



DATA REPORT

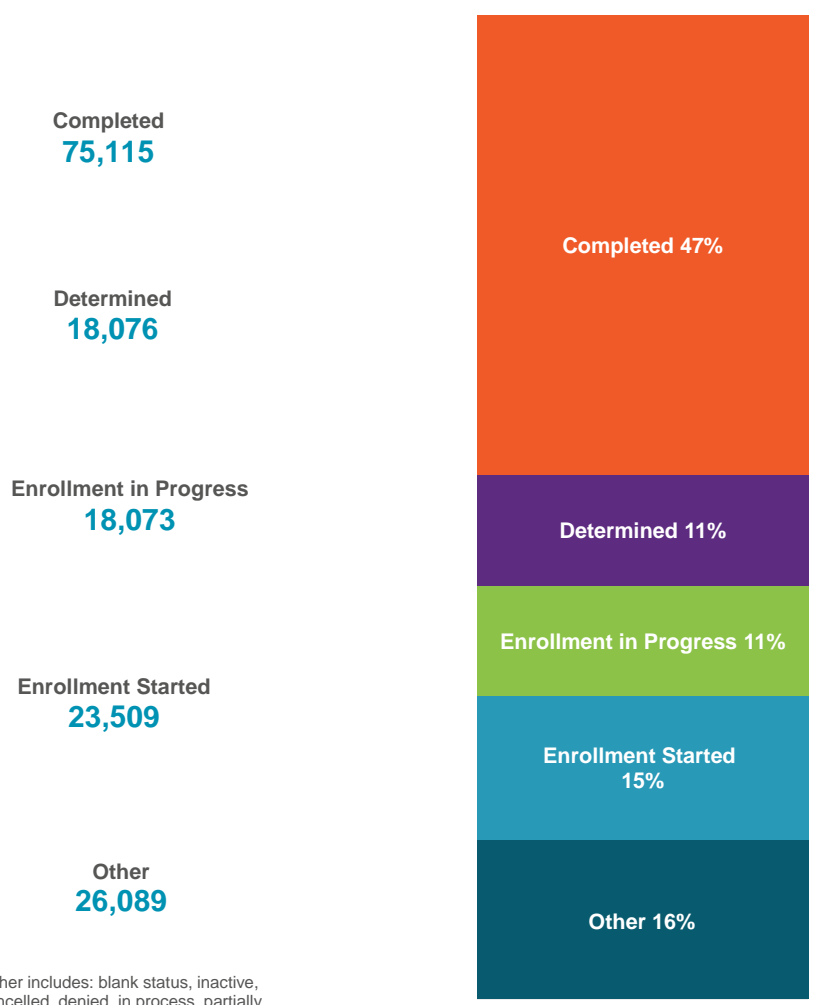
August 31, 2021

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.

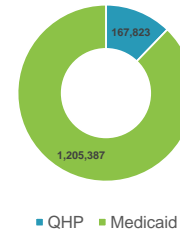
SYSTEM DASHBOARD

Applications
160,862
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 Aug

53%

Successfully selected MCO Plan

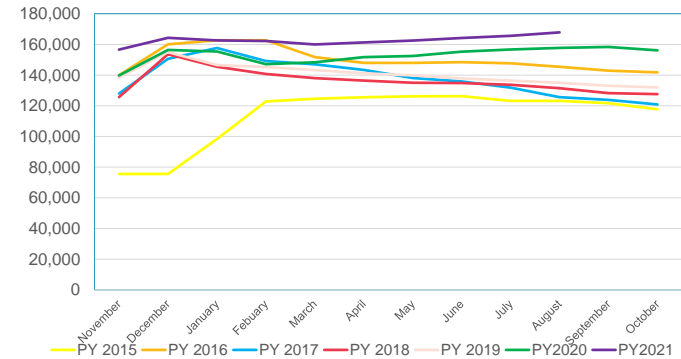
198,875

Primary Care Physician Selection

41,118

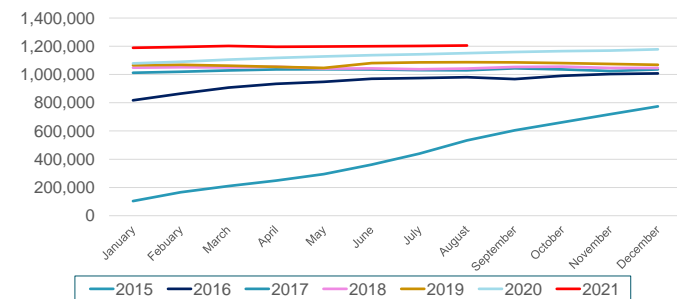
Enrolled in QHP

167,823



Enrolled in Medicaid

1,205,387



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.

MARYLAND EASY ENROLLMENT HEALTH INSURANCE PROGRAM DASHBOARD

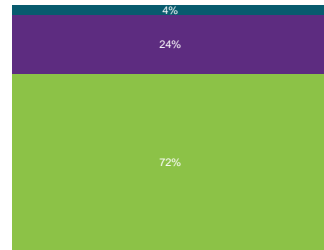
Period is from Feb 28, 2021 to the end date on report cover.

Household tax files sent from Comptroller

29,022

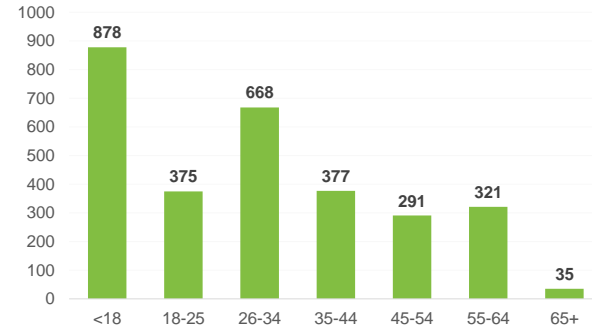
Total Enrollees

2,945

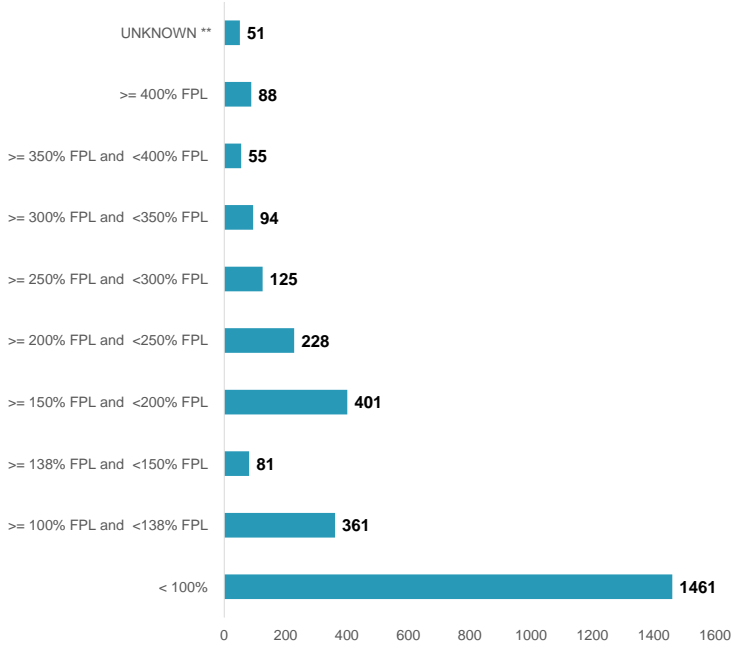


- Qualified Health Plans (without tax credit)
- Qualified Health Plans (with tax credit)
- MA

