



# DATA REPORT

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December 31, 2020

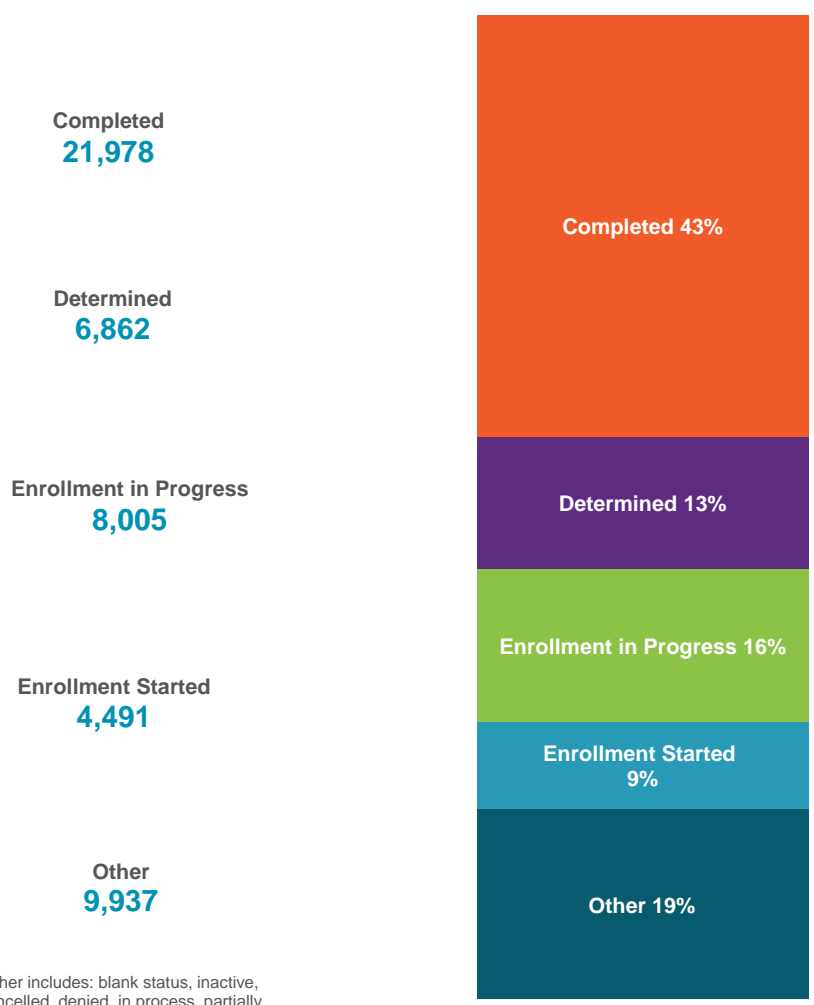
2 SUMMARY DASHBOARD | 3-4 COVID | 5 COVID IMPACT | 6-7 QUALIFIED HEALTH PLANS | 8-13 ENROLLMENT | 14 SHOP | 15 CONSUMER ASSISTANCE | 16 WEBSITE & MOBILE

# SUMMARY DASHBOARD

QHPs are measured since Nov. 1 when enrollment began for 2021. Medicaid enrollments, which continue year-round, are as of report cover date.

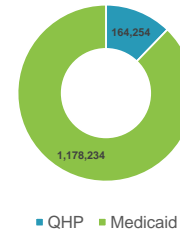
## SYSTEM DASHBOARD

Applications  
**51,273**  
associated to users



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

## Qualified Health Plans (QHP) vs. Medicaid Enrollment



Medicaid Auto enrolled for Nov

57%

Successfully selected MCO Plan

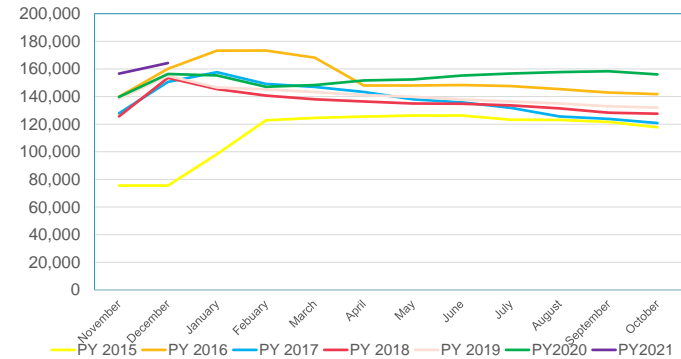
197,187

Primary Care Physician Selection

34,685

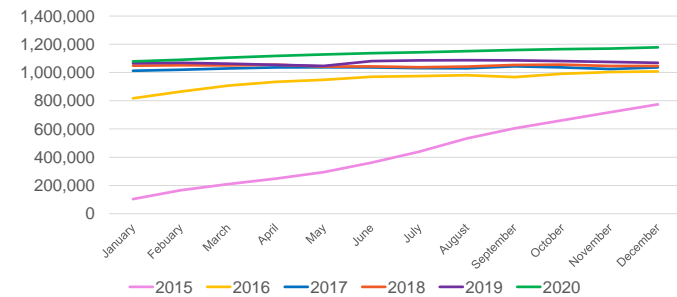
## Enrolled in QHP

164,254



## Enrolled in Medicaid

1,178,234



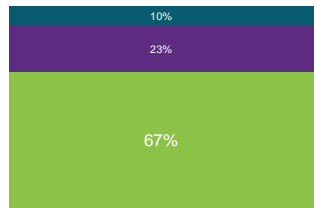
MAGI Medicaid enrollments (based Modified Adjusted Growth Income), covered in chart above, go through Maryland Health Connection. Non-MAGI Medicaid, about 300,000 enrollments with other eligibility criteria, go through the Maryland Department of Health.

# CORONAVIRUS EMERGENCY SPECIAL ENROLLMENT DASHBOARD

Period is from March 16, when Coronavirus Emergency Special Enrollment began, through end date on report cover

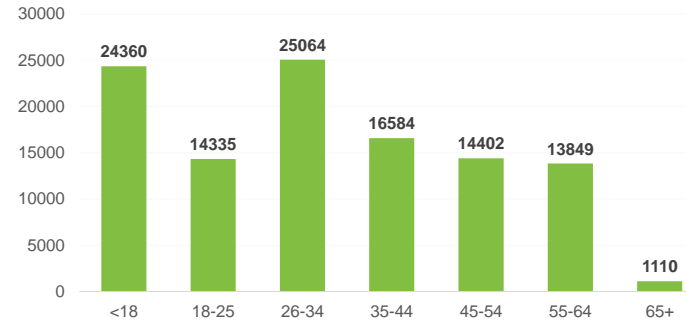
## Total Enrollees

# 109,704

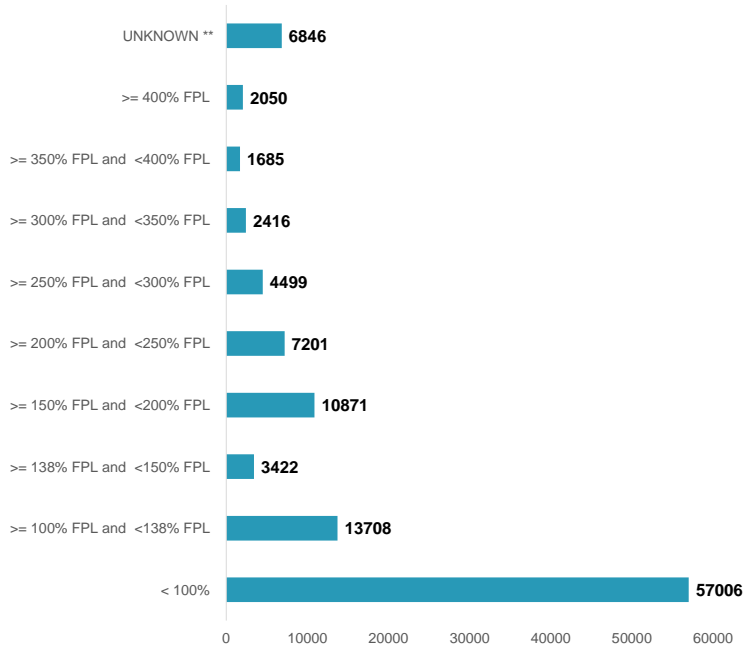


- Qualified Health Plans (without tax credit)
- Qualified Health Plans (with tax credit)
- MA

