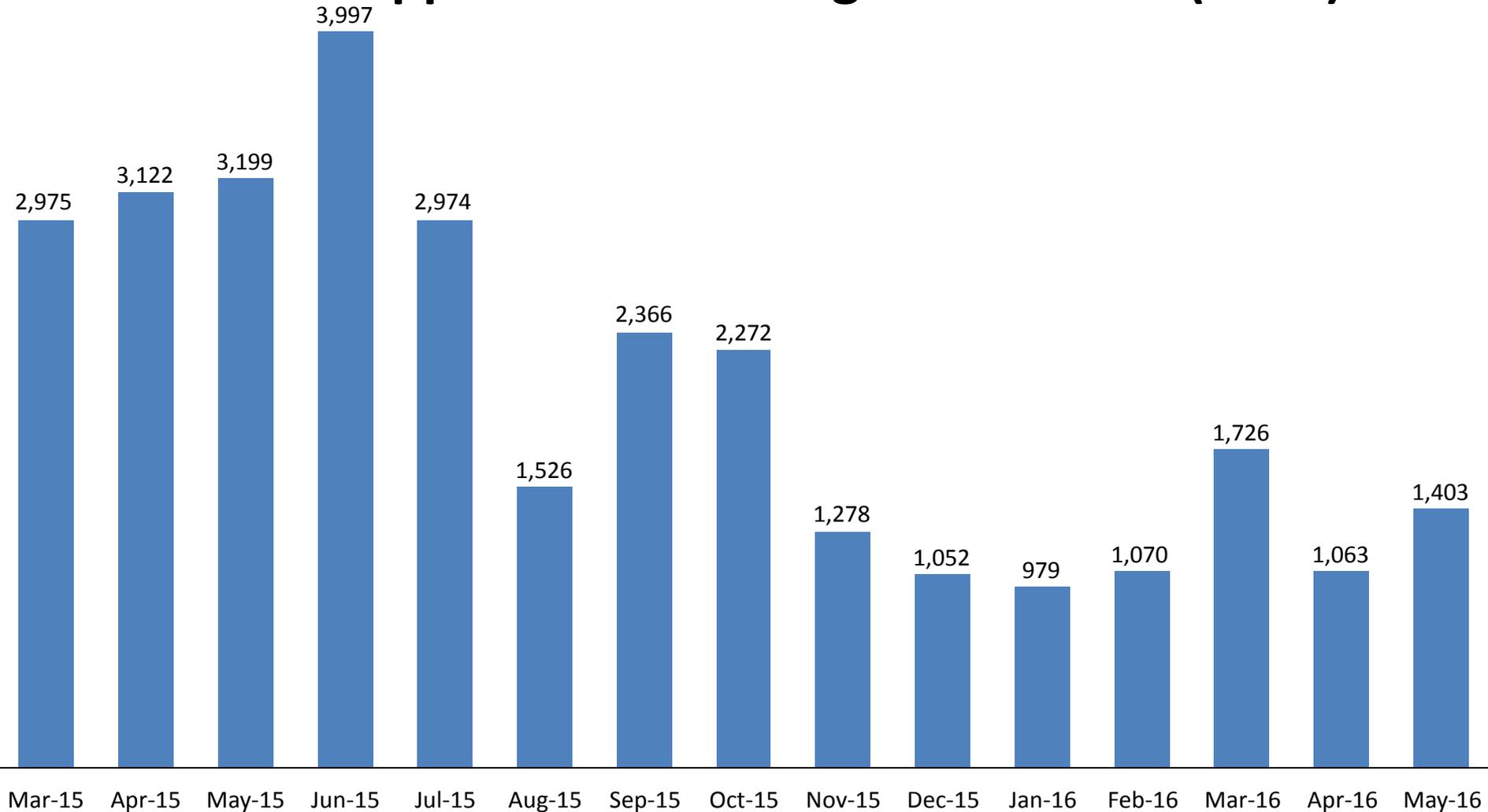


	Applications Received (3 month average)				
	3 months ending May 2015	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016
Online	27,262	36,740	25,806	31,998	41,978
Paper	38,711	56,122	38,266	36,662	48,898
Phone	8,683	8,292	9,051	11,838	13,553
	74,656	101,154	73,122	80,498	104,429

3 months ending May 15 - 3 months ending May 16 Change	
Number of Applications	% Change
14,716	54%
10,188	26%
4,869	56%
29,773	40%

These figures reflect the average for each three month period.

