



DATA REPORT

January 31, 2020

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SUMMARY DASHBOARD

QHPs are measured since Nov. 1 when enrollment began for 2020. Medicaid enrollments, which continue year-round, are as of report cover date.

SYSTEM DASHBOARD

Applications
61,249
 associated to users

Completed
30,720

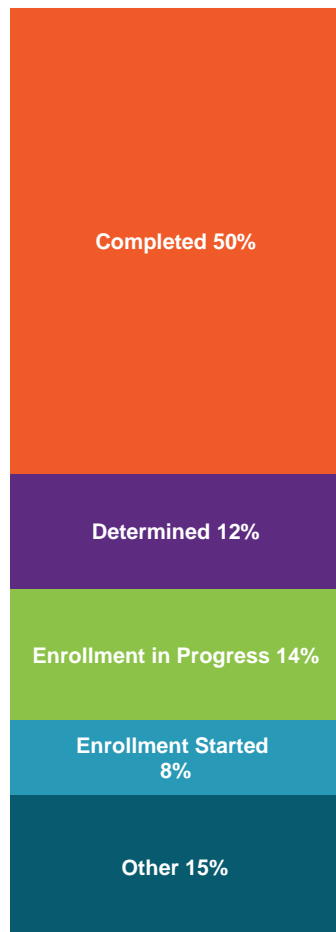
Determined
7,587

Enrollment in Progress
8,673

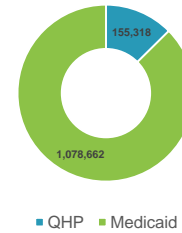
Enrollment Started
4,913

Other
9,356

Other includes: blank status, inactive, cancelled, denied, in process, partially enrolled and submitted.



Qualified Health Plans (QHP) vs. Medicaid Enrollment



Medicaid Auto enrolled for Jan

60%

Successfully selected MCO Plan

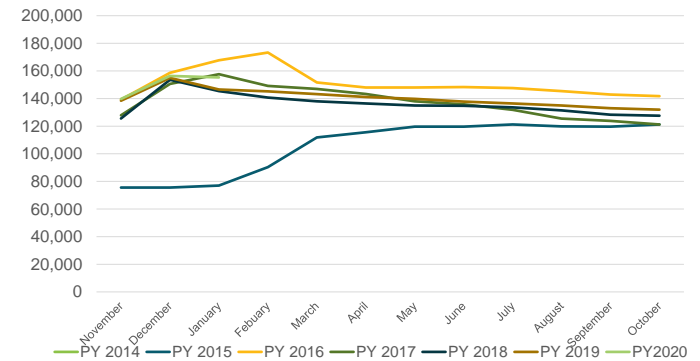
145,546

Primary Care Physician Selection

12,657

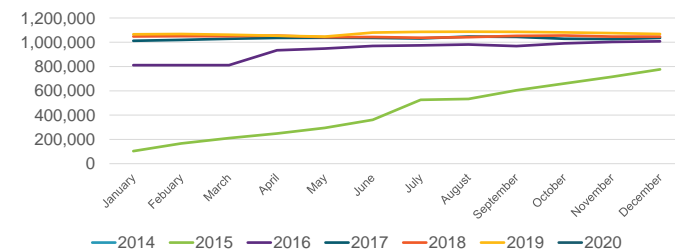
Enrolled in QHP

155,318



Enrolled in Medicaid

1,078,662



MAGI Medicaid enrollments (based Modified Adjusted Growth Income), covered in chart above, go through Maryland Health Connection. Non-MAGI Medicaid, about 300,000 enrollments with other eligibility criteria, go through the Maryland Department of Health (MDH).

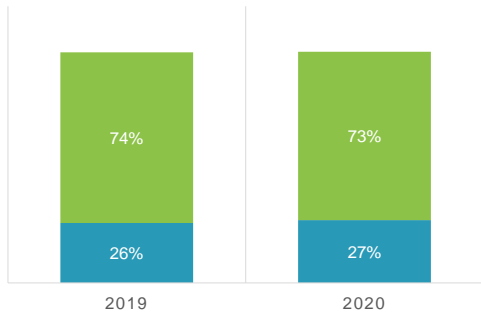
QUALIFIED HEALTH PLANS DASHBOARD

Period is from start of open enrollment Nov. 1 to the end date on report cover.