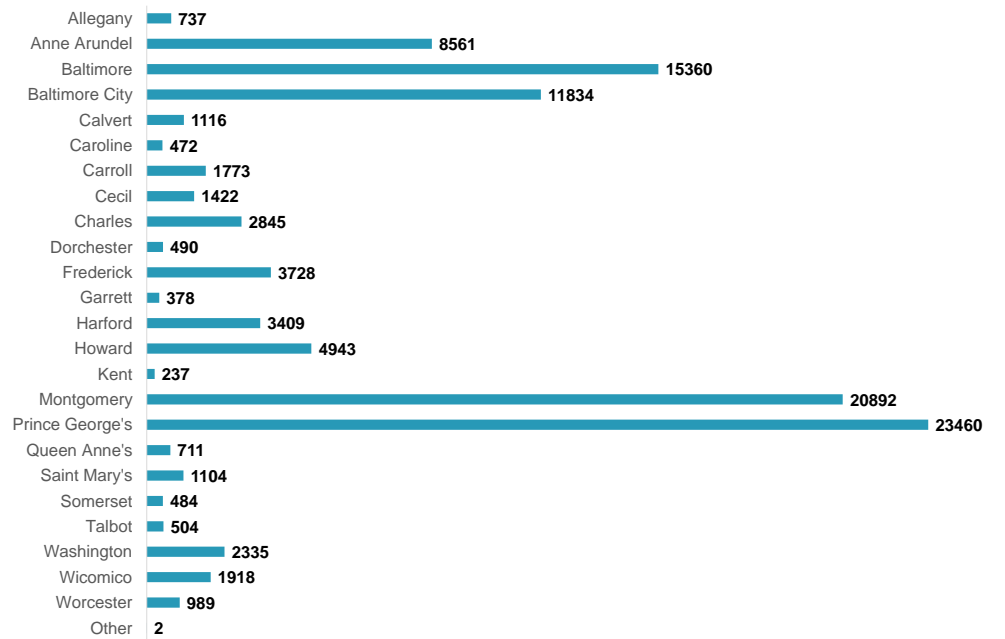
## Consumers by Age Group



## Enrollment by Household Income



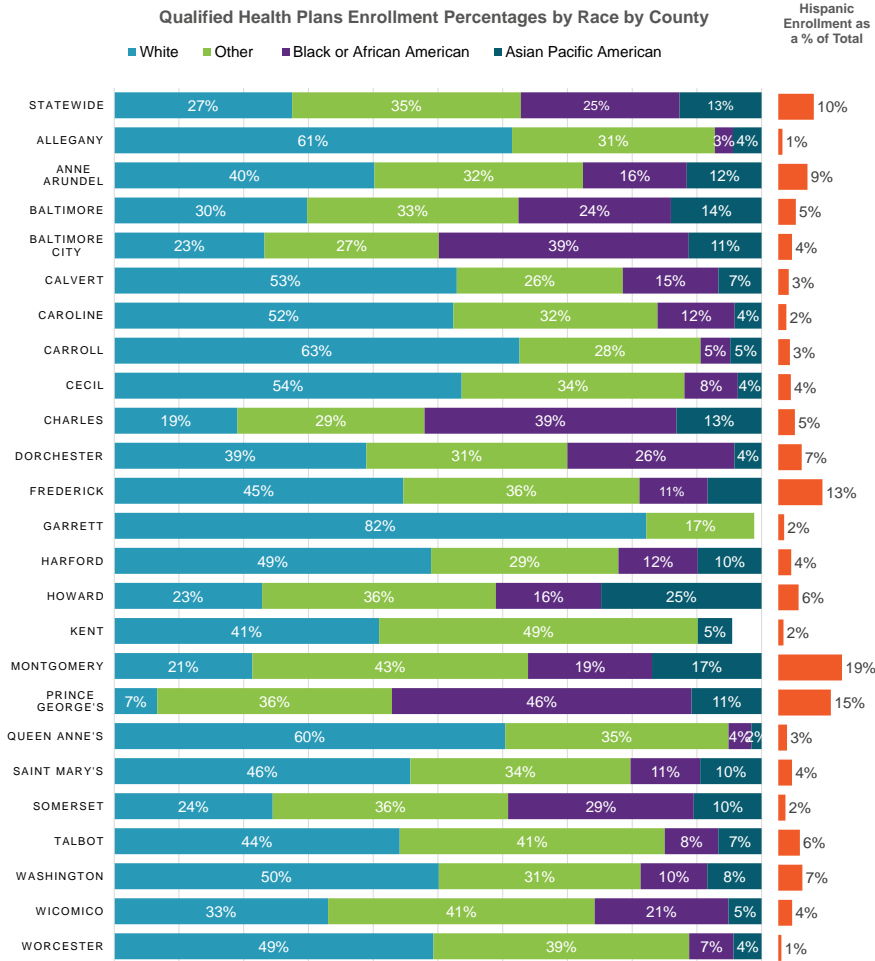
## Enrollment by County



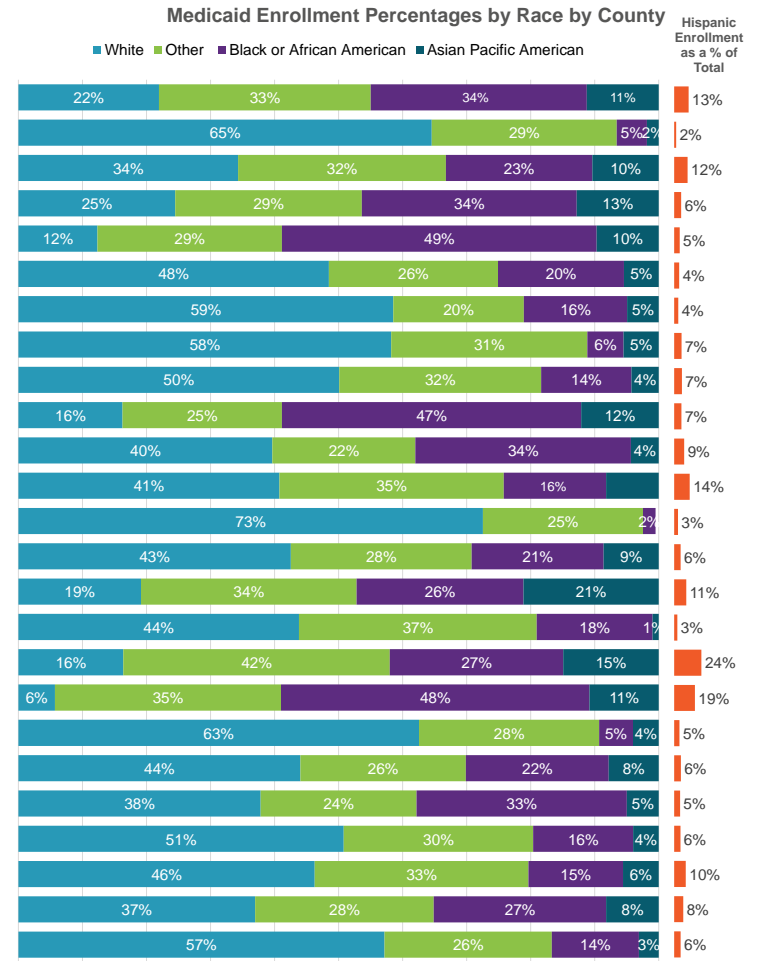
\*\*Enrollees who did not submit household income information and thus were not eligible for financial help. Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

# CORONAVIRUS EMERGENCY SPECIAL ENROLLMENT RACE AND ETHNICITY

Period is from March 16, when Coronavirus Emergency Special Enrollment began, through end date on report cover