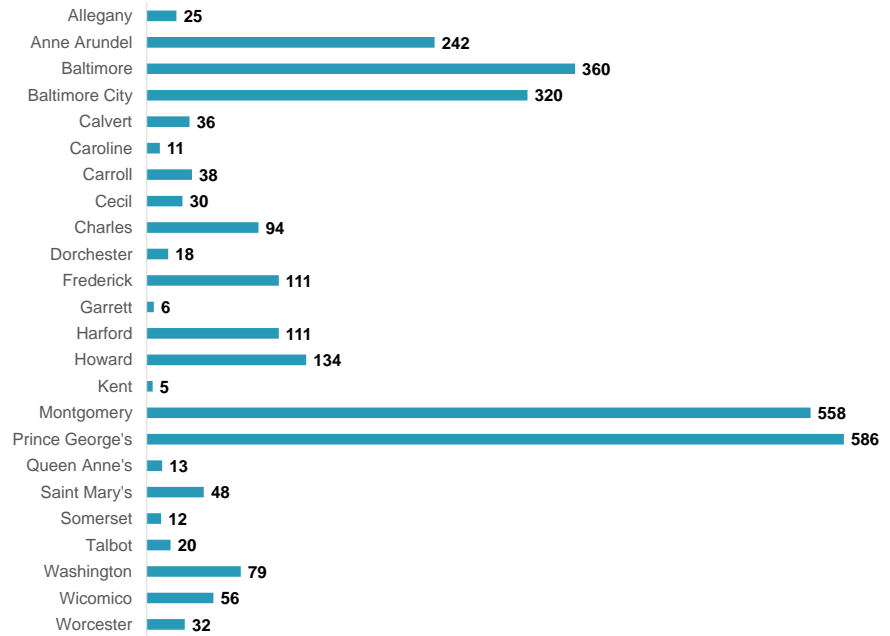
Consumers by Age Group



Enrollment by Household Income



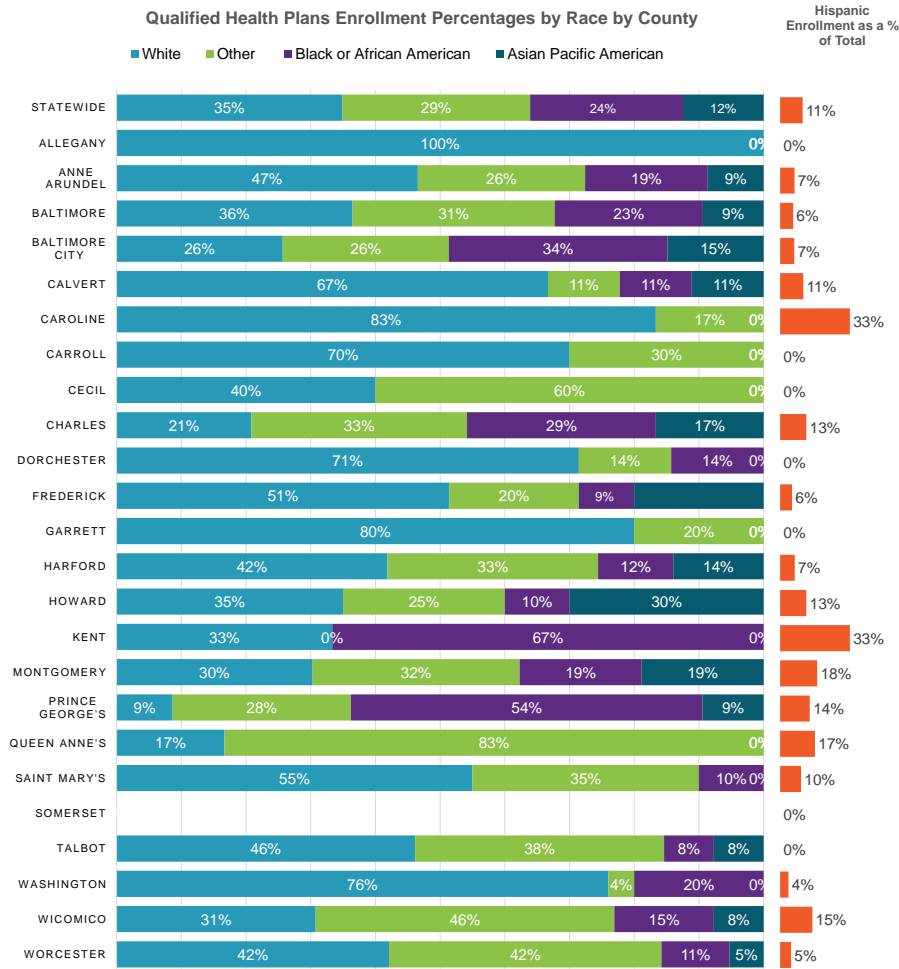
Enrollment by County



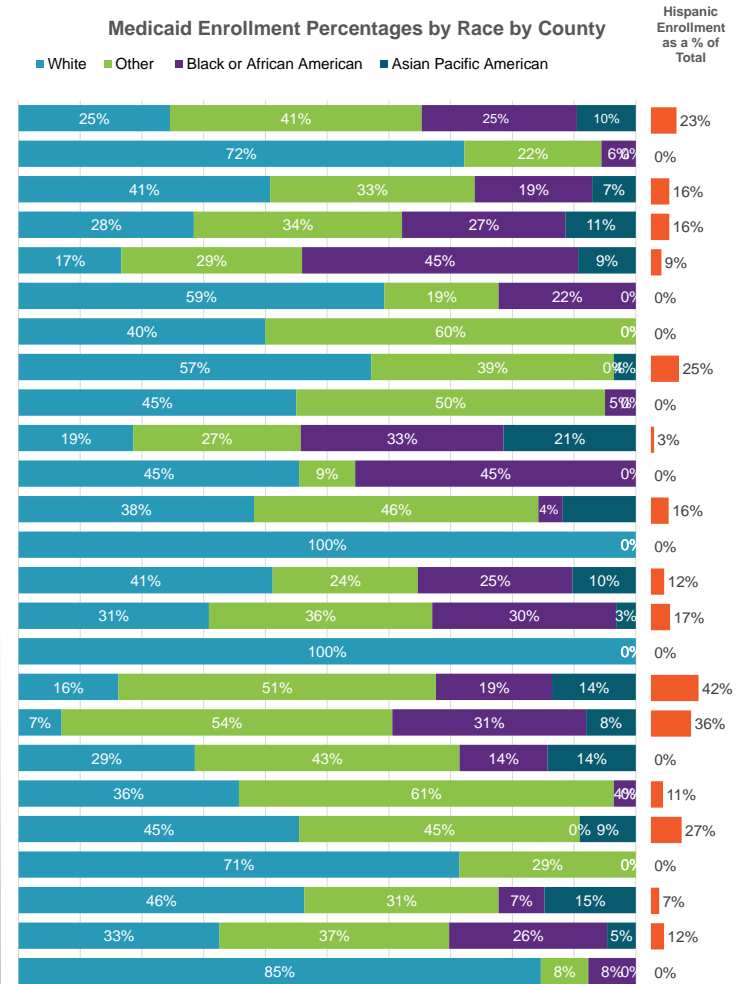
**Enrollees who did not submit household income information and thus were not eligible for financial help. Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

MARYLAND EASY ENROLLMENT HEALTH INSURANCE PROGRAM RACE AND ETHNICITY

Period is from Feb 28, 2021 to the end date on report cover.



Race/ethnicity is reported voluntarily.

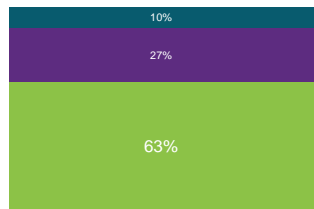


Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.

CORONAVIRUS EMERGENCY SPECIAL ENROLLMENT DASHBOARD

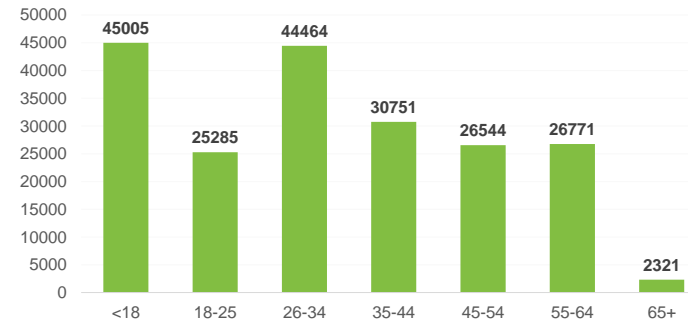
Period is from March 16, 2020, when Coronavirus Emergency Special Enrollment began, through end date on report cover

Total Enrollees 201,141

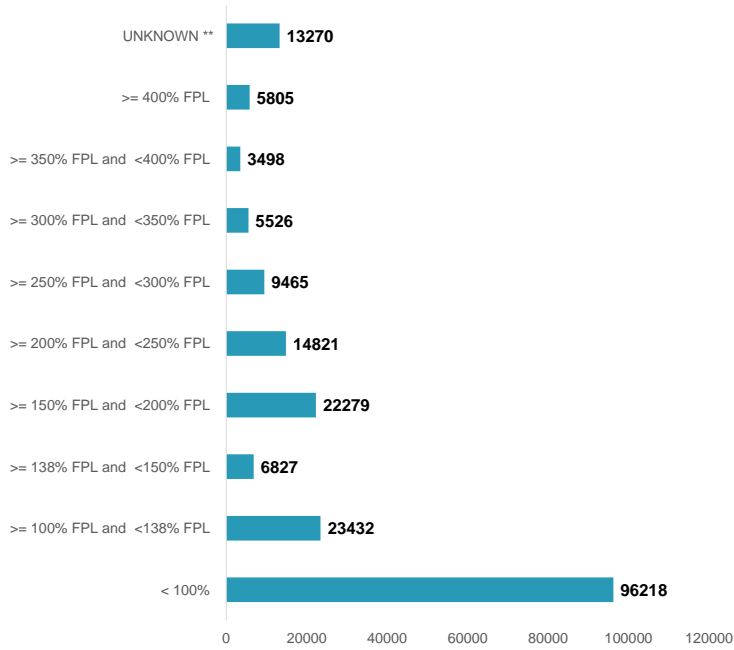


- Qualified Health Plans (without tax credit)
- Qualified Health Plans (with tax credit)
- MA