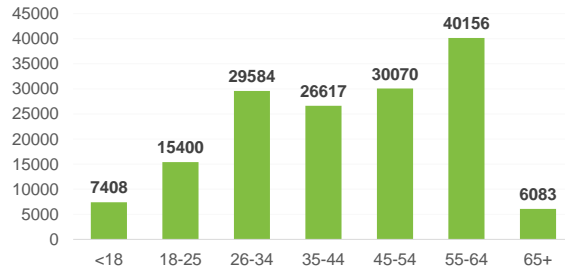
Total QHP Enrollees

155,318

■ New ■ Renewal



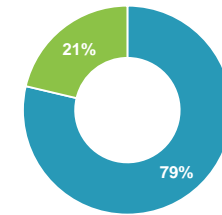
QHP Consumers by Age Group



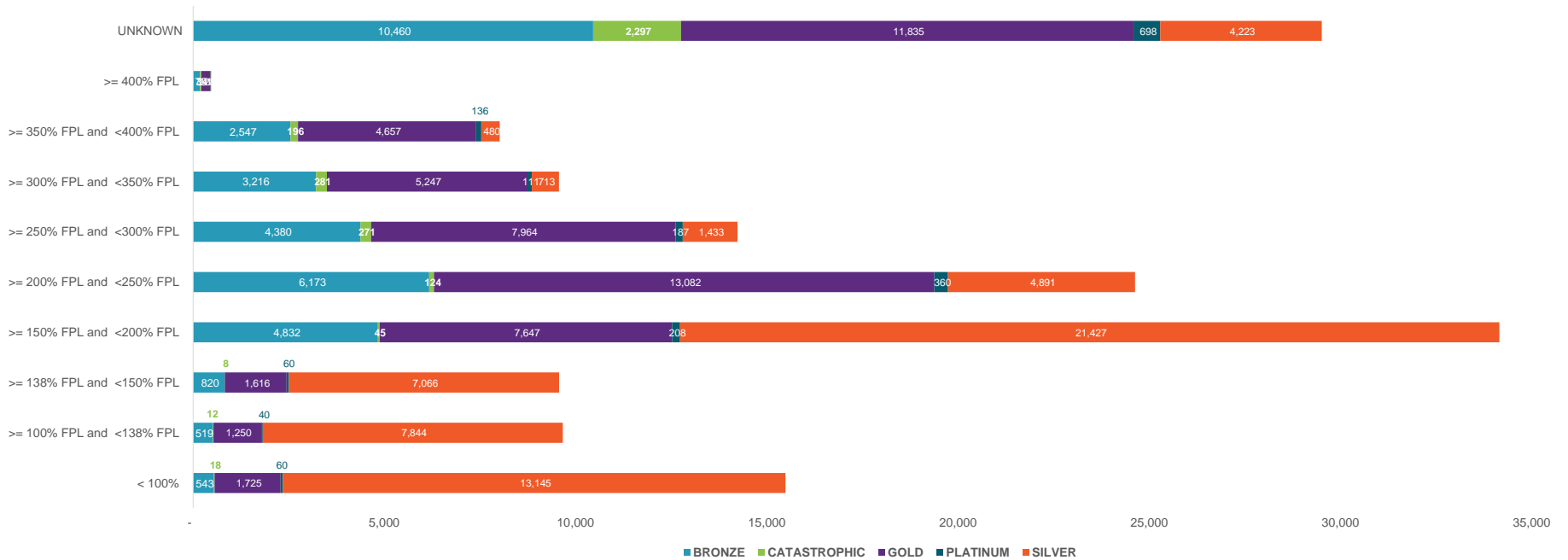
Target Enrollment for 18-34-year-olds: **30%**
 Current Enrollment for 18-34-year-olds: **29%**

Financial Help

■ With Tax Credits ■ Without Tax Credits



QHP Enrollment by Household Income and Metal Level

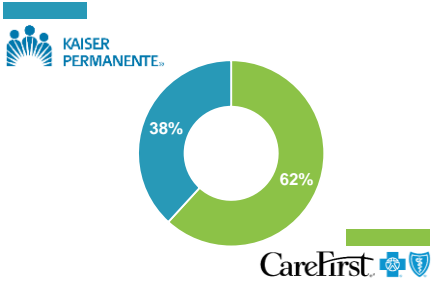


**Enrollees who did not submit household income information and thus were not eligible for financial help.
 Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

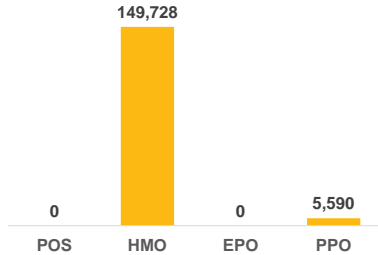
QUALIFIED HEALTH PLANS SELECTIONS

Period is from start of open enrollment Nov. 1 to the end date on report cover.