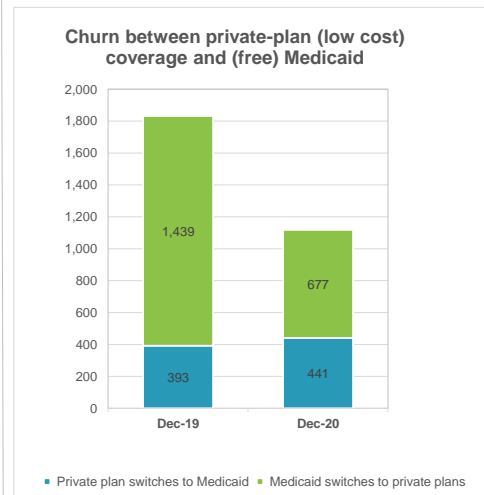
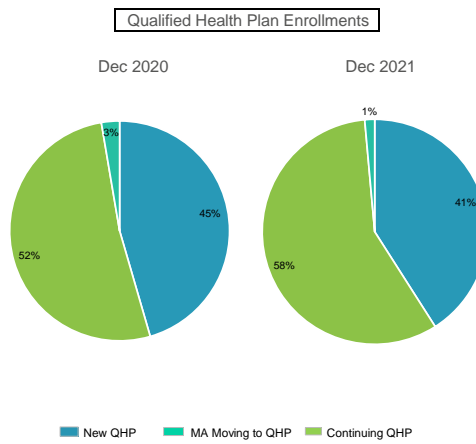
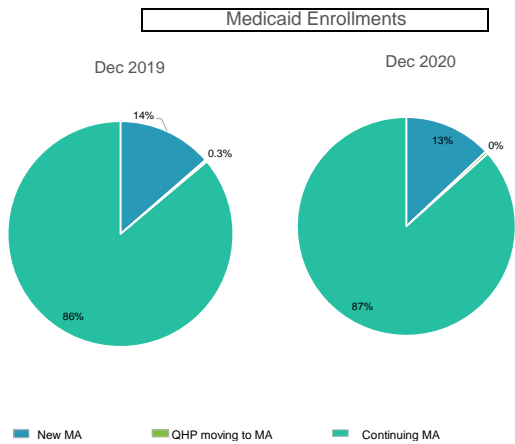
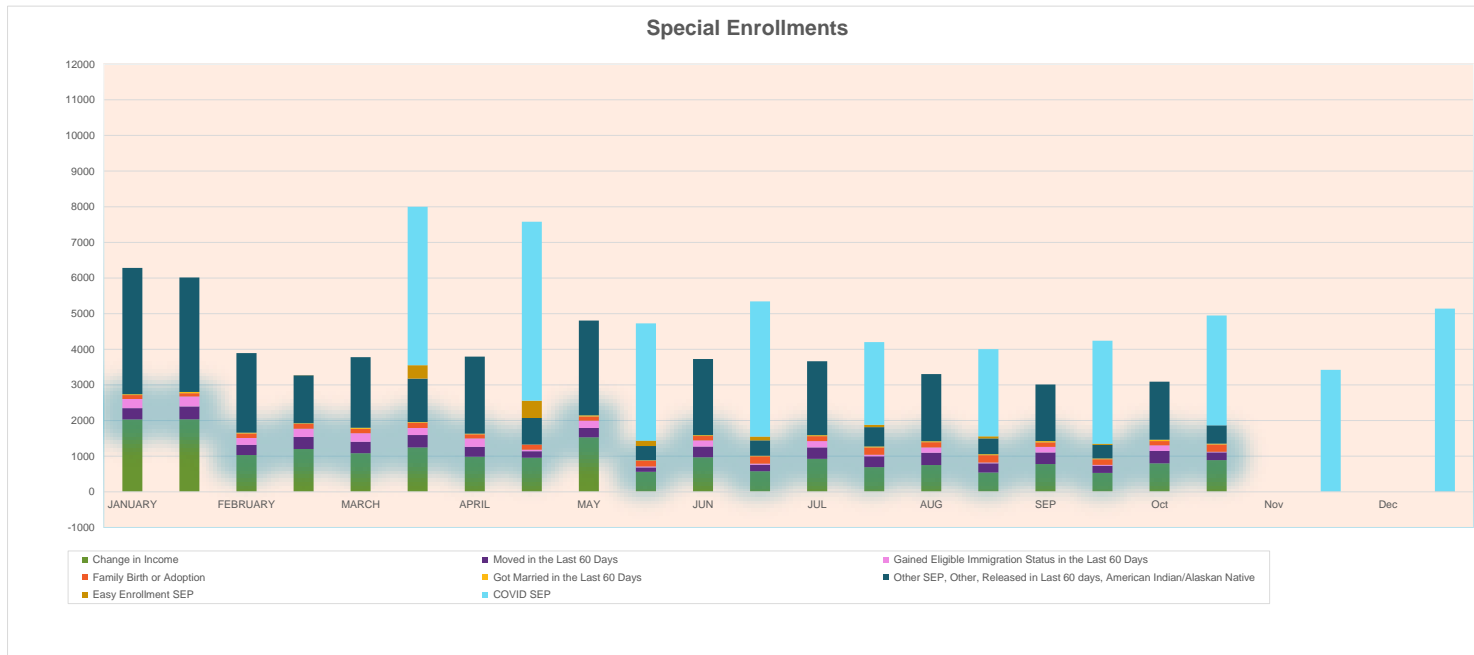


Race/ethnicity is reported voluntarily.



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

POTENTIAL IMPACT FROM LOSSES OF INCOME, EMPLOYMENT AND EMPLOYER-SPONSORED COVERAGE



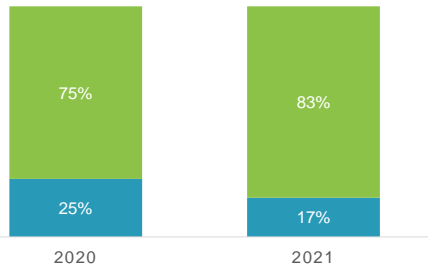
# QUALIFIED HEALTH PLANS DASHBOARD

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

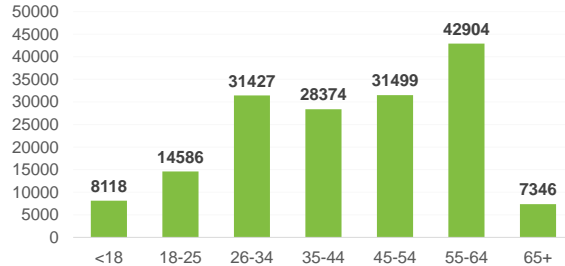
## Total QHP Enrollees

# 164,254

■ New ■ Renewal



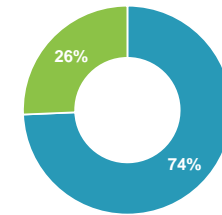
## QHP Consumers by Age Group



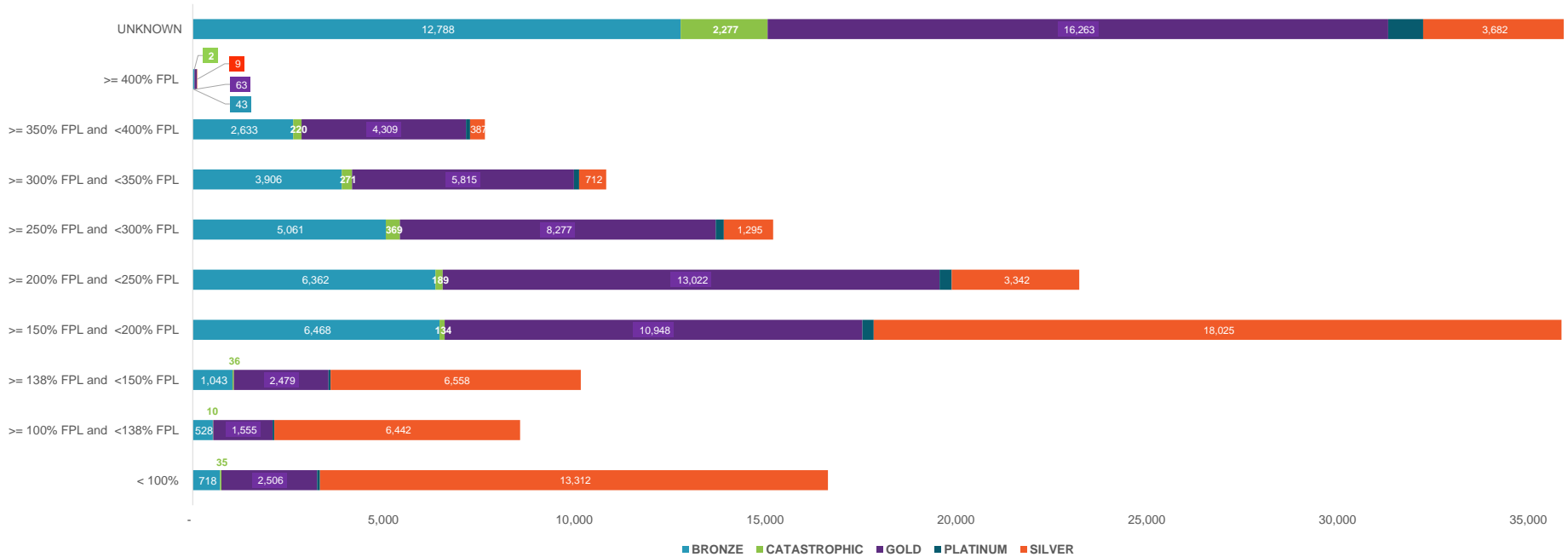
Target Enrollment for 18-34-year-olds: **30%**  
 Current Enrollment for 18-34-year-olds: **28%**