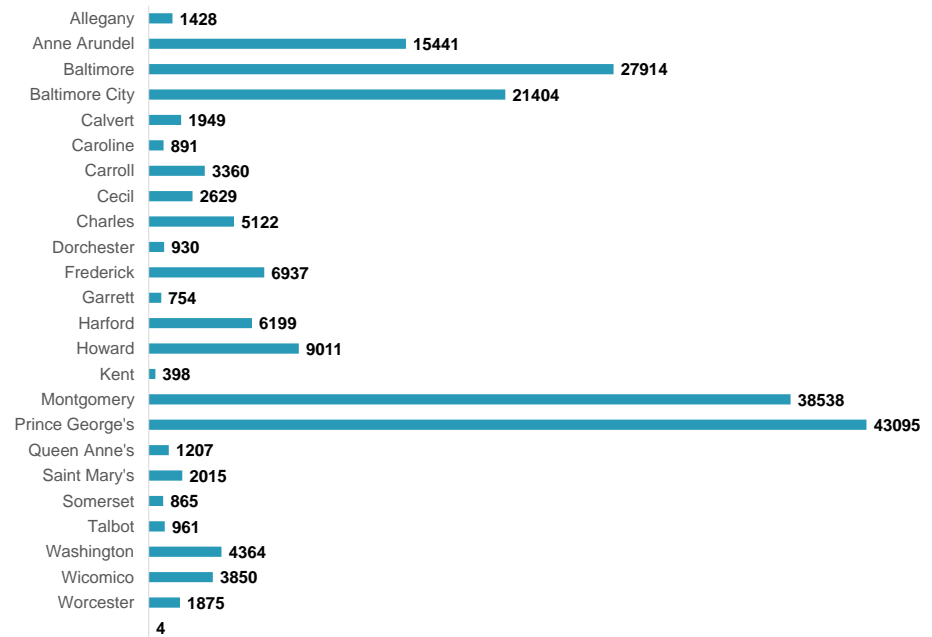
Consumers by Age Group



Enrollment by Household Income



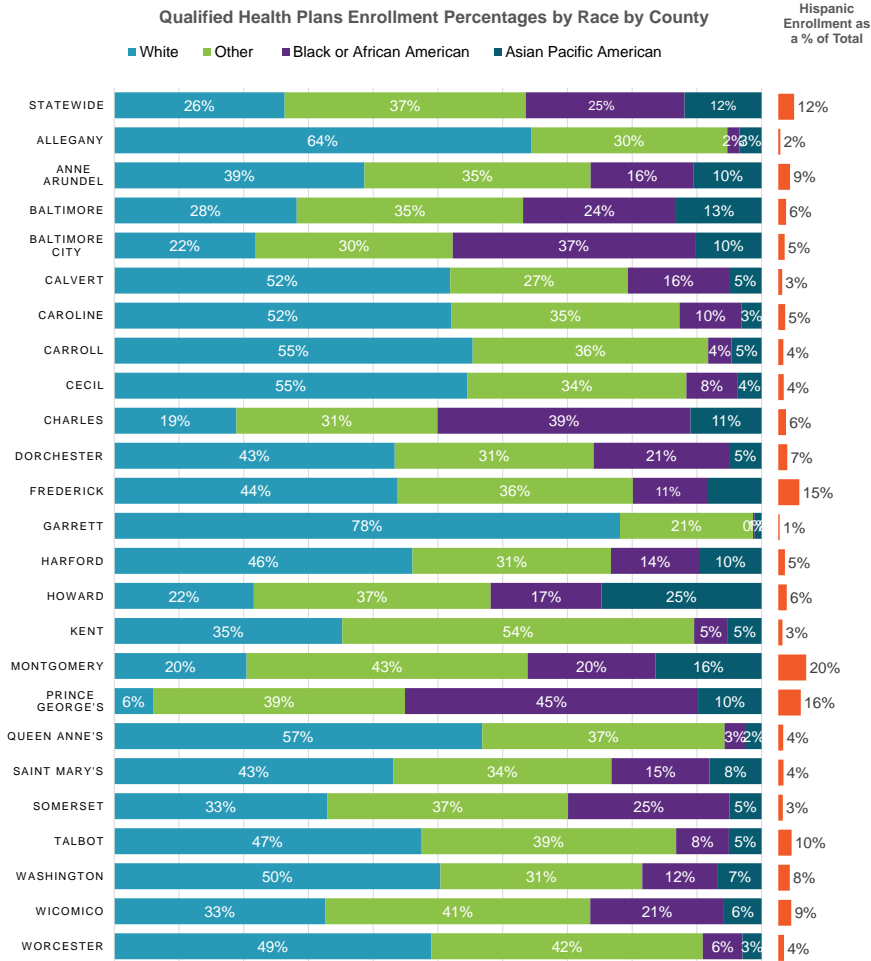
Enrollment by County



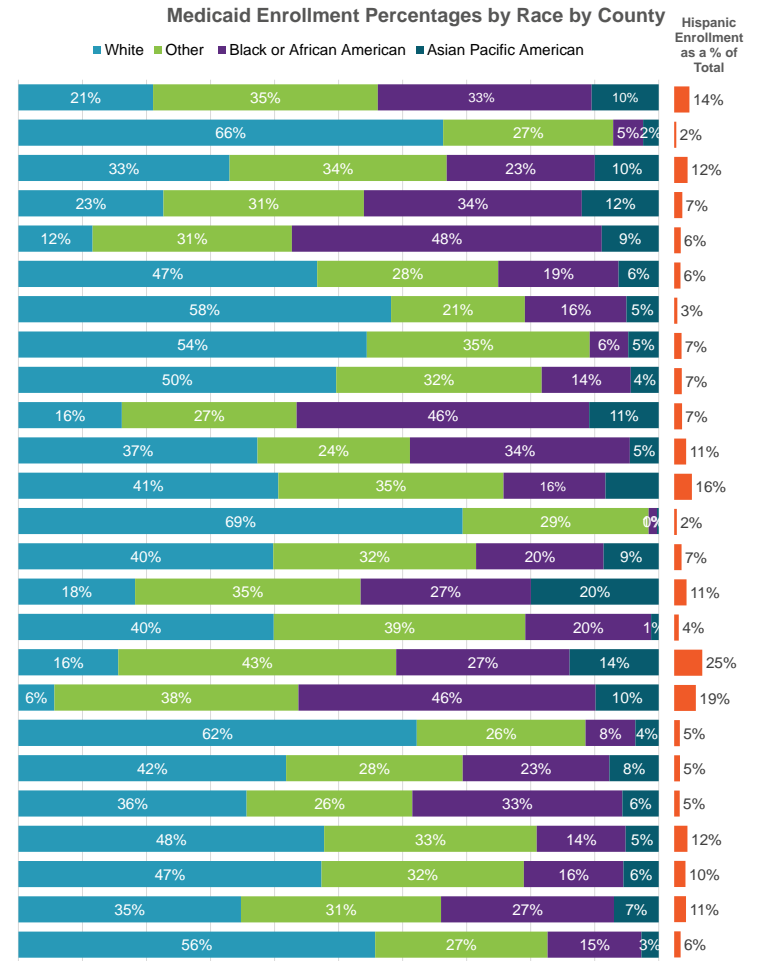
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CORONAVIRUS EMERGENCY SPECIAL ENROLLMENT RACE AND ETHNICITY