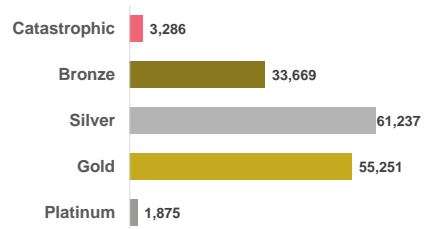
QHP Consumers by Carrier



Enrollment by Plan Type



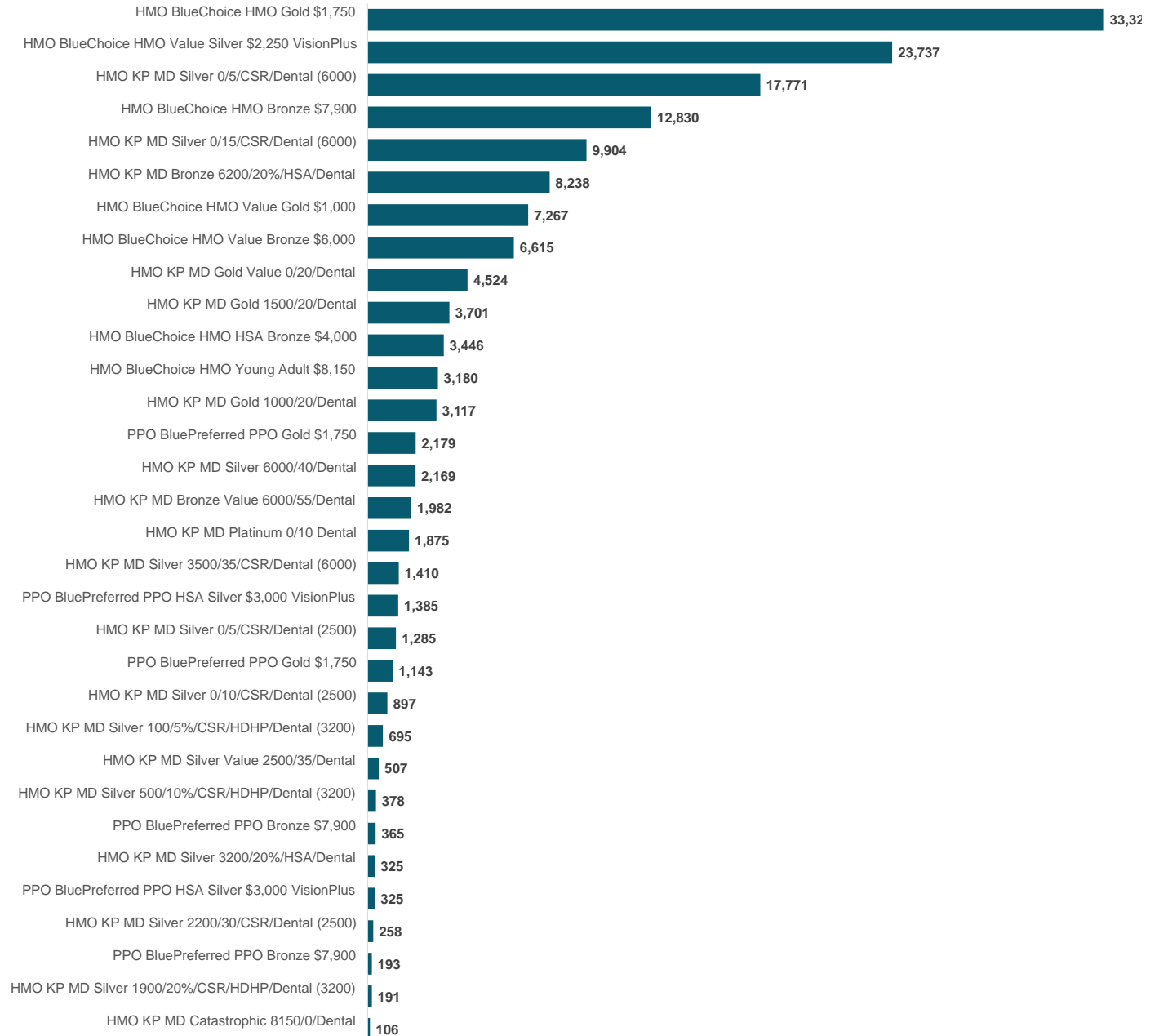
Enrollment by Metal Level



Metal levels (platinum, gold, silver, bronze) differ based on how you and the insurance company share the cost of your care. For example, insurance companies cover 90 cents on the dollar for platinum plans and 60 cents on the dollar for bronze plans. Financial help is only available through silver plans.

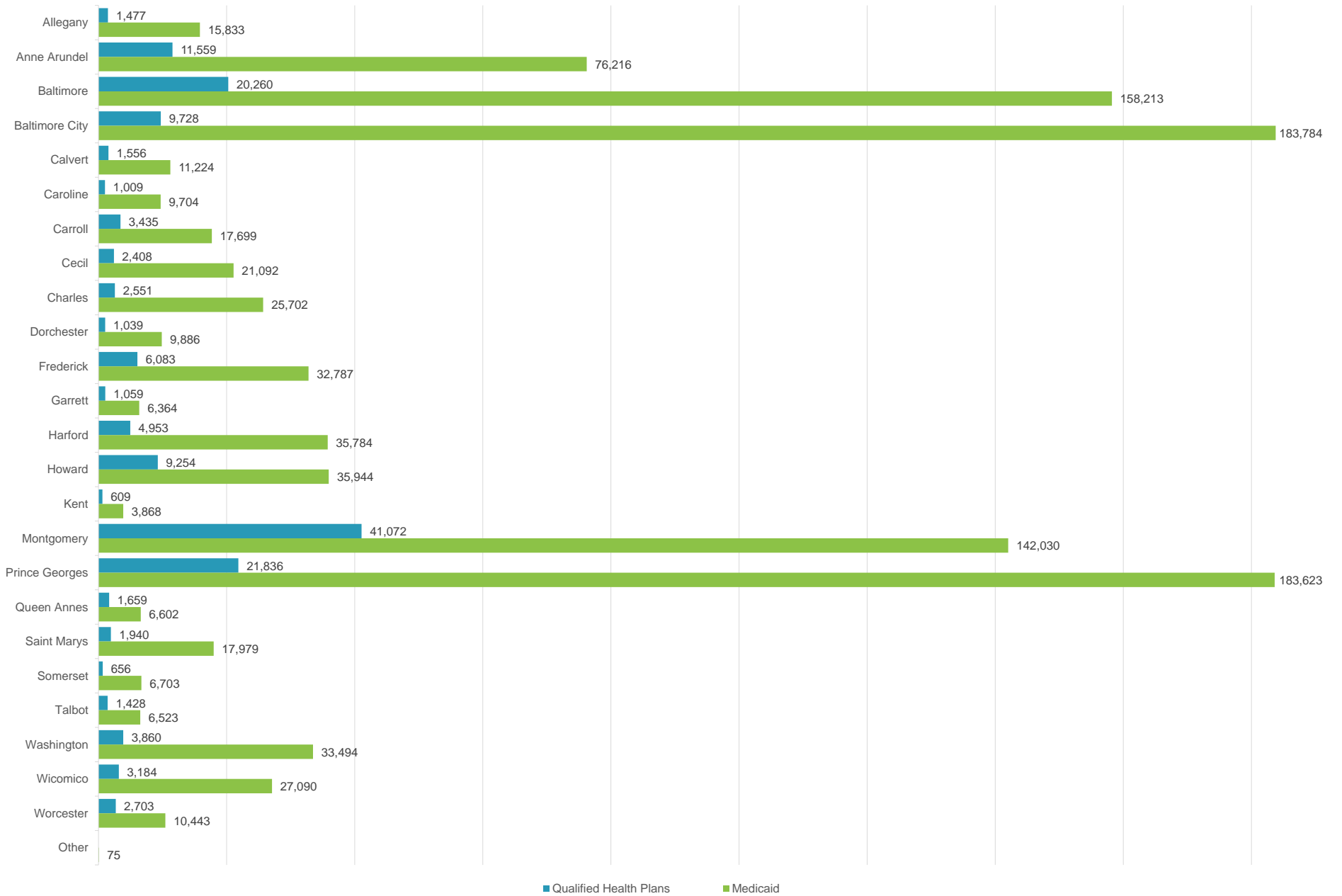
There are also different play types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.

Enrollment by Plan Choice



ENROLLMENT DISTRIBUTION BY COUNTY

Period is from start of open enrollment Nov. 1 to the end date on report cover.