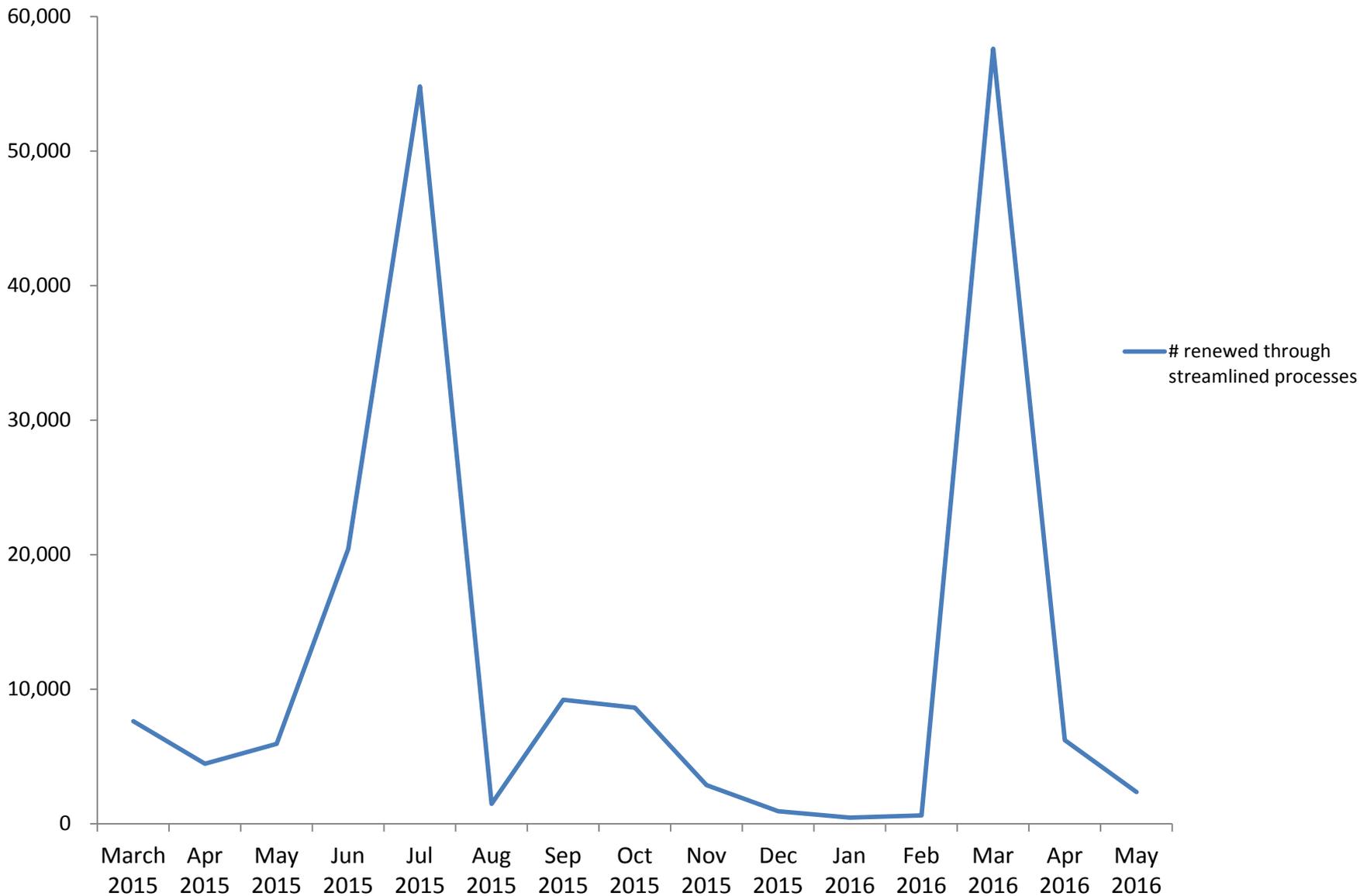
Number of Applications Missing Critical Data (MCD)