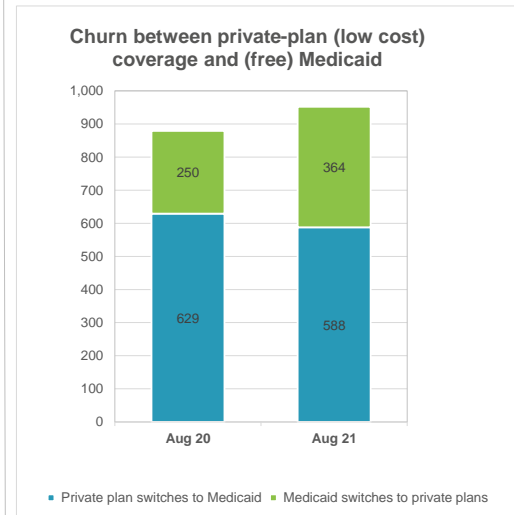
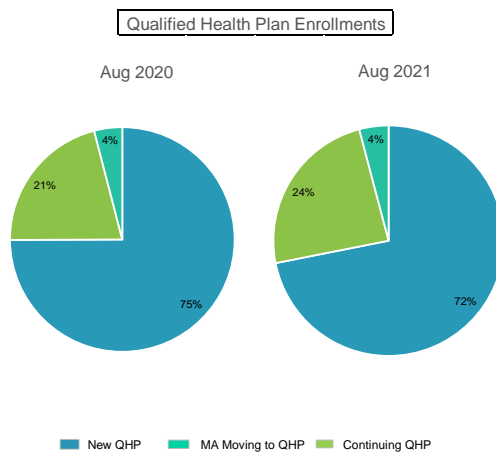
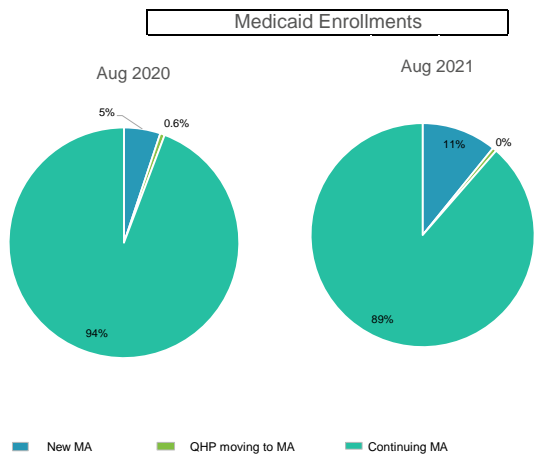
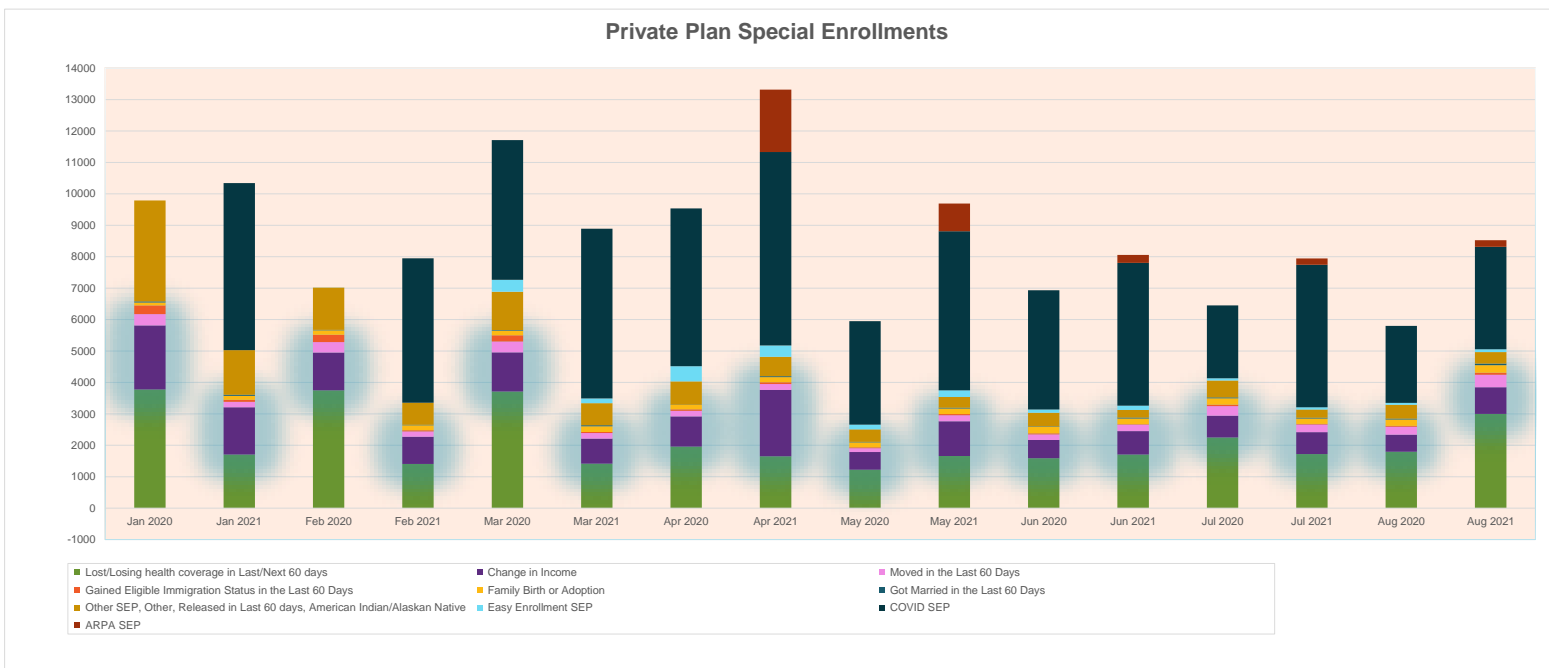
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Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.



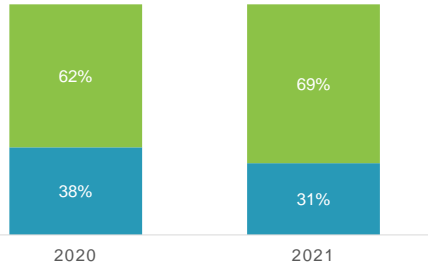
QUALIFIED HEALTH PLANS DASHBOARD

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

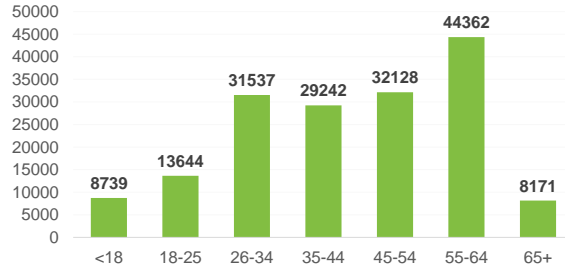
Total QHP Enrollees

167,823

■ New ■ Renewal



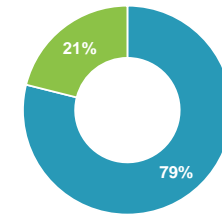
QHP Consumers by Age Group



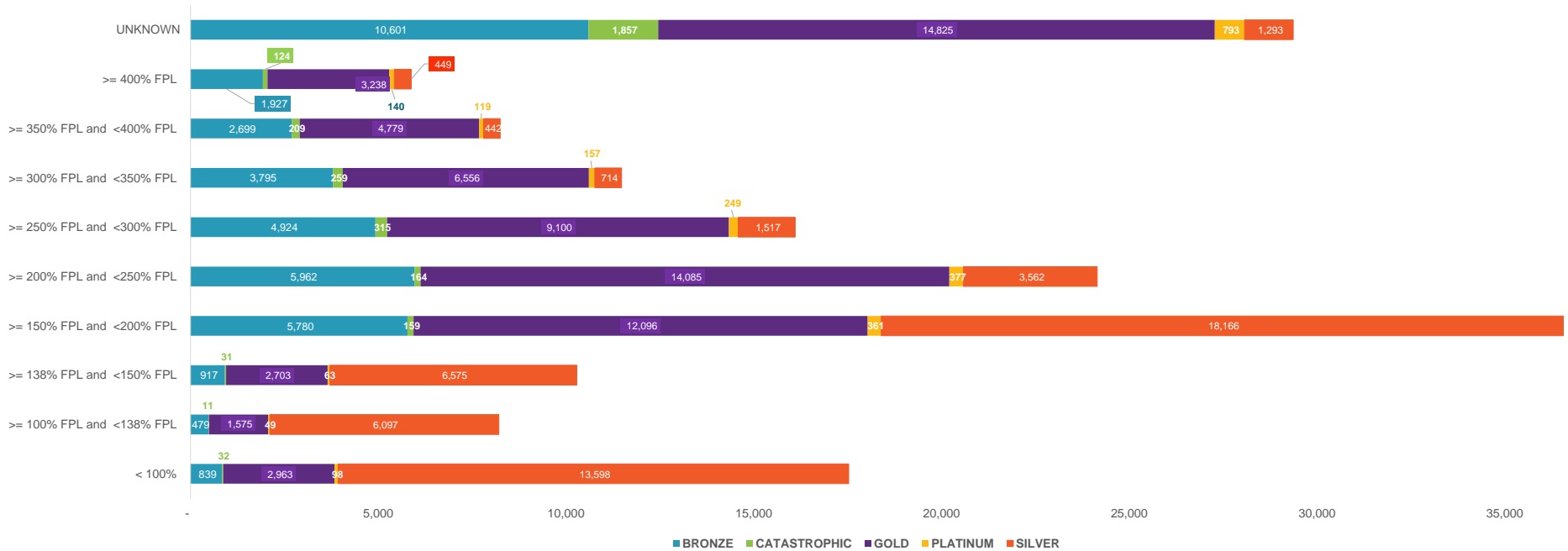
Target Enrollment for 18-34-year-olds: **30%**
 Current Enrollment for 18-34-year-olds: **27%**

Financial Help

■ With Tax Credits ■ Without Tax Credits



QHP Enrollment by Household Income and Metal Level

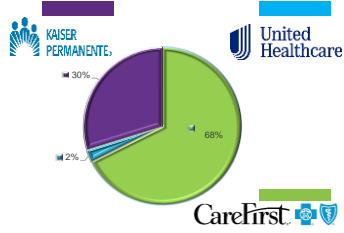


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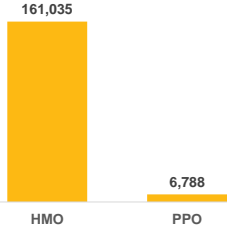
QUALIFIED HEALTH PLANS SELECTIONS