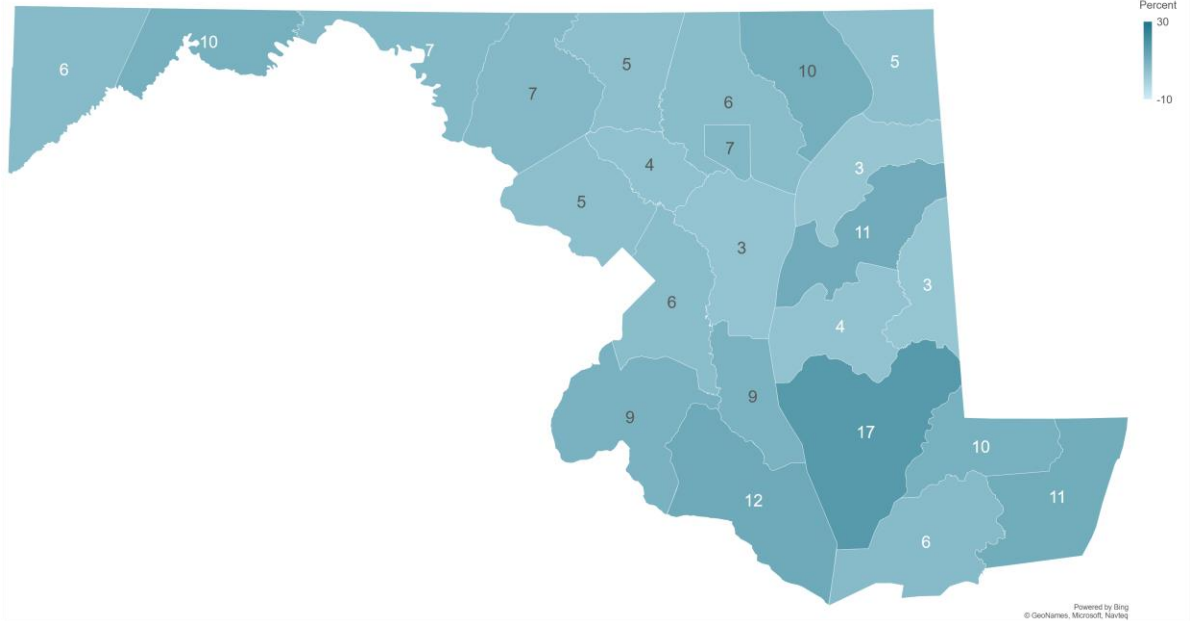


"Other" enrollees may include dependents living out of state and residents of border counties whose mailing addresses may be in the ZIP code of a neighboring state.

QUALIFIED HEALTH PLANS BY COUNTY

Change compares period beginning with start of open enrollment Nov. 1 and ending on end date on the report cover with comparable time frame a year earlier (closest date available +/- 3 days).

Percent Enrollment Comparison by Month



Largest Growth by Month

Dorchester

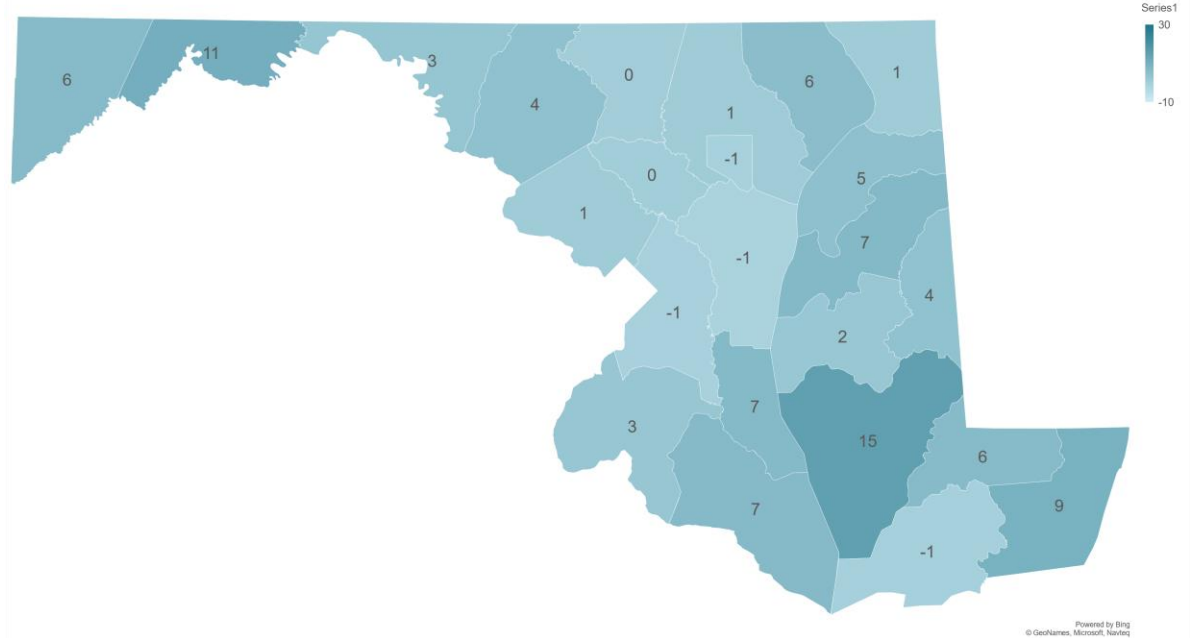
17% change

Smallest Growth by Month

Caroline

3% change

Percent Enrollment Comparison by Year



Largest Growth by Year

Dorchester

15% change

Smallest Growth by Year

Anne Arundel

-1% change

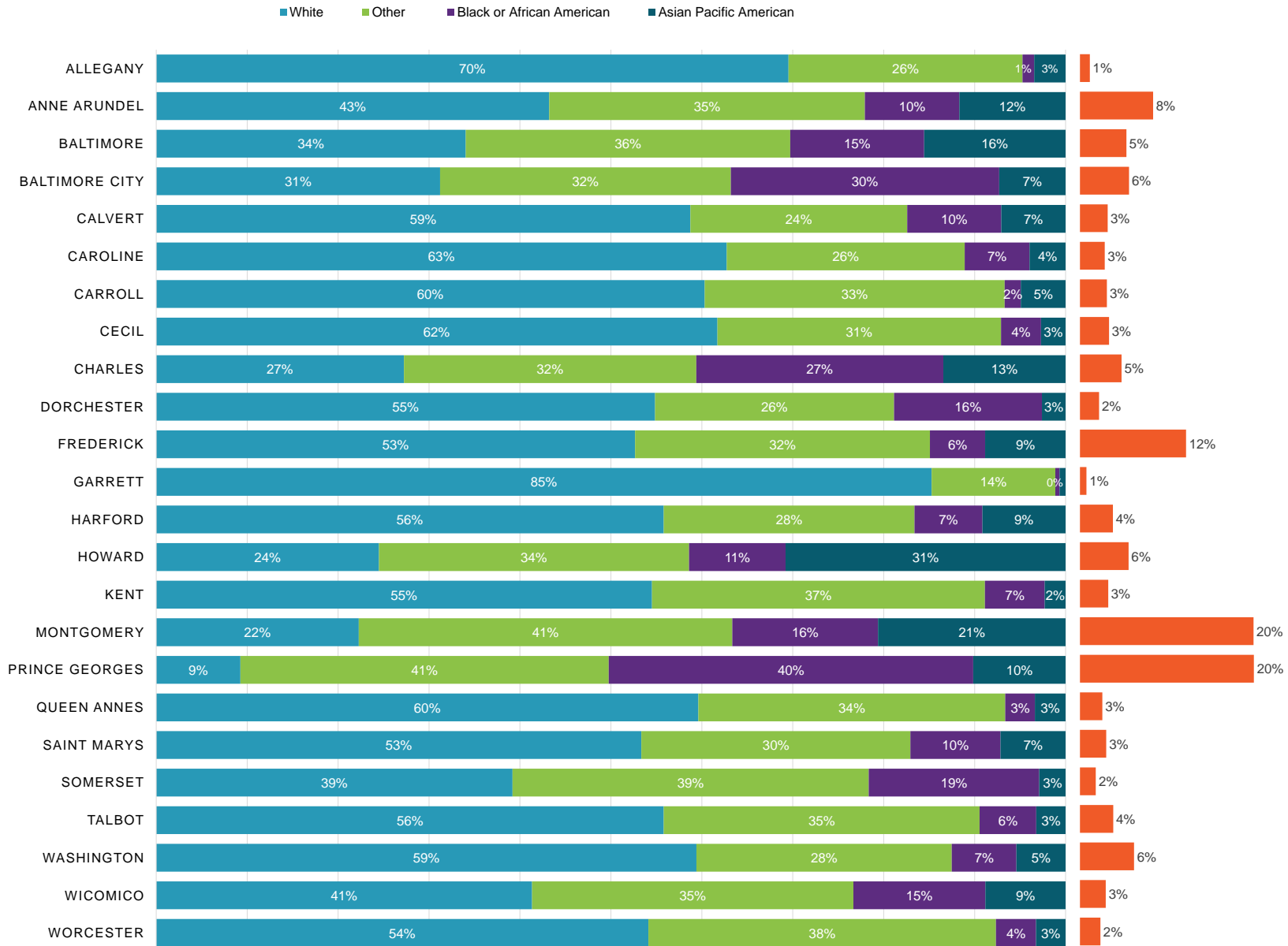
County lines include bodies of water.