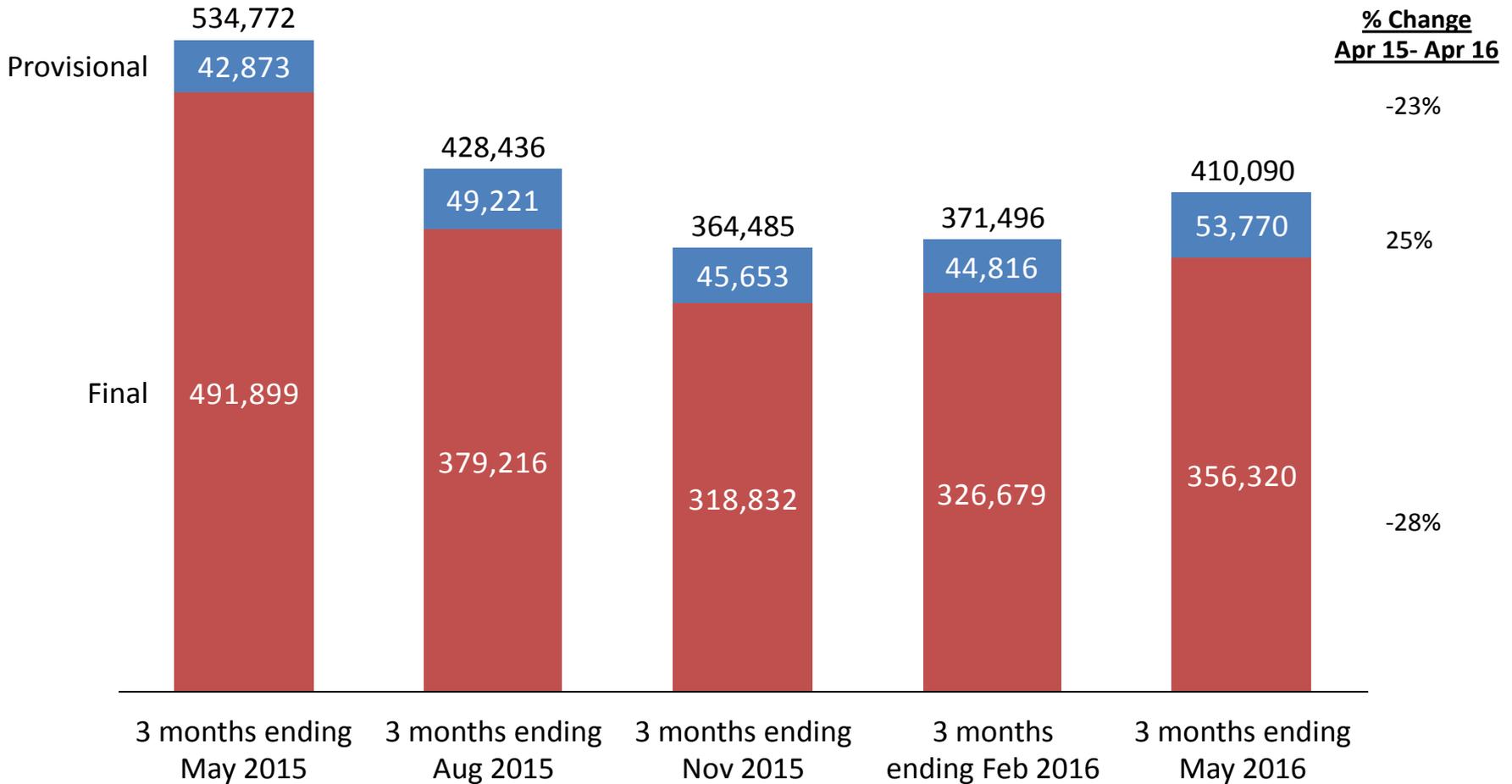
# of Apps Missing Critical Data (3 month average)				
3 months ending May 2015	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016
3,098	2,832	1,972	1,034	1,397