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

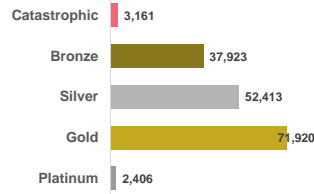
QHP Consumers by Carrier



Enrollment by Plan Type



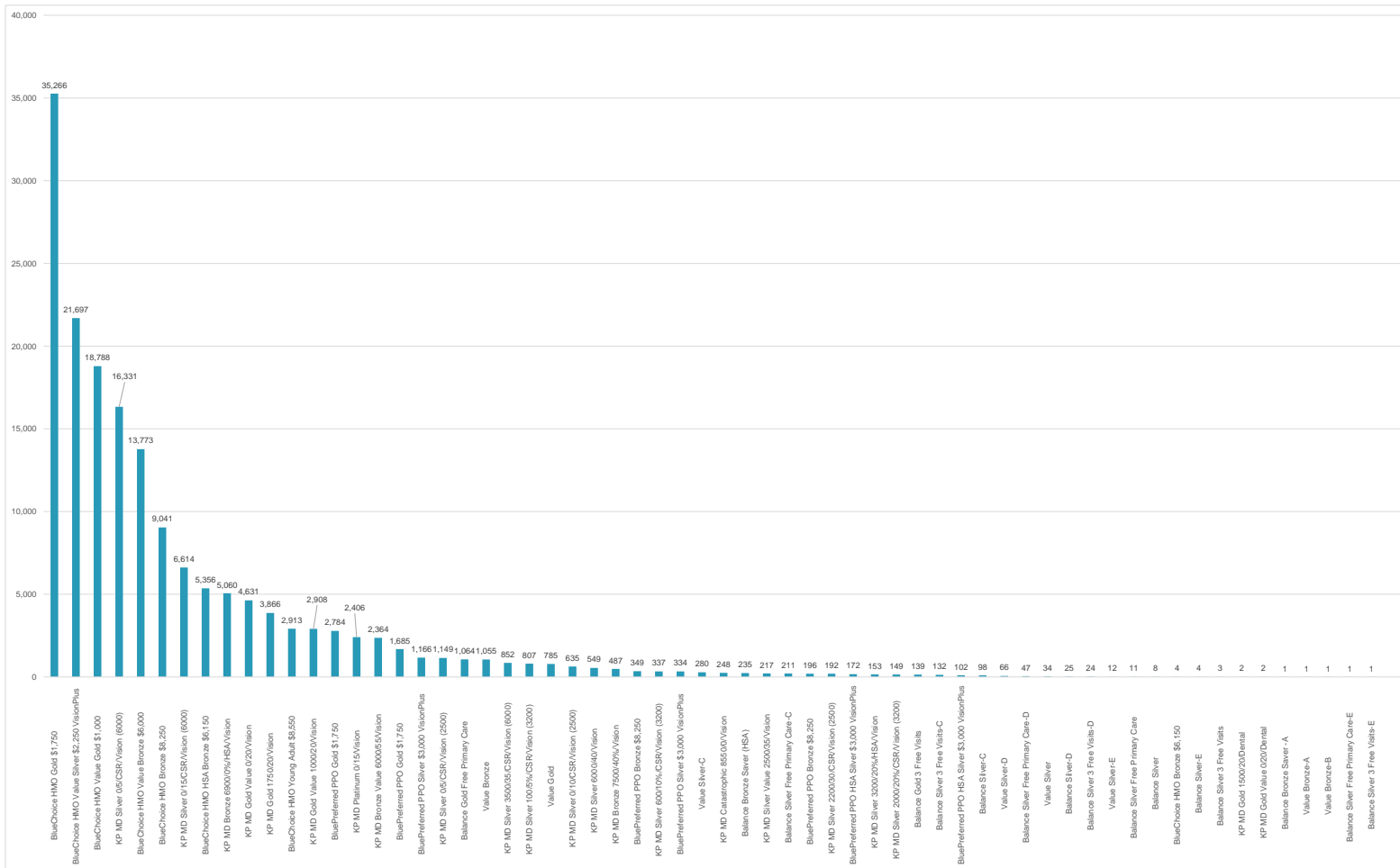
Enrollment by Metal Level



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.

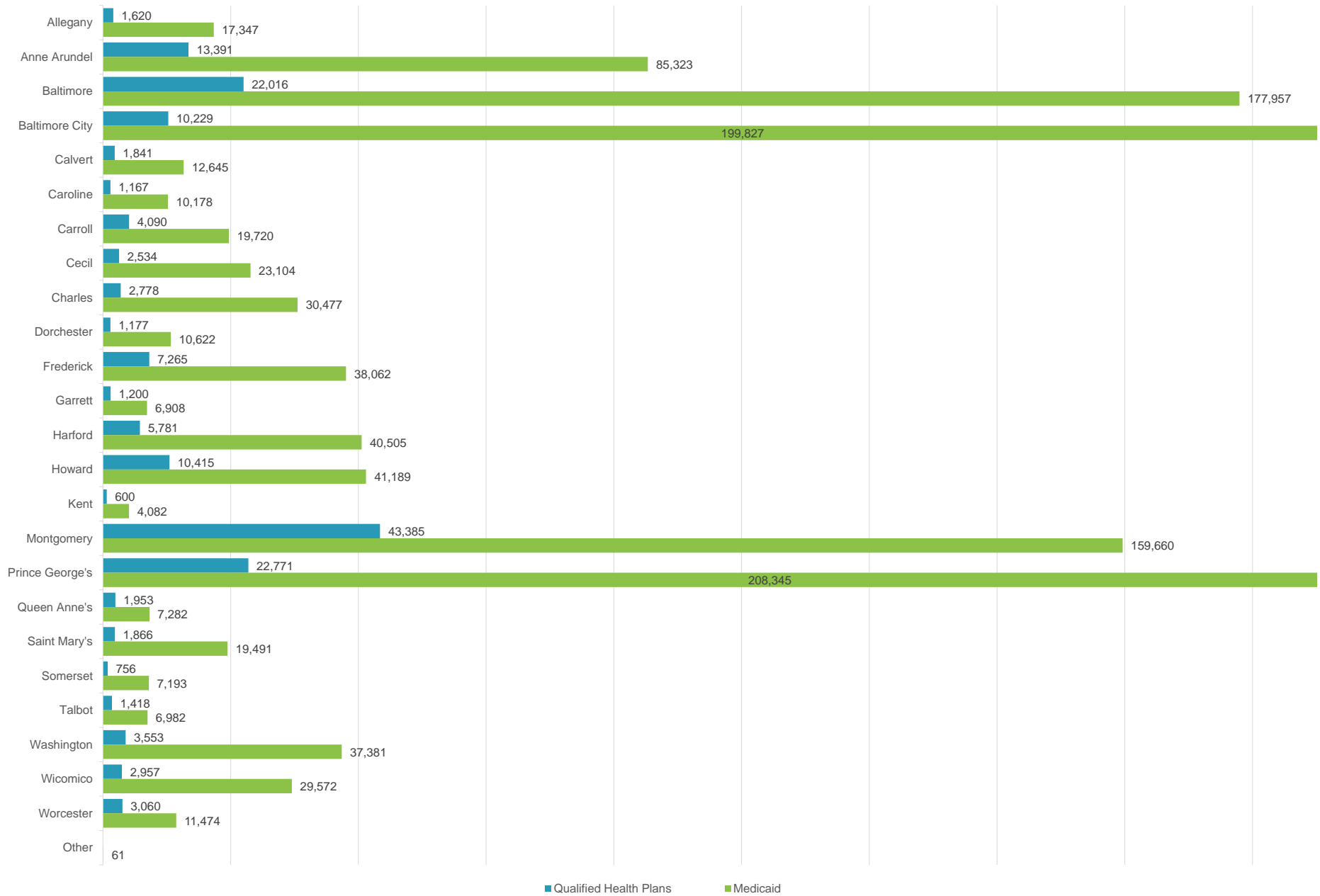
There are also different plan types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.

Enrollment by Plan Choice



ENROLLMENT DISTRIBUTION BY COUNTY

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



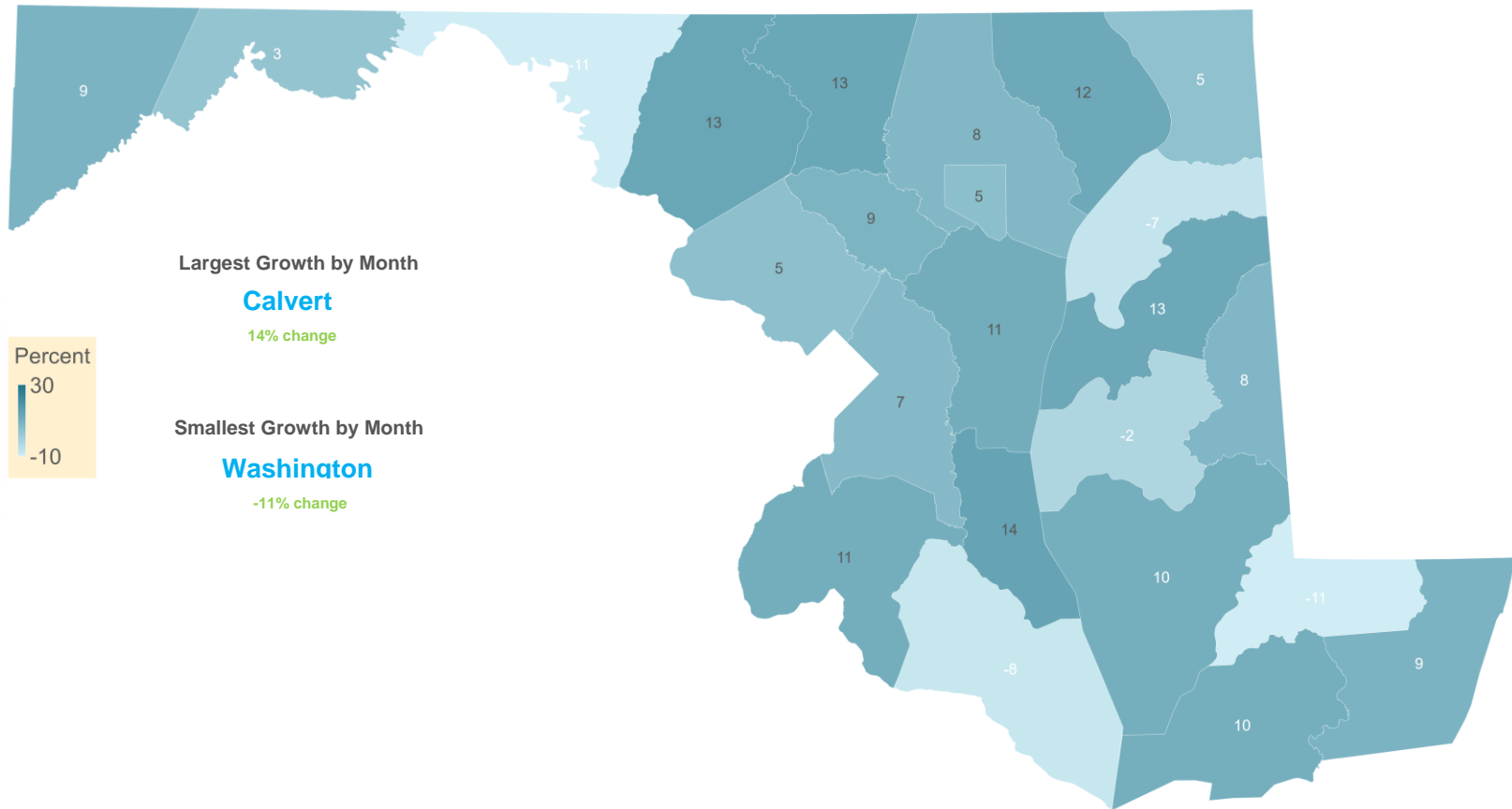
"Other" enrollees may include dependents living out of state and residents of border counties whose mailing addresses may be in the ZIP code of a neighboring state.