QUALIFIED HEALTH PLANS RACE AND ETHNICITY

Period is from start of open enrollment Nov. 1 to the end date on report cover.

Enrollment Percentages by Race by County

Hispanic Enrollment as a % of Total



Race/ethnicity is reported voluntarily.

Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.

MEDICAID BY COUNTY

Change compares enrollment on DATE OF report cover with one year earlier.

Largest Growth by Month

Charles

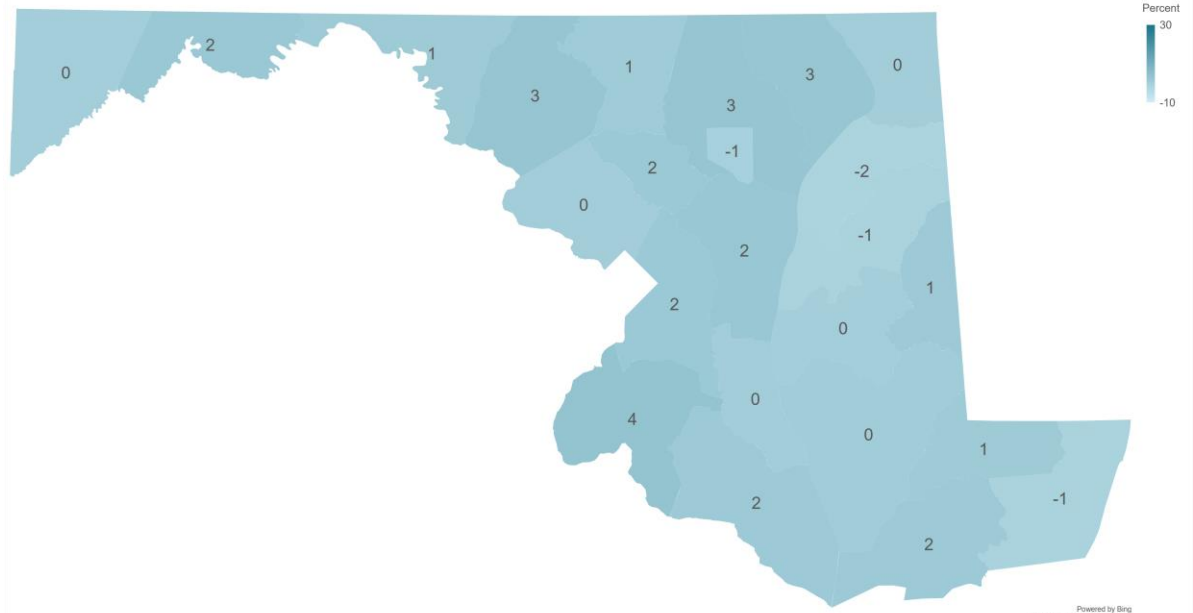
4% monthly growth

Smallest Growth by Month

Kent

-2% monthly growth

Percent Enrollment Comparison by Month



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Largest Growth by Year

Somerset

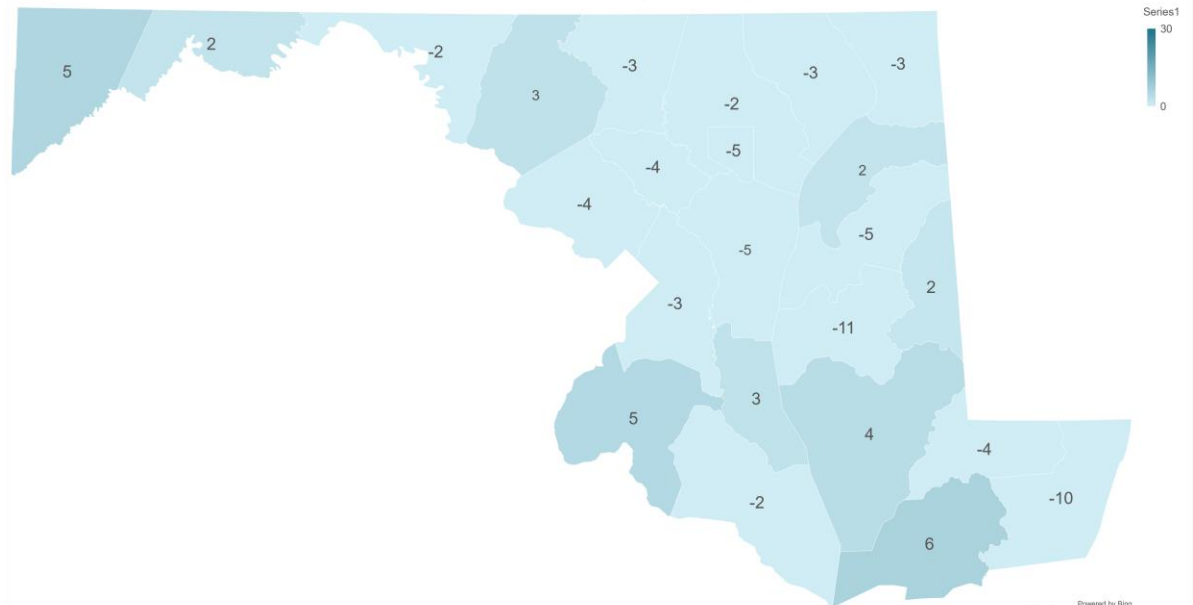
6% yearly growth

Smallest Growth by Year:

Talbot

-11% yearly growth

Percent Enrollment Comparison by Year

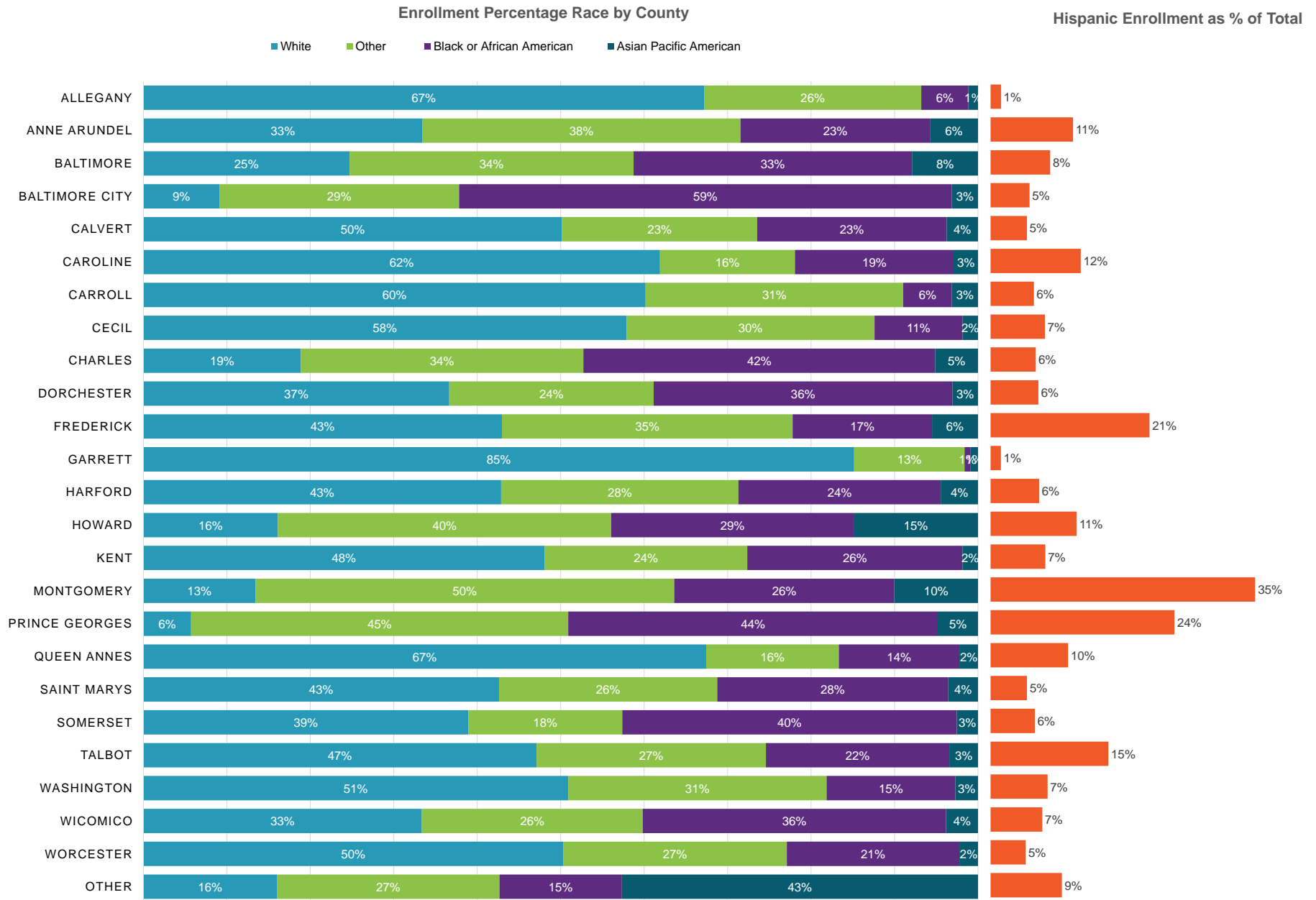


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County lines include bodies of water.

MEDICAID RACE AND ETHNICITY

Enrollment as of date on report cover..



Race/ethnicity is reported voluntarily.

Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.

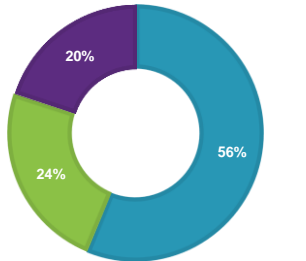
DENTAL HEALTH PLANS SELECTIONS

Period is from start of open enrollment Nov. 1 to the end date on report cover.