3 months ending May 15 - 3 months ending May 16 Change	
Reinstatements	% Change
(1,701)	-55%

Number Renewed Through Streamlined Processes



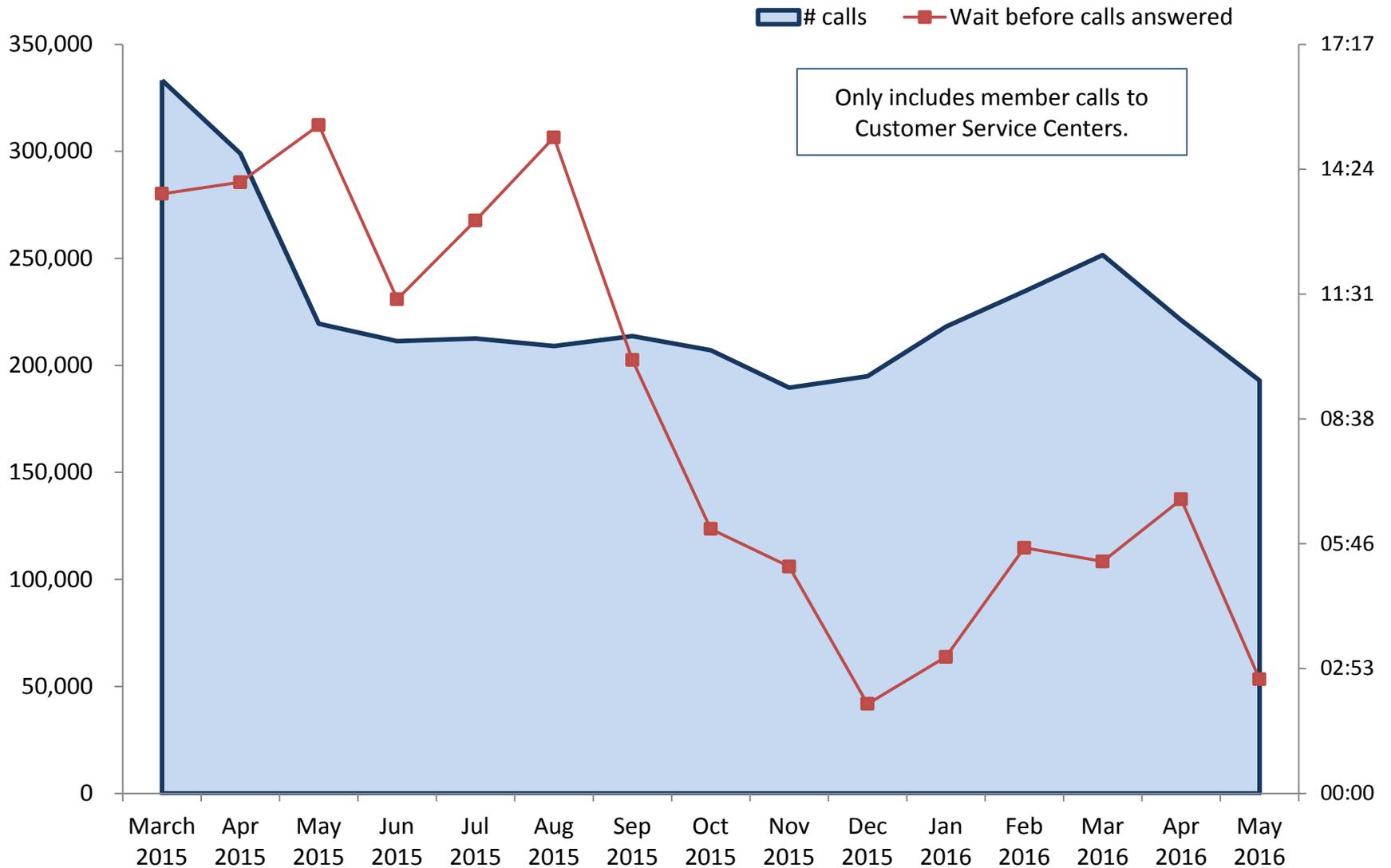
MassHealth Program Determinations



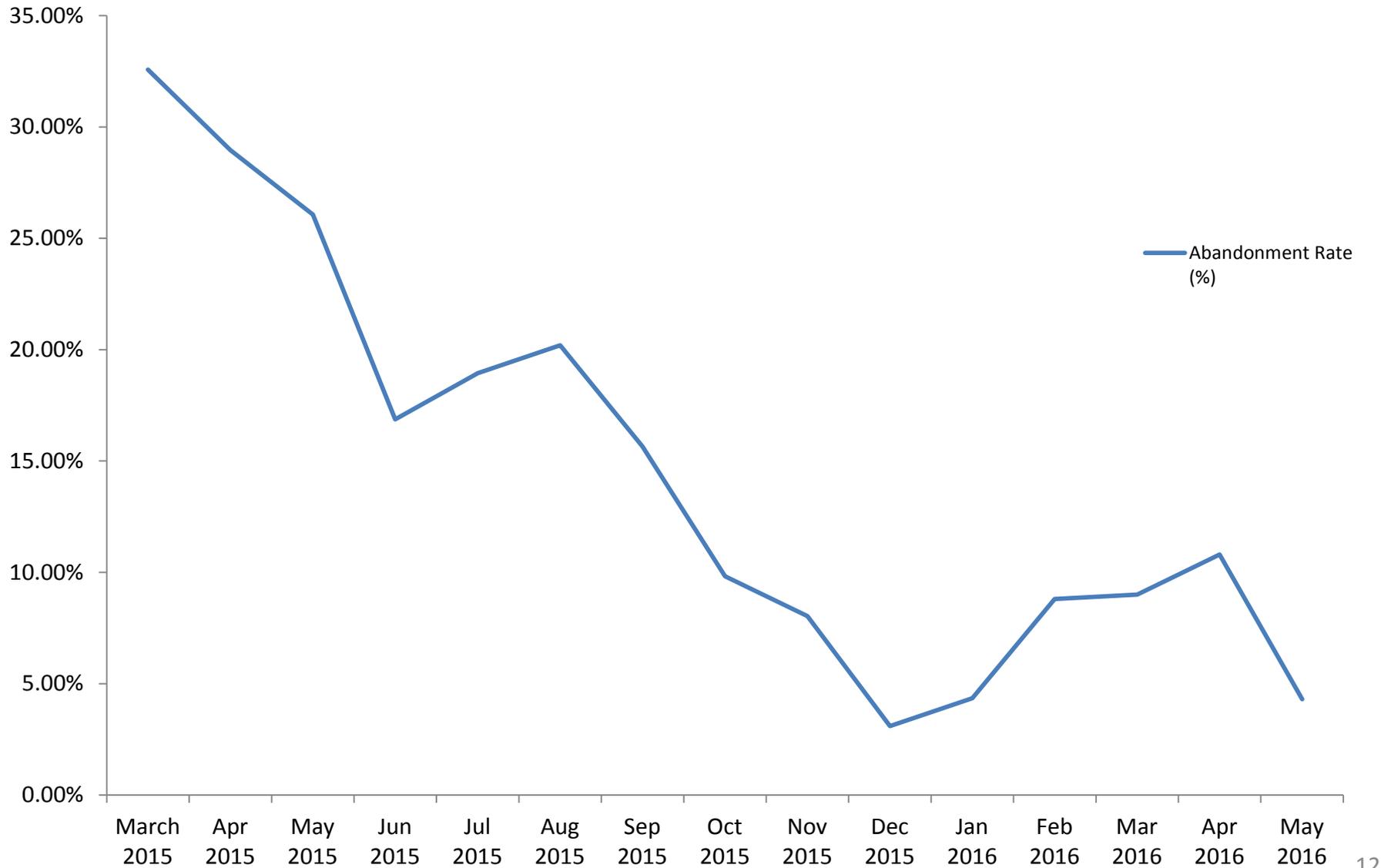
	Program Determinations (3 month average)				
	3 months ending May 2015	3 months ending Aug 2015	3 months ending Nov 2015	3 months ending Feb 2016	3 months ending May 2016
Provisional	42,873	49,221	45,653	44,816	53,770
Final	491,899	379,216	318,832	326,679	356,320
	534,772	428,436	364,485	371,496	410,090