■ Qualified Health Plans ■ Medicaid

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

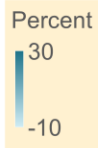
Calvert

14% change

Smallest Growth by Month

Washington

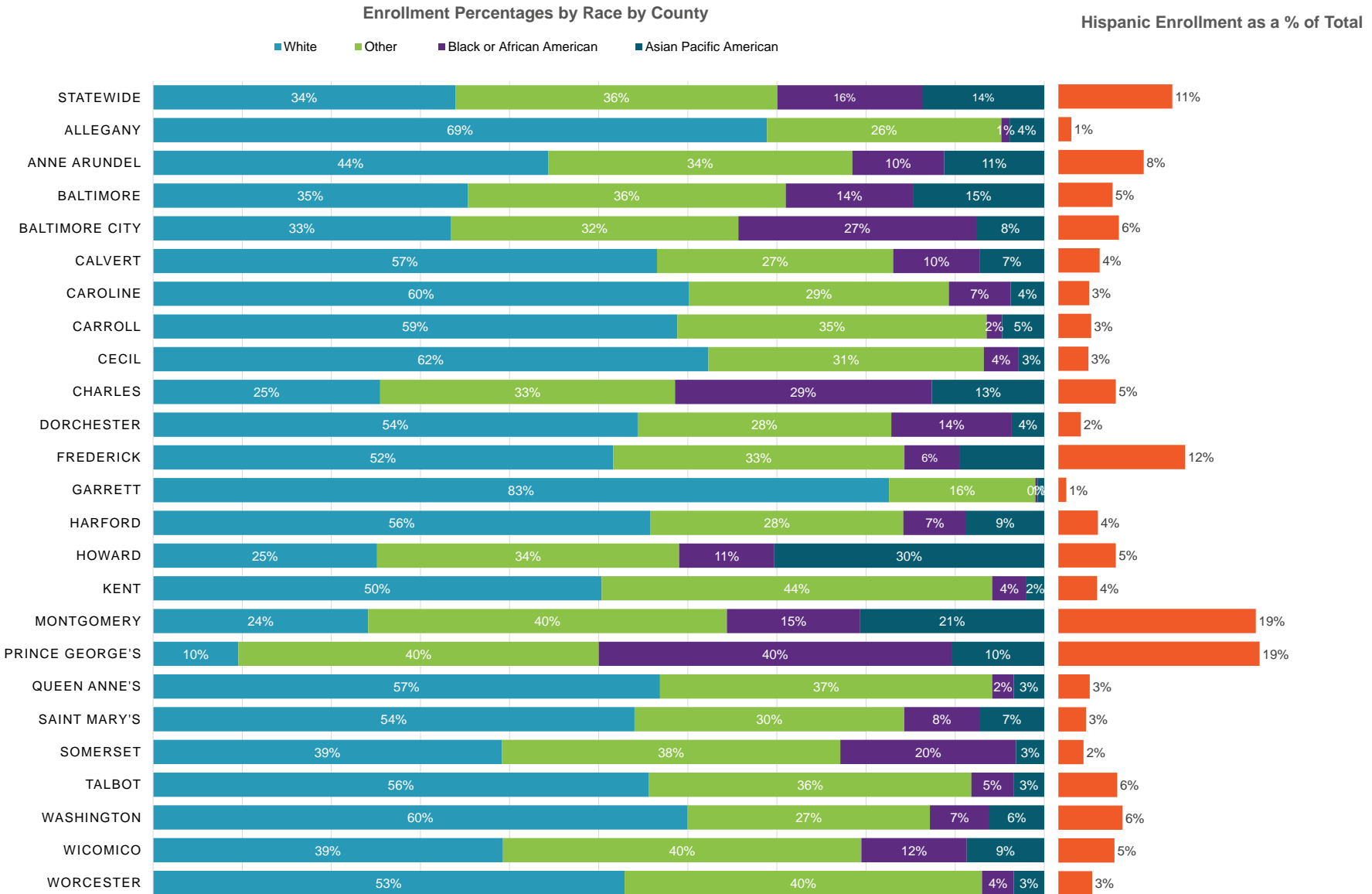
-11% change



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.



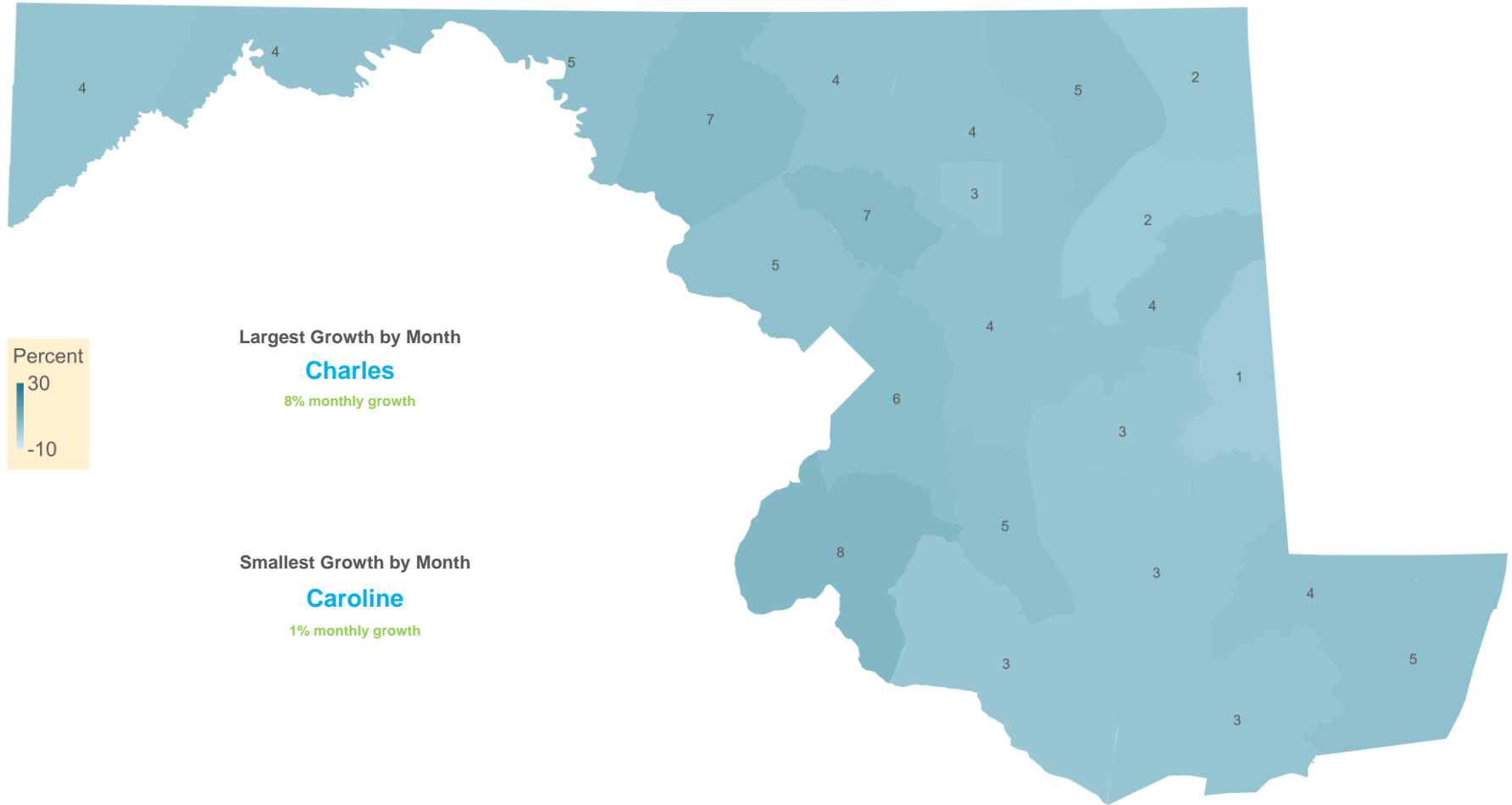
Race/ethnicity is reported voluntarily.