## Financial Help

■ With Tax Credits ■ Without Tax Credits



## QHP Enrollment by Household Income and Metal Level

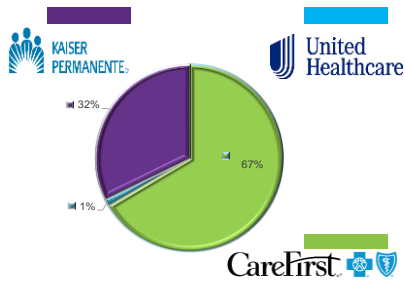


\*\*Enrollees who did not submit household income information and thus were not eligible for financial help.  
 Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

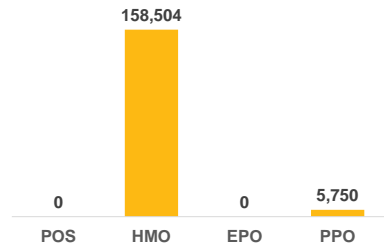
# QUALIFIED HEALTH PLANS SELECTIONS

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

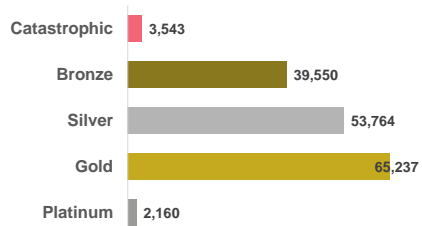
## QHP Consumers by Carrier



## Enrollment by Plan Type



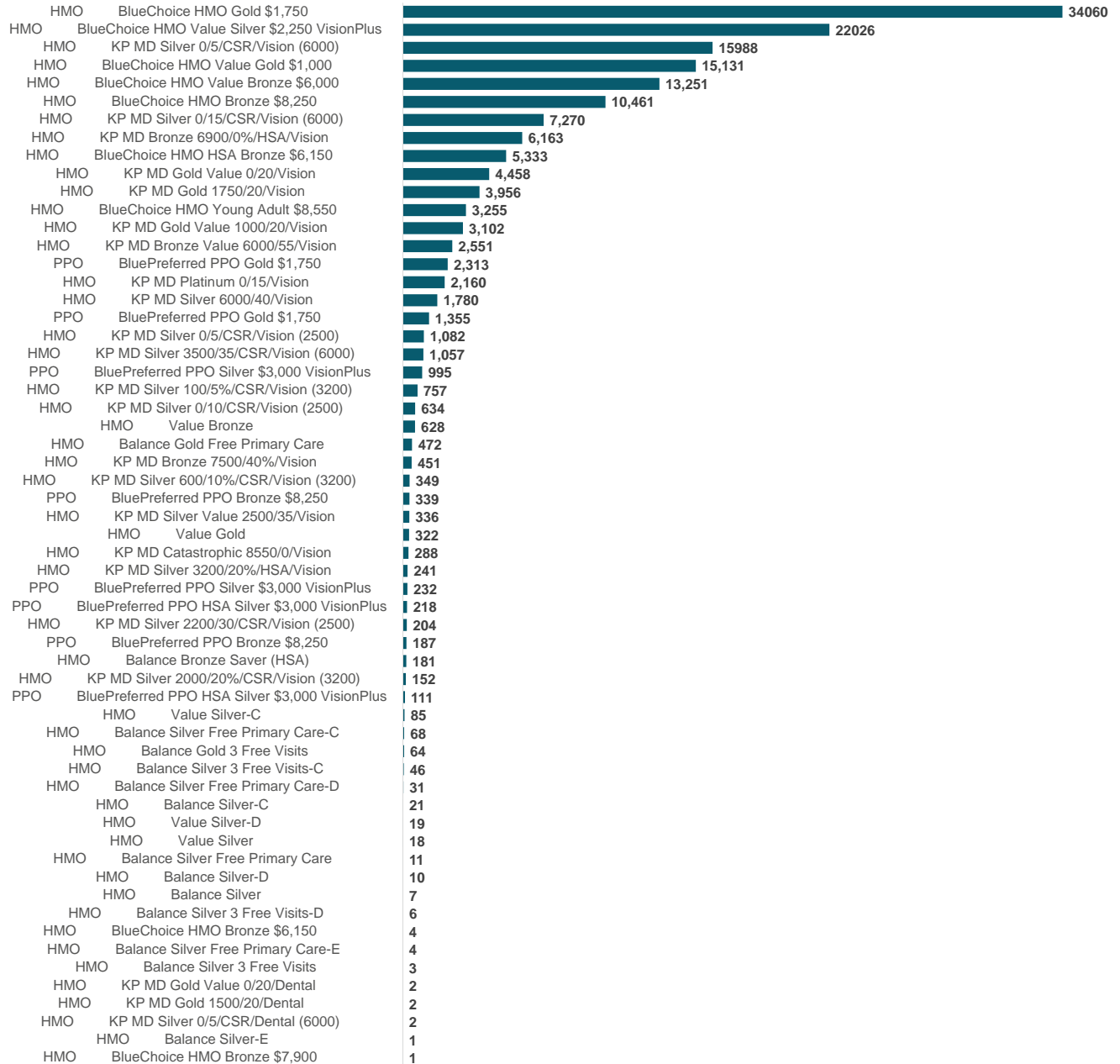
## Enrollment by Metal Level



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.

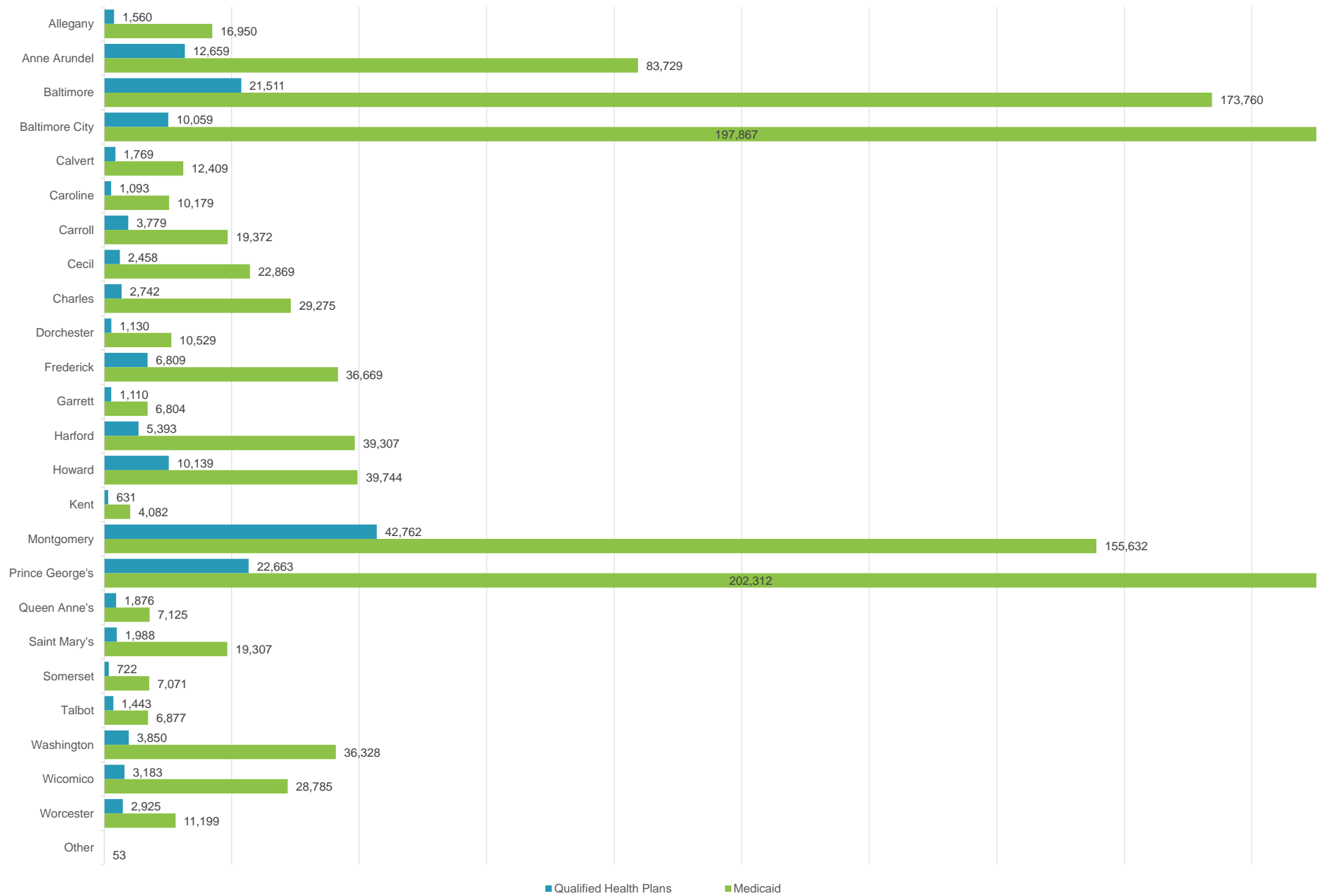
There are also different play types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.