TOTAL DENTAL

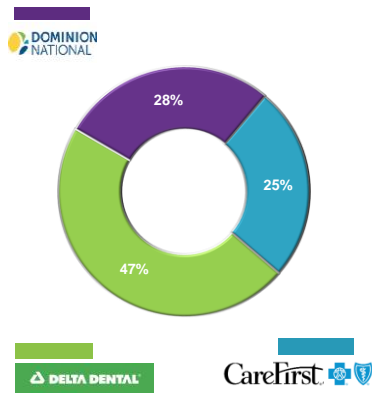
39,293

DENTAL ENROLLMENTS

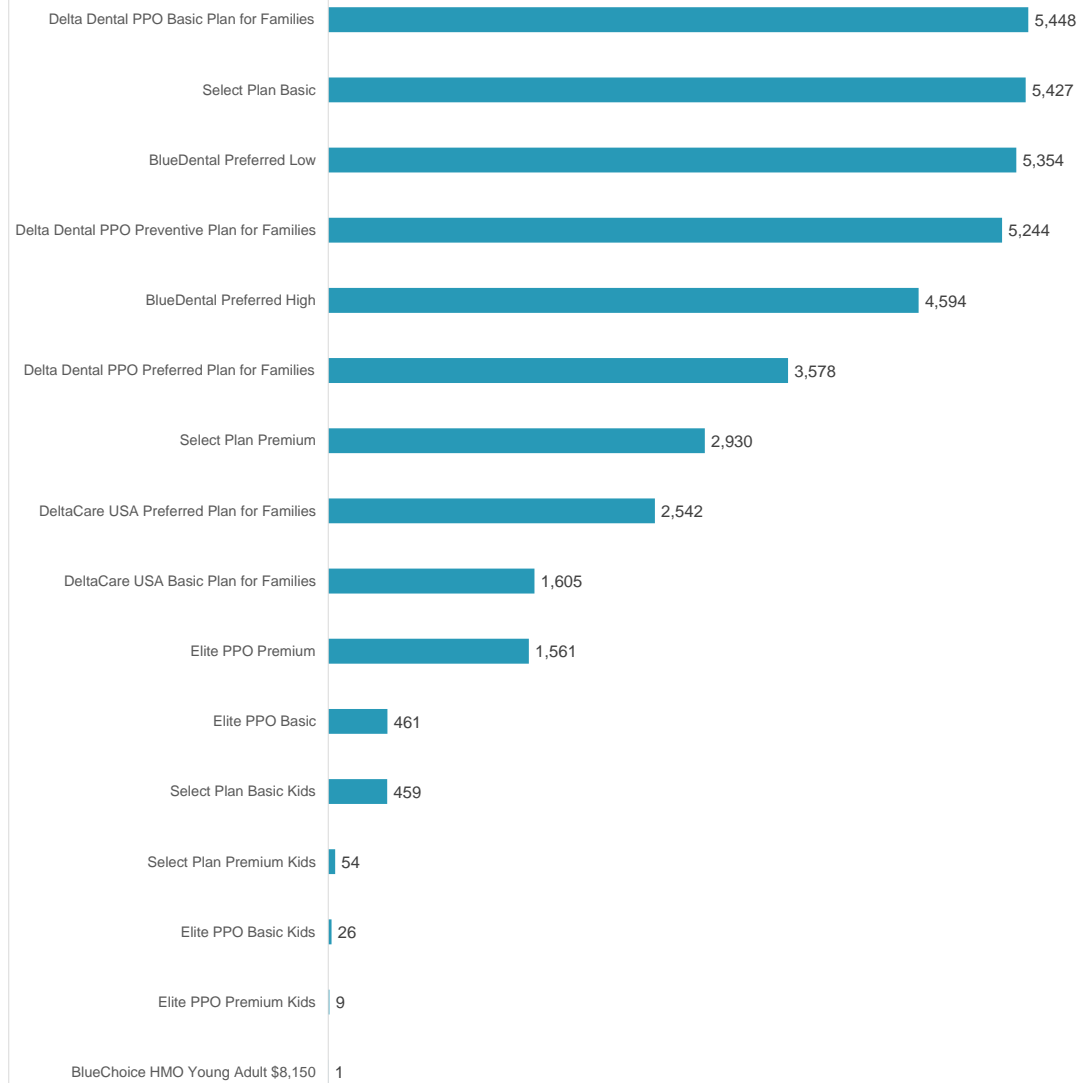


- Dental with Qualified Health Plan
- Dental with Medicaid
- Dental Alone

Dental Consumers by Carrier



ENROLLMENT FOR DENTAL PLANS

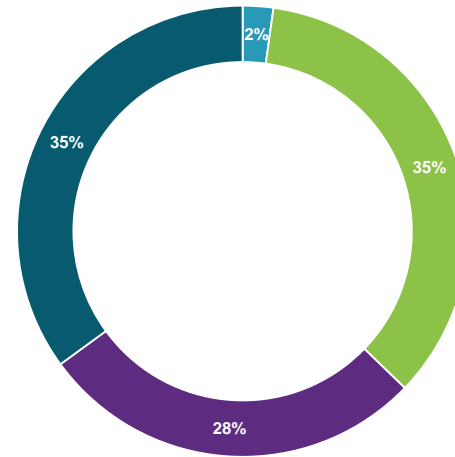


SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP) ENROLLMENT

SHOP enrollments, which continue year-round, are as of Dec 31

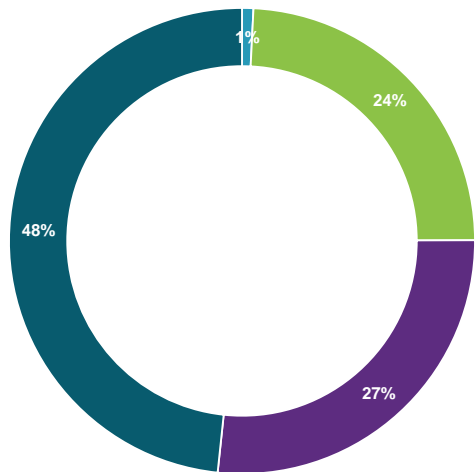


SHOP % Employers by Carrier

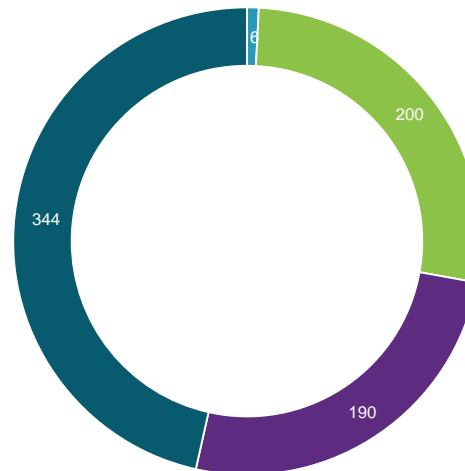


An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier



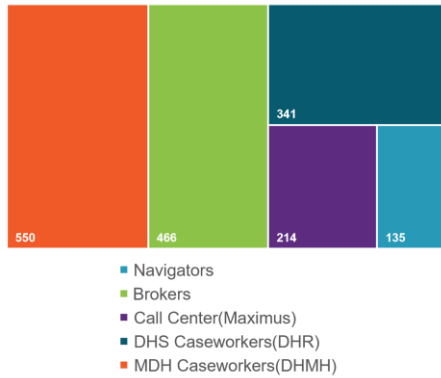
SHOP # Covered Lives by Carrier



CONSUMER ASSISTANCE

Change compares period from start of open enrollment Nov. 1 to the end date on report cover with comparable time frame a year earlier (closest date available +/- 3 days).