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.

Percent Enrollment Comparison by Month



Largest Growth by Month

Charles

8% monthly growth

Smallest Growth by Month

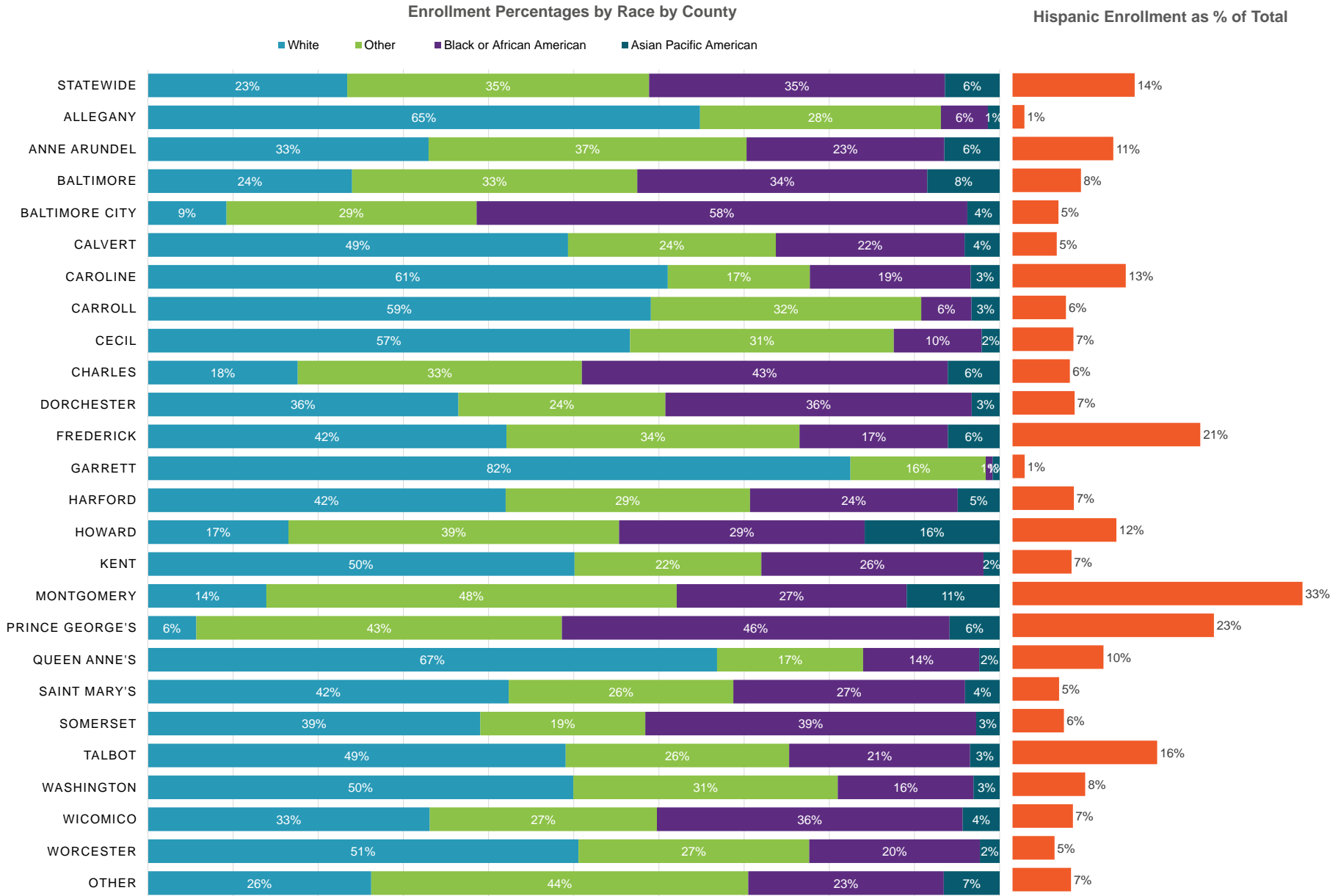
Caroline

1% monthly growth

County lines include bodies of water.

MEDICAID RACE AND ETHNICITY

Enrollment as of date on report cover..



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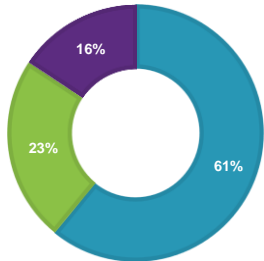
DENTAL HEALTH PLANS SELECTIONS