## Enrollment by Plan Choice



## ENROLLMENT DISTRIBUTION BY COUNTY

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

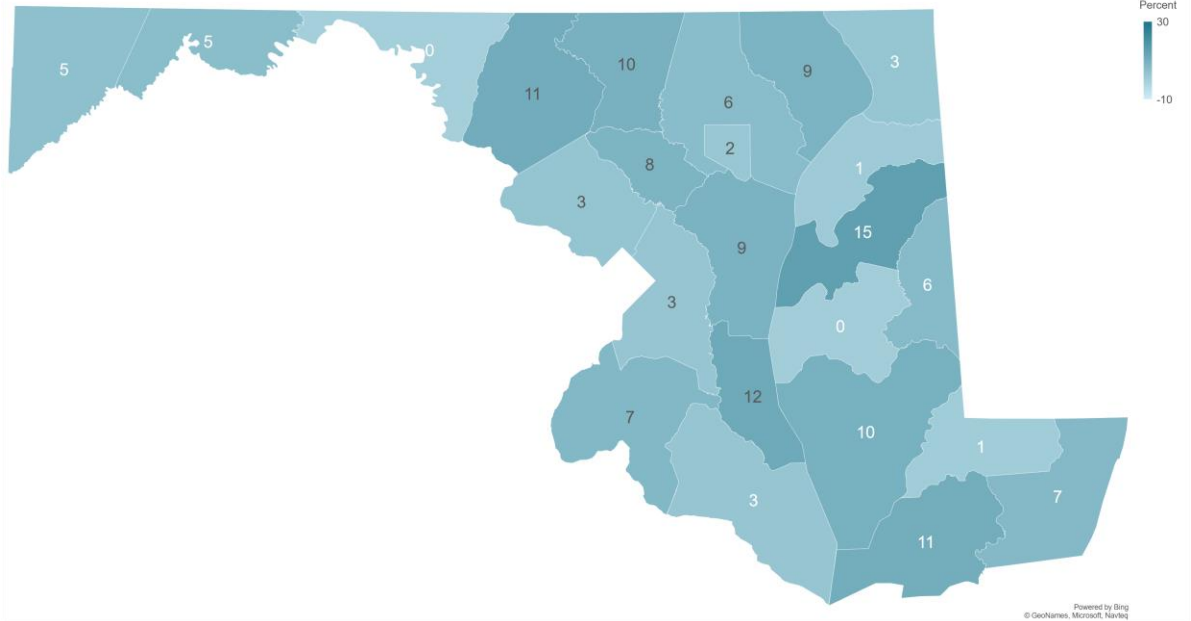


"Other" enrollees may include dependents living out of state and residents of border counties whose mailing addresses may be in the ZIP code of a neighboring state.