Number of Consumer Assisters



Calls Offered

142,645
16% from previous year.

Average Speed Answer

00:26:3 min
+ 0:25 from previous year.

Average Hold Time

00:02:01 min
+ 0:00 from previous year.

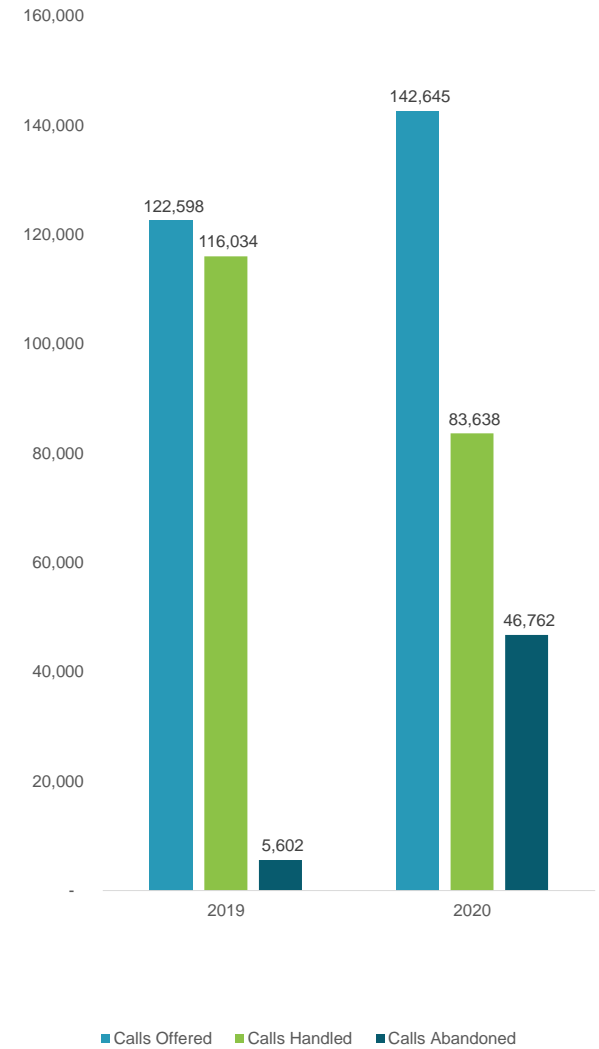
Calls Handled Time

00:11:05 min
+ 0:00 from previous year.

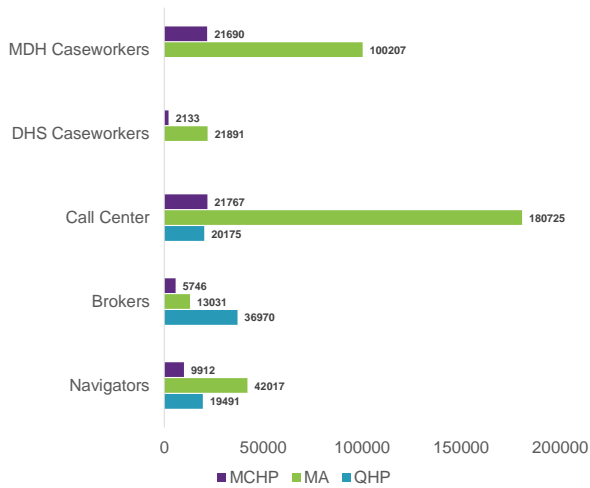
Average Quality Percent Rating

94%
1% from previous year.

Call Center Volumes



Enrollments by Type of Consumer Assister



WEBSITE AND MOBILE

Period is from start of open enrollment Nov. 1 to the end date on report cover.

Website Visitors

110,972

Mobile App Downloads

37,302

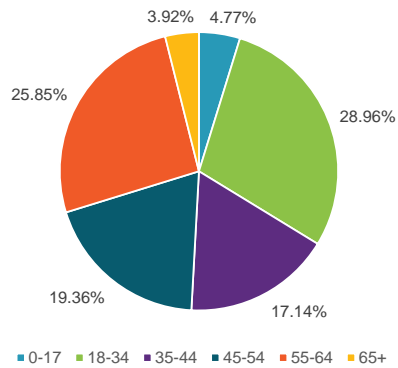
Enrollments Completed By Mobile App

MA
11,015

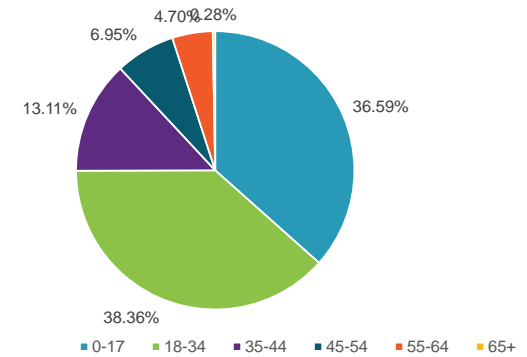
MCHIP
1,296

QHP
4,331

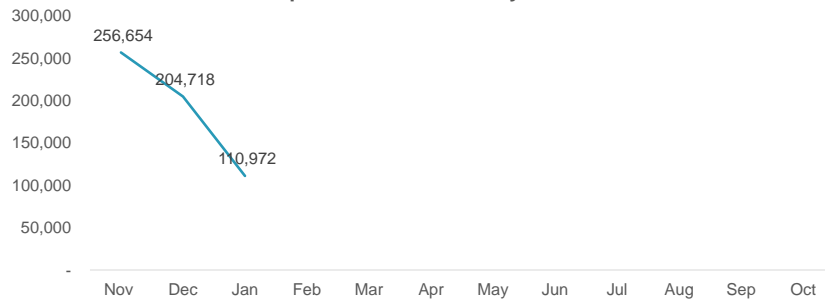
Website Enrollment By Age



Mobile Enrollment By Age



Unique Website Visitors By Month



Website vs Mobile App Enrollment