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

TOTAL DENTAL

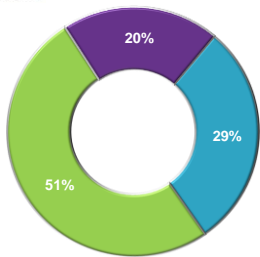
37,955

DENTAL ENROLLMENTS

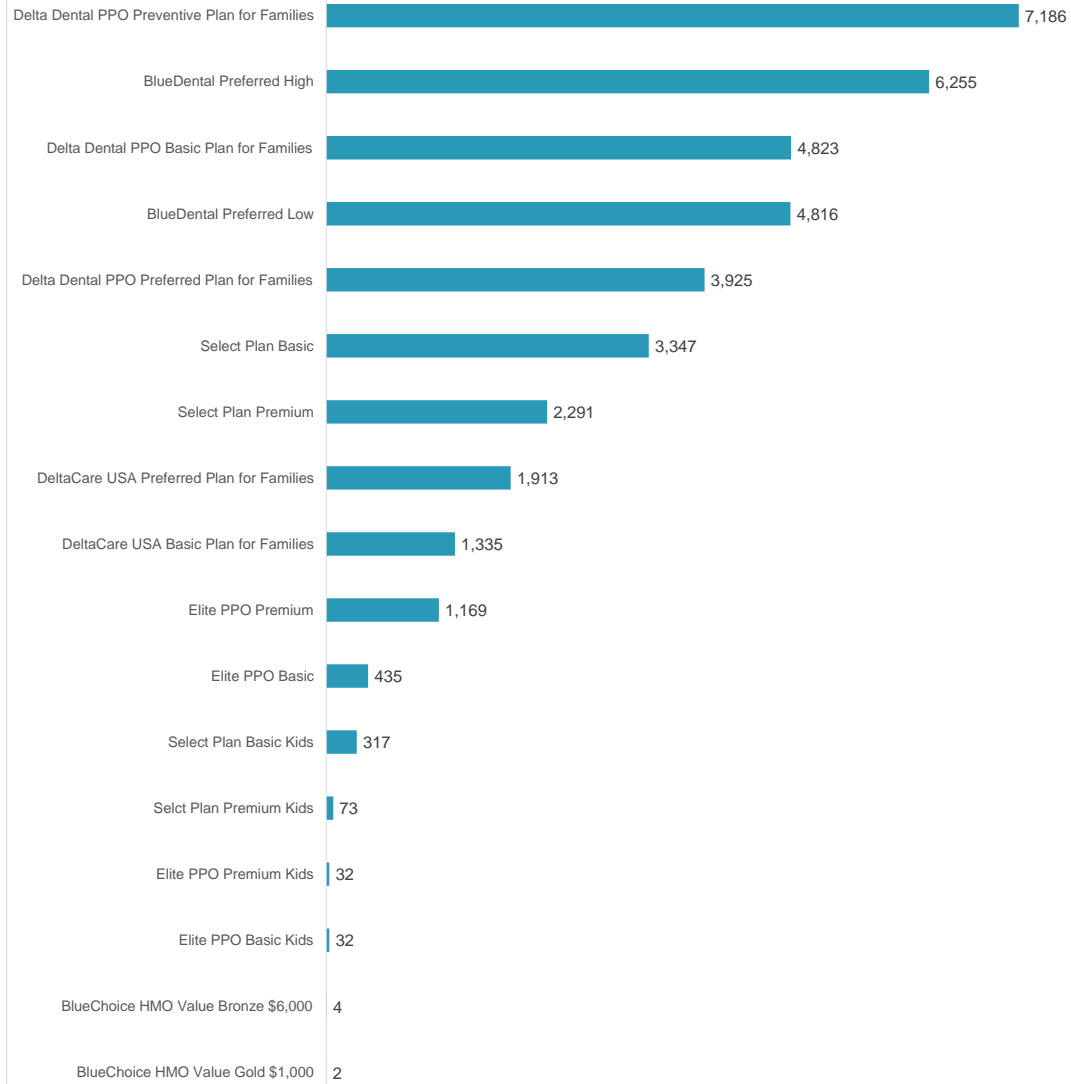


- Dental with Qualified Health Plan
- Dental with Medicaid
- Dental Alone

Dental Consumers by Carrier



ENROLLMENT FOR DENTAL PLANS

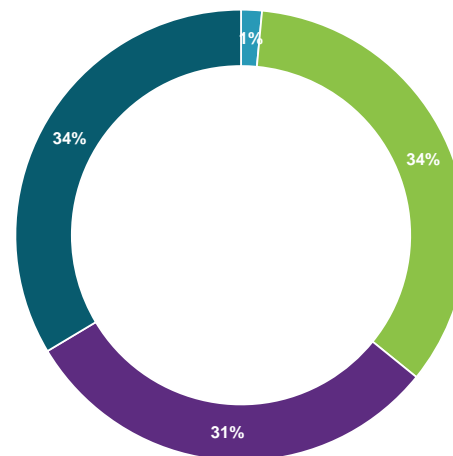


SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP) ENROLLMENT

SHOP enrollments, which continue year-round, are as of July 2021

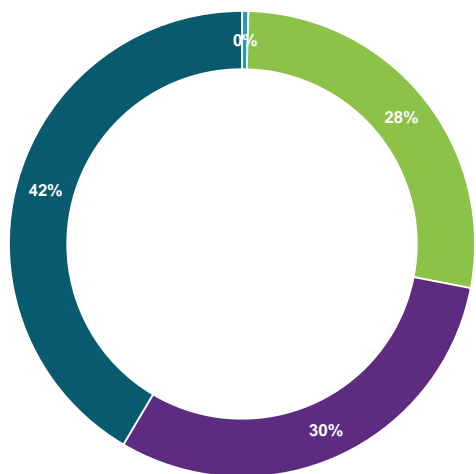


SHOP % Employers by Carrier

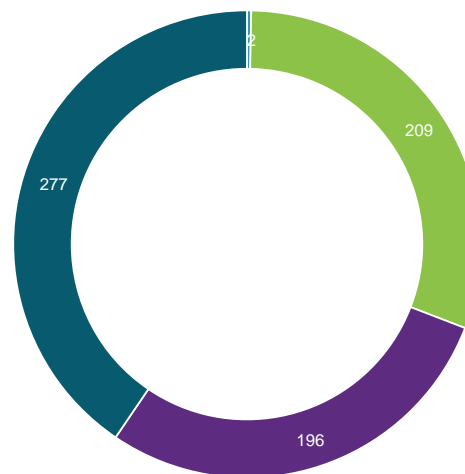


An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier



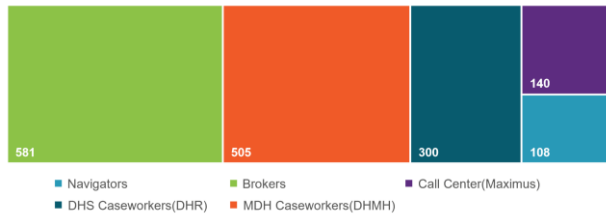
SHOP # Covered Lives by Carrier



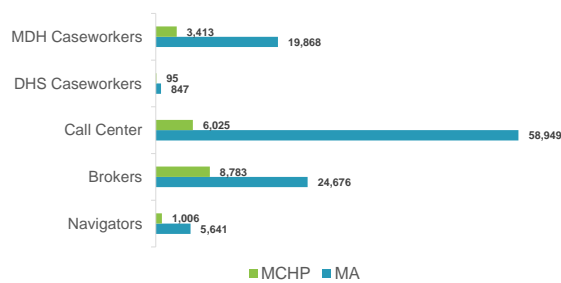
CONSUMER ASSISTANCE

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).

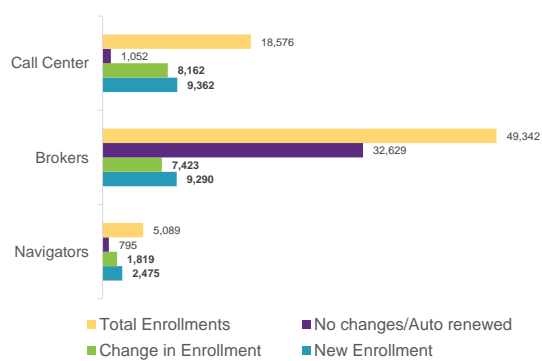
Number of Consumer Assistants



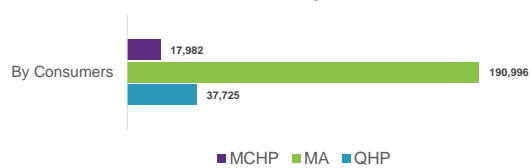
MA Enrollments by Type of Consumer Assister



QHP Enrollments by Type of Consumer Assister



Enrollments by Consumer



Calls Offered

30,775

-62% from previous year.

Average Speed Answer

0:24:28 min

+ 23:16 from previous year.

Average Hold Time

0:00:43 sec

- 00:25 from previous year.

Calls Handled Time

0:13:08 min

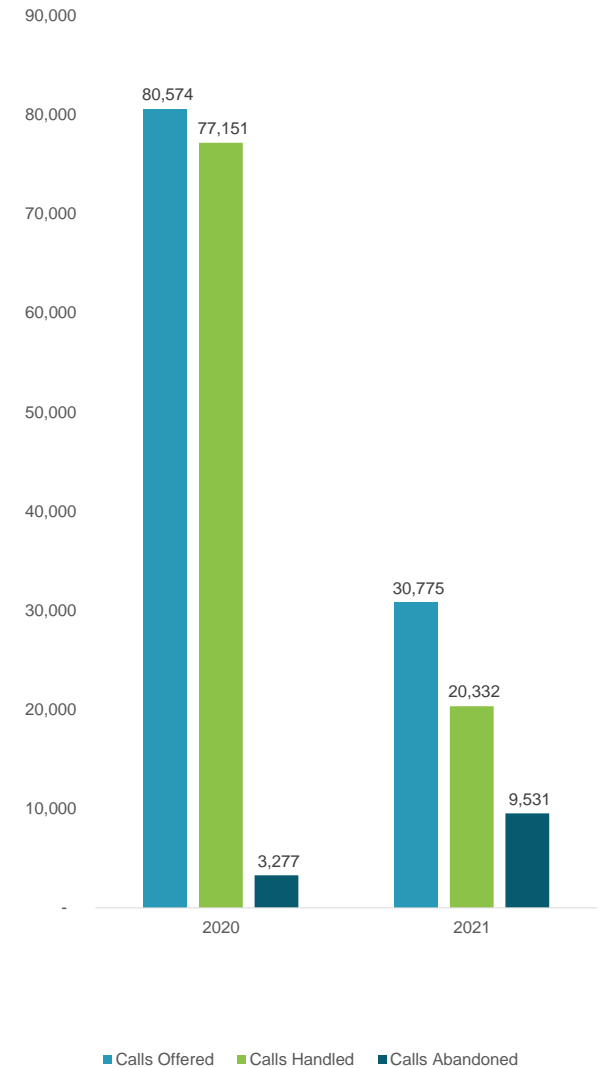
+ 01:57 from previous year.

Average Quality Percent Rating

94%

-1% 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

110,200

Mobile App Downloads

108,799

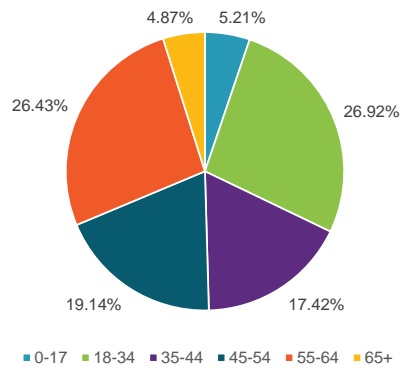
Enrollments Completed By Mobile App

MA
30,916

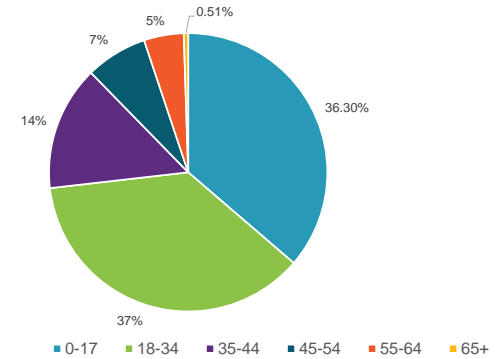
MCHIP
3,753

QHP
9,264

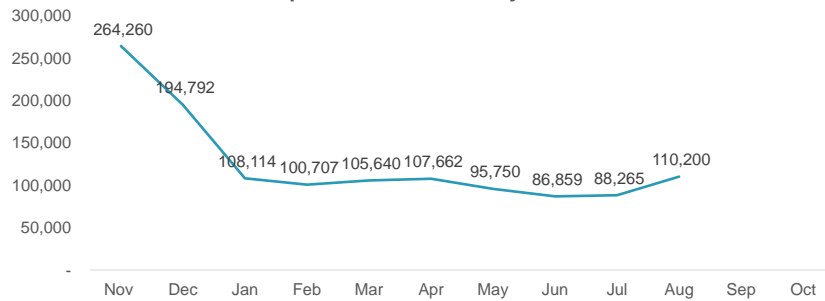
Website Enrollment By Age



Mobile Enrollment By Age



Unique Website Visitors By Month



Website vs Mobile App Enrollment