# 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

**Queen Anne's**

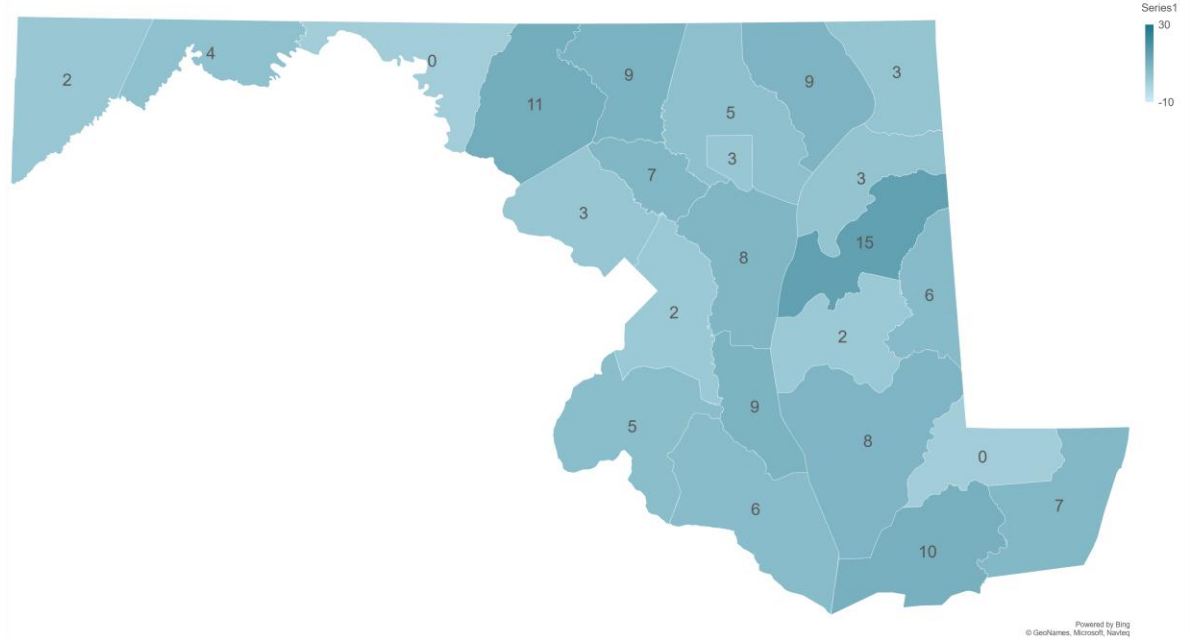
15% change

Smallest Growth by Month

**Washington**

0% change

### Percent Enrollment Comparison by Year



Largest Growth by Year

**Queen Anne's**

15% change

Smallest Growth by Year

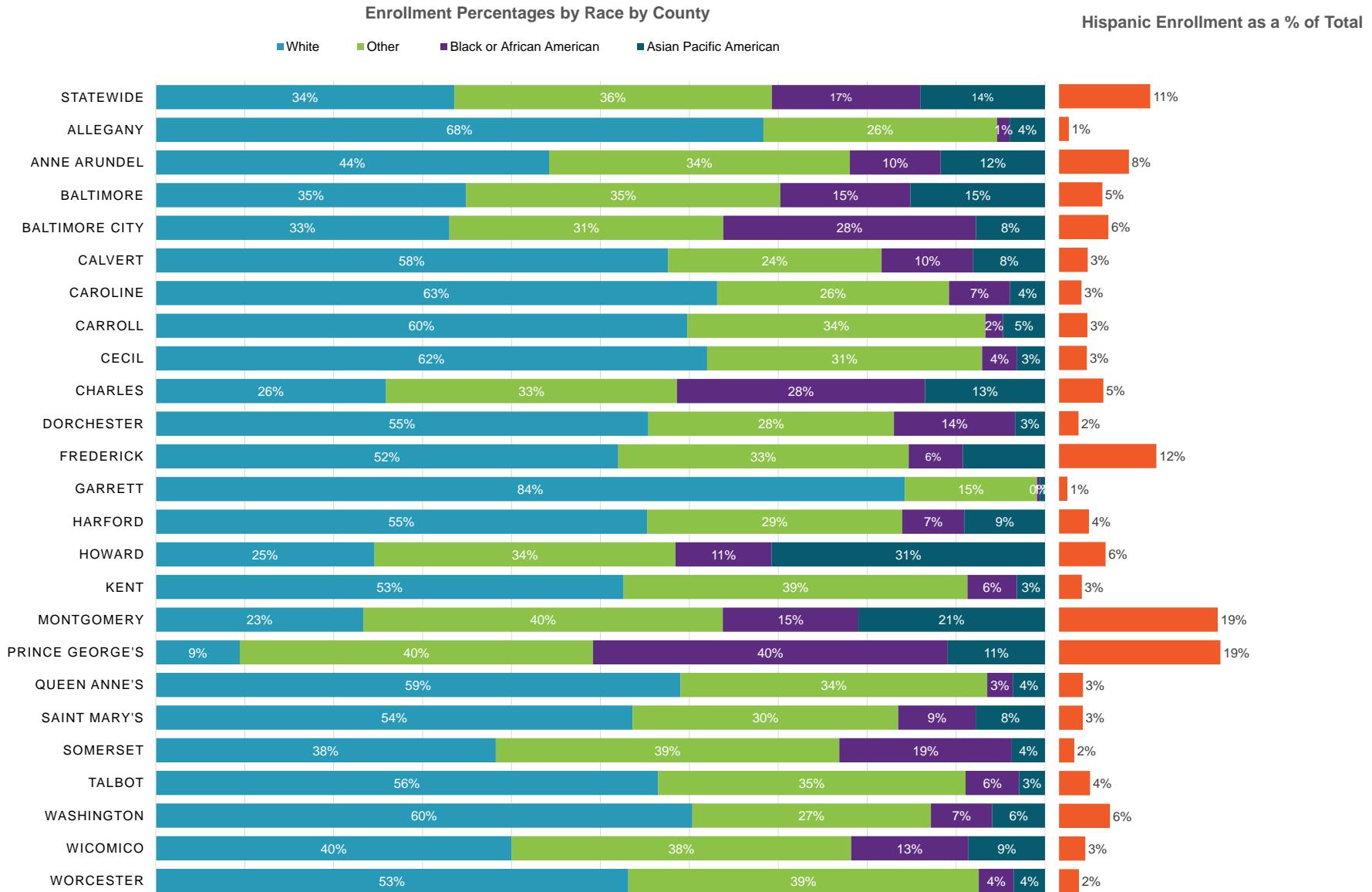
**Washington**

0% 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.



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**

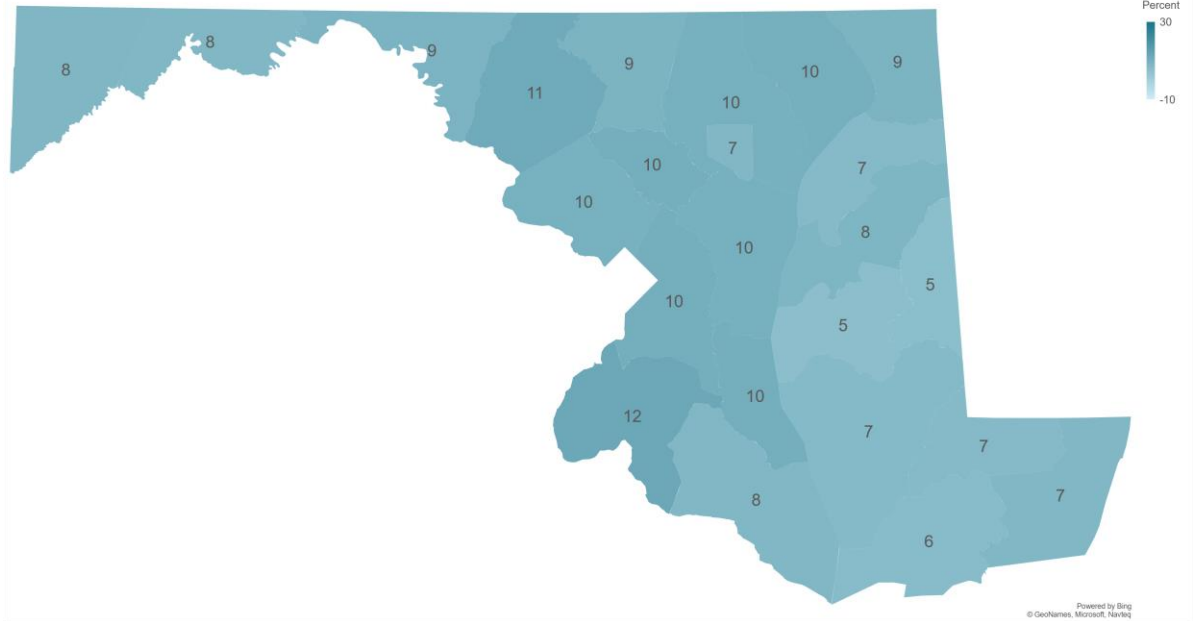
12% monthly growth

Smallest Growth by Month

**Caroline**

5% monthly growth

Percent Enrollment Comparison by Month



Powered by Bing © GeoNames, Microsoft, Navteq

Largest Growth by Year

**Queen Anne's**

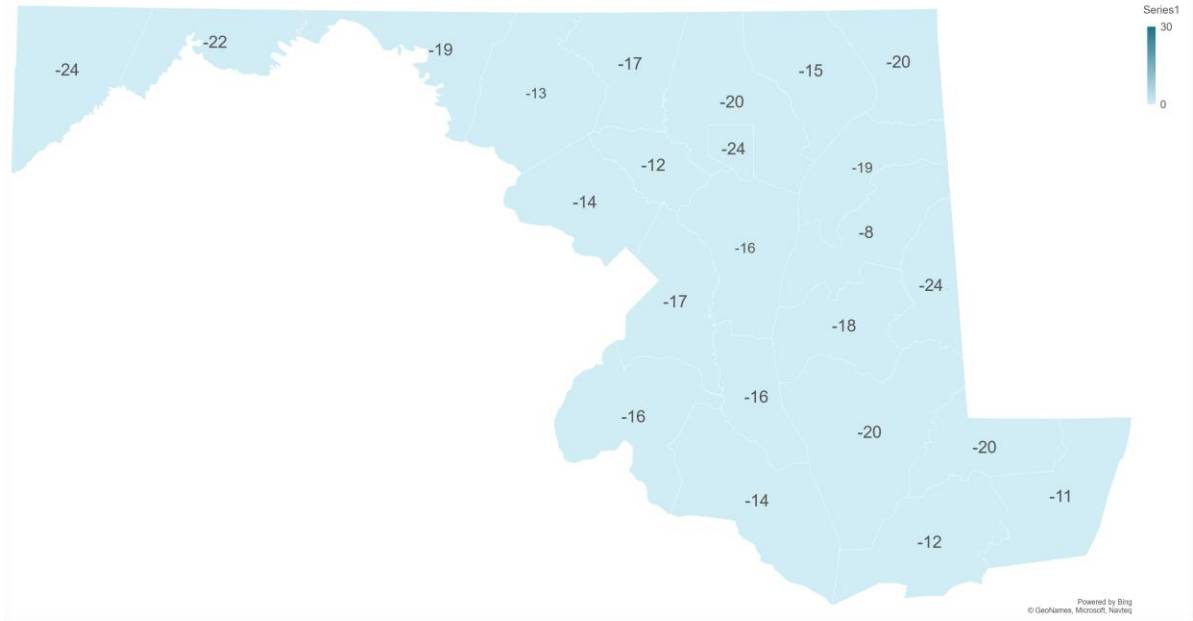
-17% yearly growth

Smallest Growth by Year:

**Garrett**

-13% yearly growth

Percent Enrollment Comparison by Year

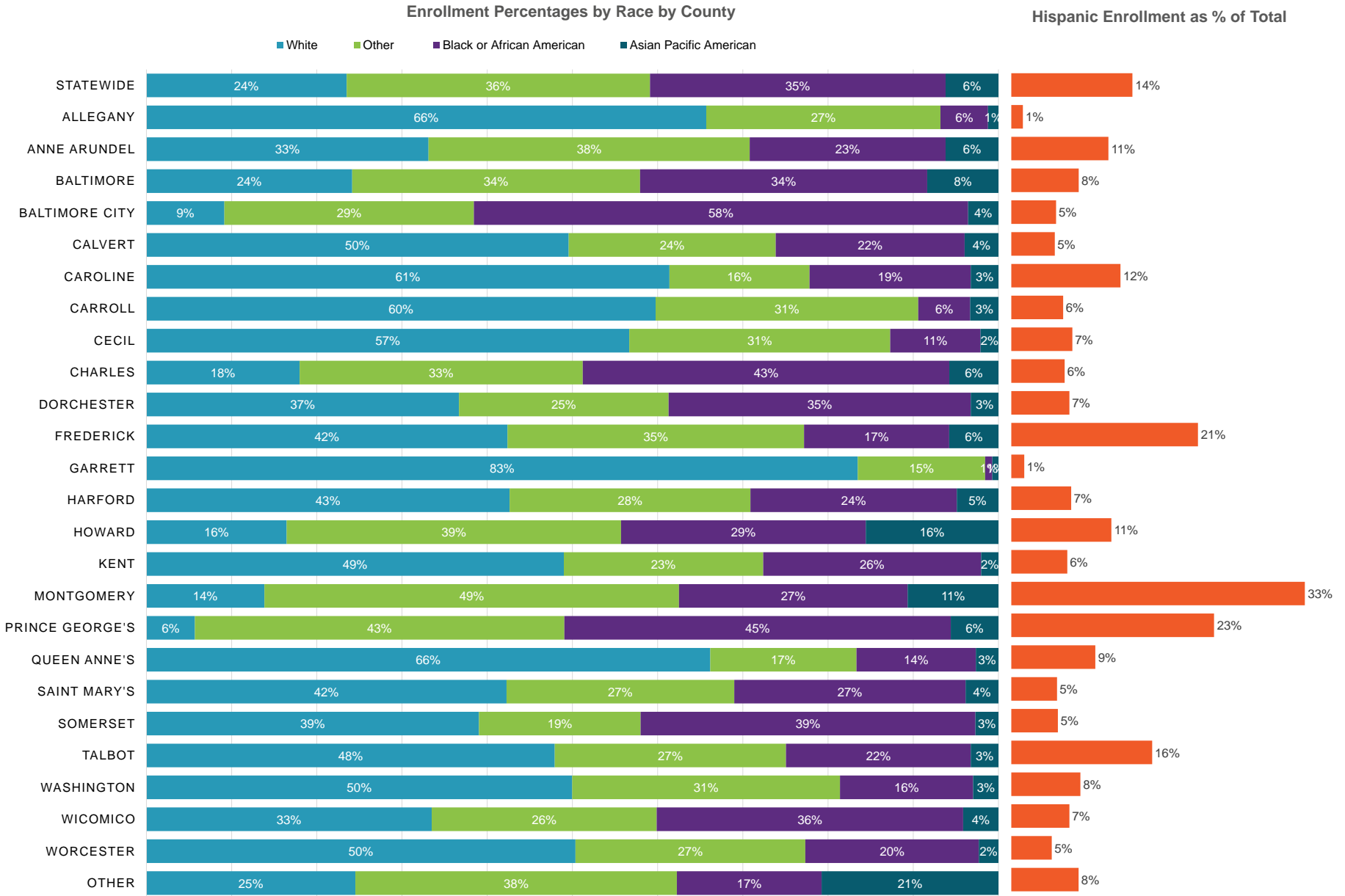


Powered by Bing © GeoNames, Microsoft, Navteq

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.