3 months ending May 15 - 3 months ending May 16 Change		
Program Determinations	% Change	
10,897	25%	
(135,578)	-28%	
(124,682)	-23%	

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

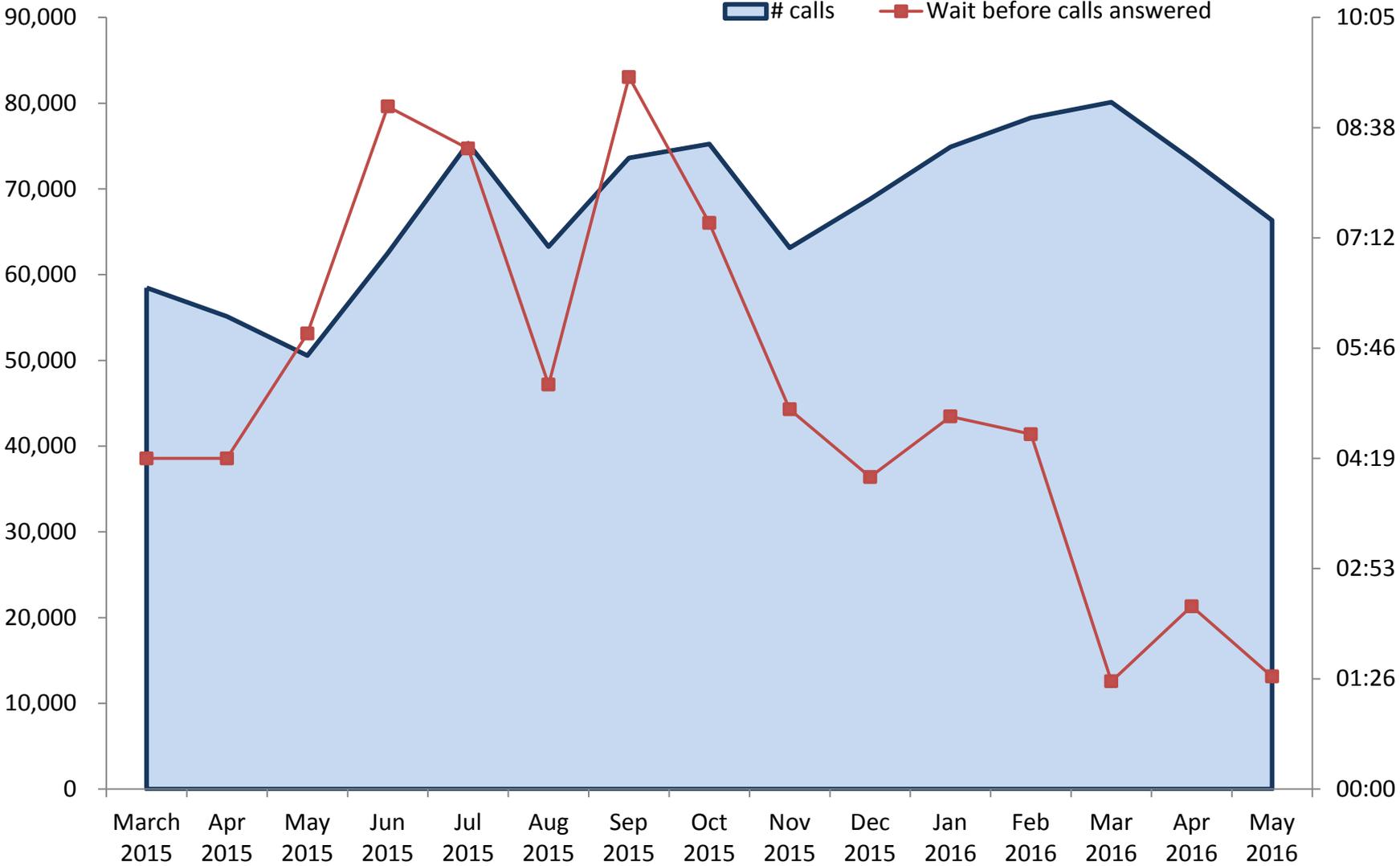


MassHealth Customer Service Center (CSC) – Abandonment Rate (%)

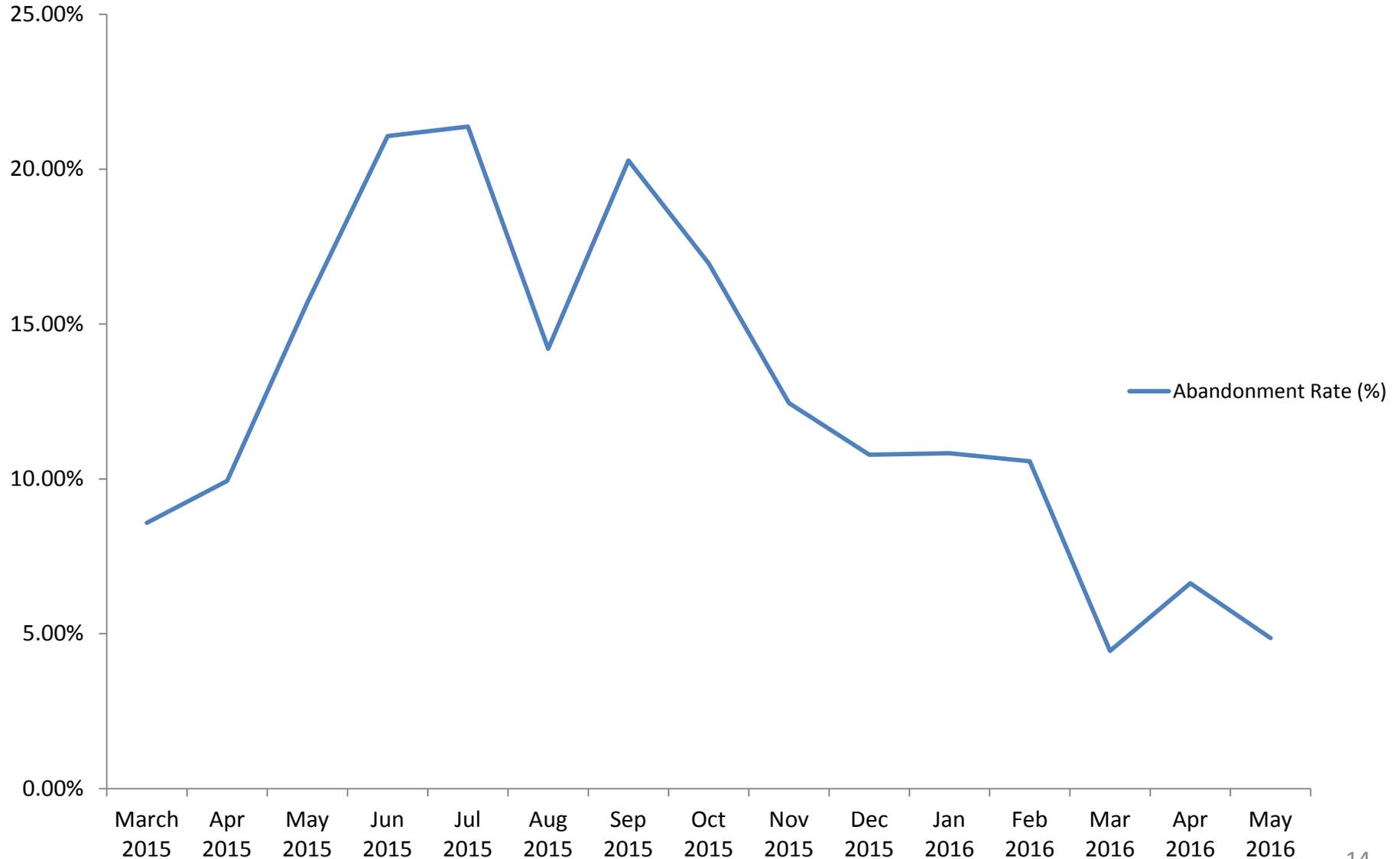


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MassHealth Eligibility Center (MEC) – MassHealth Call Volume and Wait Times



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



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