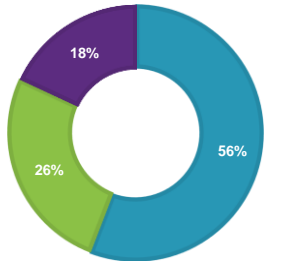
## DENTAL HEALTH PLANS SELECTIONS

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

### TOTAL DENTAL

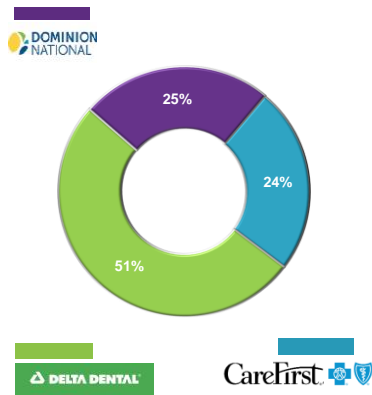
51,426

#### DENTAL ENROLLMENTS

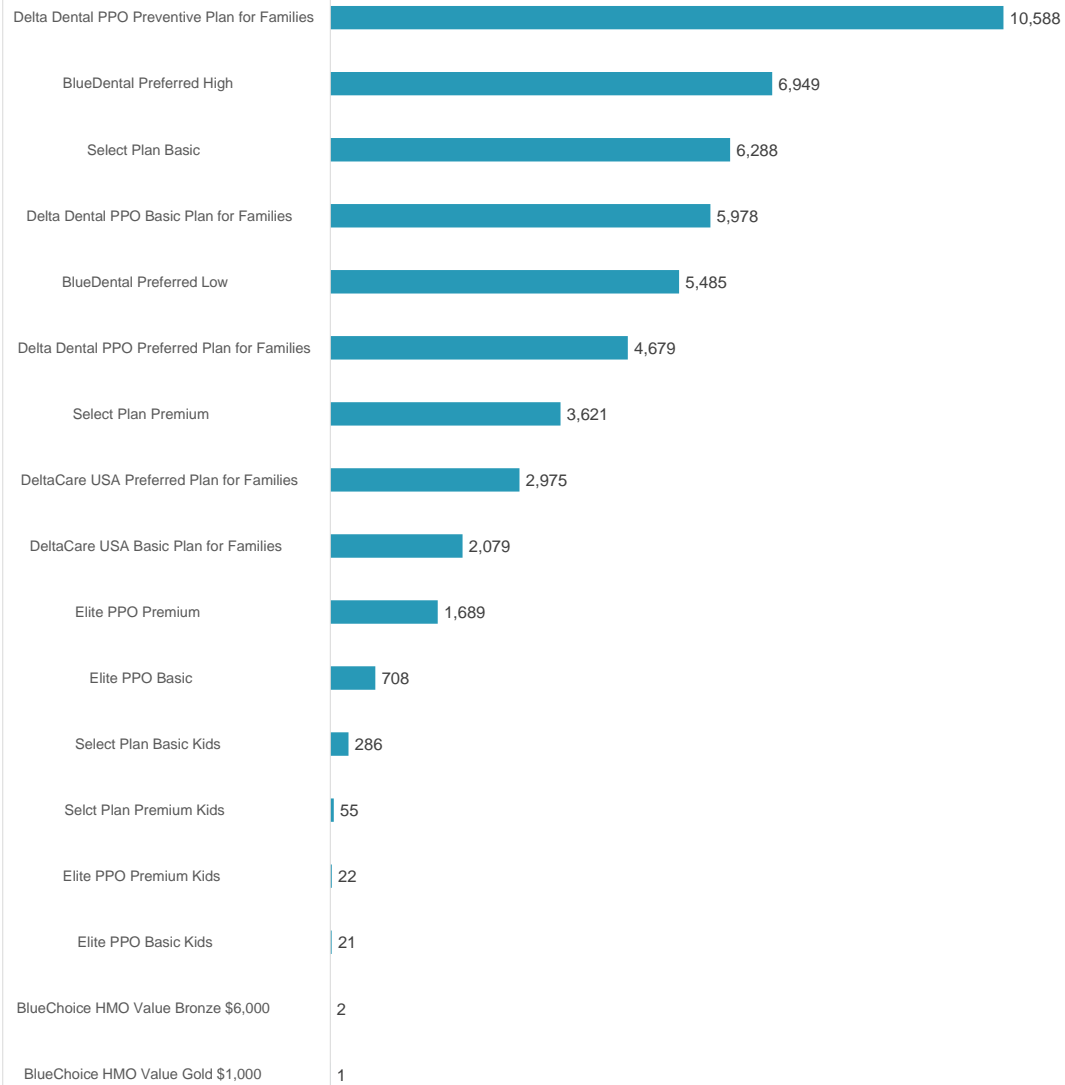


- Dental with Qualified Health Plan
- Dental with Medicaid
- Dental Alone

#### Dental Consumers by Carrier



#### ENROLLMENT FOR DENTAL PLANS

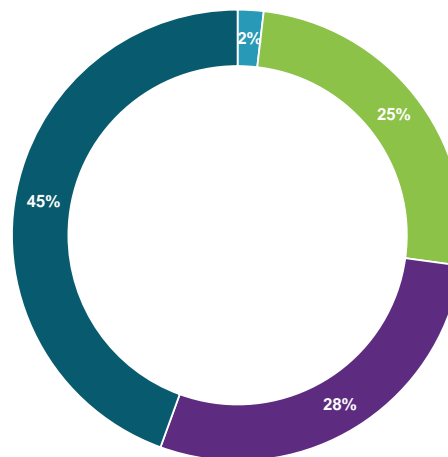


# SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP) ENROLLMENT

SHOP enrollments, which continue year-round, are as of Nov 2020

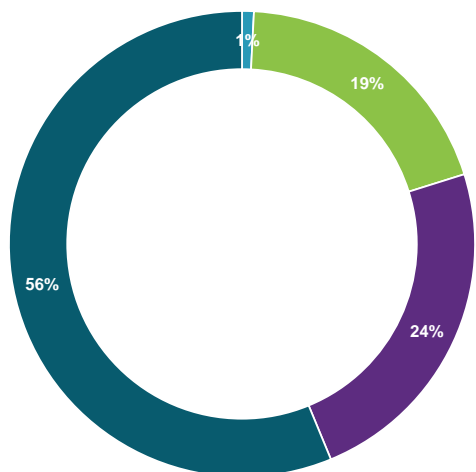


SHOP % Employers by Carrier

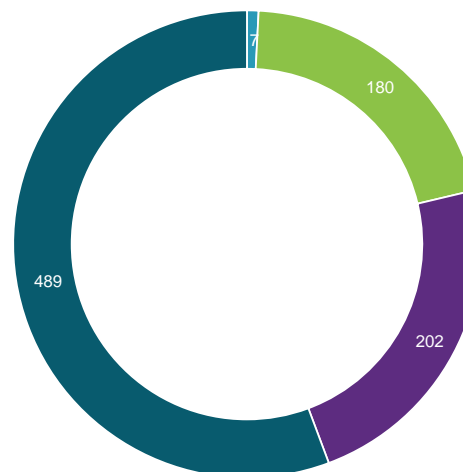


An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier



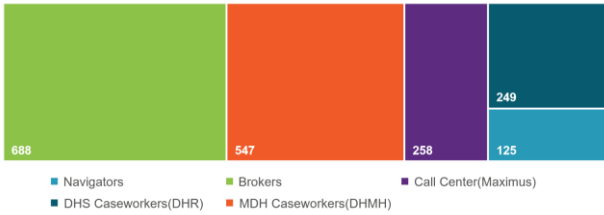
SHOP # Covered Lives by Carrier



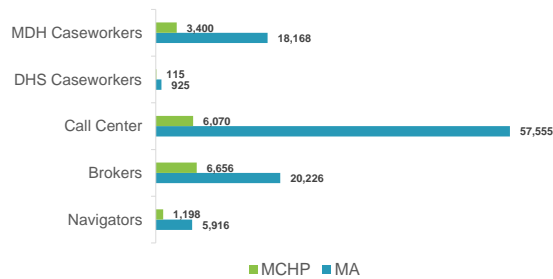
# CONSUMER ASSISTANCE

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).

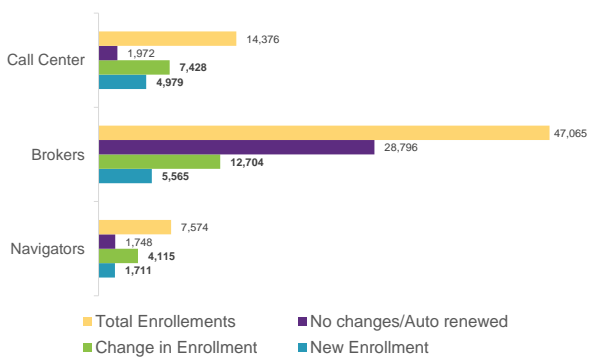
## Number of Consumer Assistants



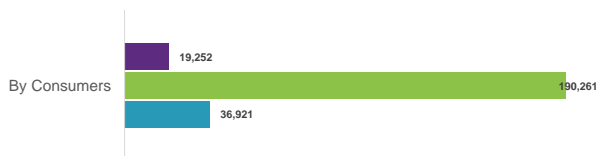
## MA enrollments by Type of Consumer Assister



## QHP enrollments by Type of Consumer Assister



## Enrollments by Consumer



## Calls Offered

**137,055**

-26% from previous year.

## Average Speed Answer

**0:07:00 min**

- 0:09 from previous year.

## Average Hold Time

**0:01:13 min**

- 0:00 from previous year.

## Calls Handled Time

**0:11:38 min**

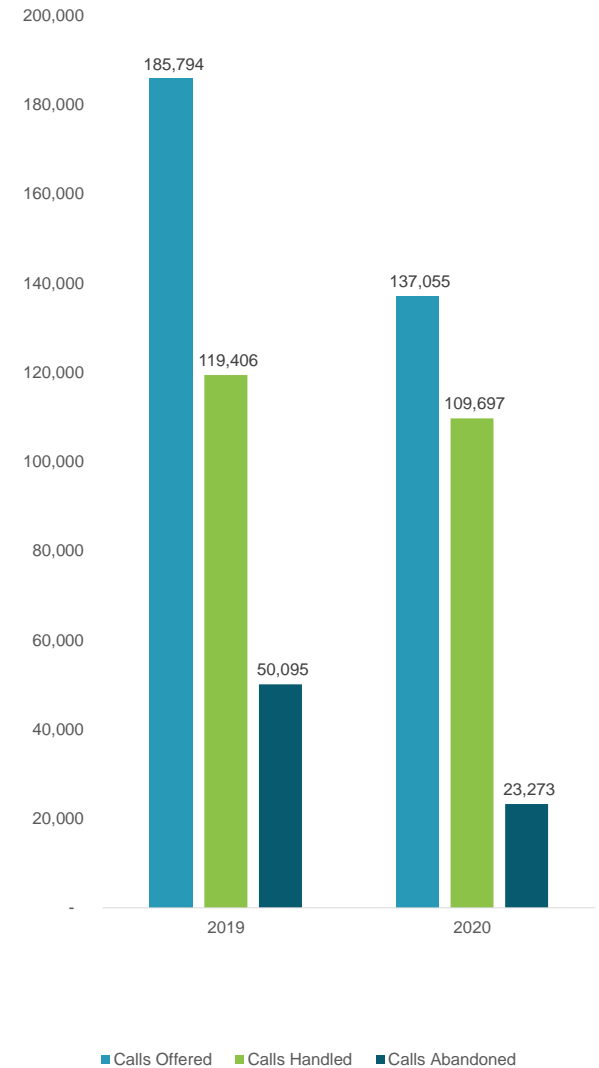
- 0:00 from previous year.

## Average Quality Percent Rating

**93%**

0% from previous year.

## Call Center Volumes



# WEBSITE AND MOBILE

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

Website Visitors

**194,792**

# Mobile App Downloads

**31,112**

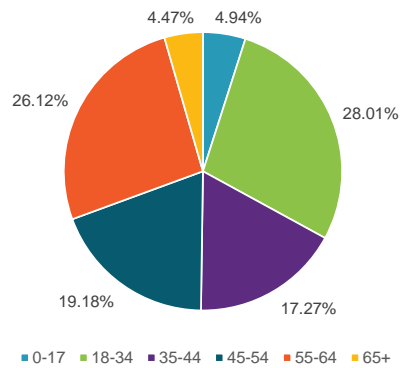
# Enrollments Completed By Mobile App

MA  
**11,910**

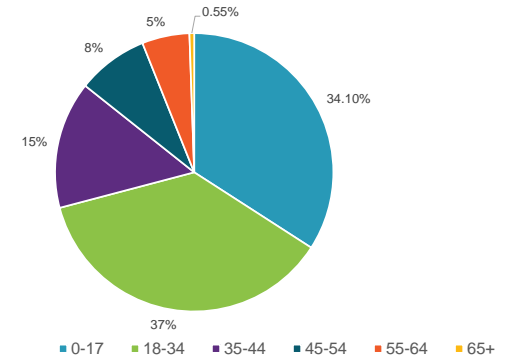
MCHIP  
**1,432**

QHP  
**5,002**

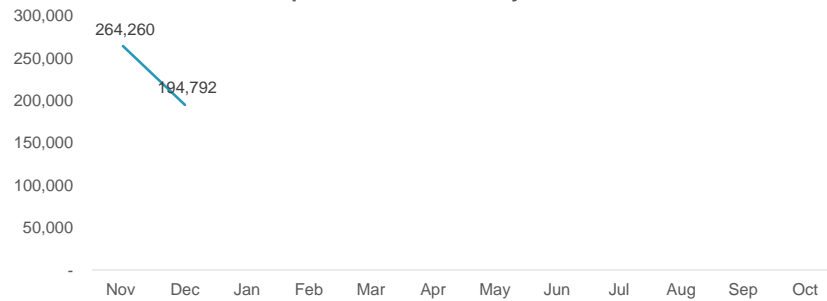
Website Enrollment By Age



Mobile Enrollment By Age



Unique Website Visitors By Month



Website vs Mobile App Enrollment

