

Access Health CT

2023 Open Enrollment Summary

February 16, 2023

Contents Covered in This Summary



OE Conclusion Yearly Comparison



2023 Marketplace Overview



QHP Customer Profile & Analysis



Retention & Acquisition Results



Plan Selections & Customer Preferences



Pricing Analysis



Dental Customer Profile and Analysis

3 Table of Contents

OE Conclusion Summary	4-8
– End of Open Enrollment (OE) – Yearly Review	5-6
– 2023 Open Enrollment Customer Activity	7
– 2023 Open Enrollment Changes	8
2023 Marketplace Overview	9-13
– 2023 Premium Assistance Distribution	10
– 2023 Carrier Market Share	11
– QHP – HUSKY Mixed Coverage Households	12
– Enrollee Broker Support	13
QHP Customer Profile & Analysis	14-22
– Financial Assistance Profile	15
– Customer Age & Gender Mix	16
– Application Requests for Financial Help	17
– Customer Language Preference	18
– Race / Ethnicity	19
– Household Income (Federal Poverty Level %)	20
– Customer Geography	21
– OE Customer Acquisitions by Geography	22
– U.S. Citizenship Status	23
2023 Open Enrollment Retention & Acquisition Results	24-35
– OE Acquisition & Retention Results	25
– Customer Acquisition Profile	26
– OE Customer Acquisition – F.A. Level	27
– OE Customer Retention Year Over Year	28
– Open Enrollment Customer Attrition	29
– Open Enrollment Customer Attrition by F.A. Level	30
– Open Enrollment Customer Attrition–Financial Help	31
– OE Customer Acquisition/Attrition by Race/Ethnicity	32

– Customer Retention – Outstanding Verifications	33
– Customer Retention – Outstanding Verifications Reasons	34
– Customer Retention – Effectuated Coverage	35
Plan Selections & Customer Preferences	36-45
– Plan Selections by Metal Category	37
– Plan Selections – CSR Eligible in Bronze and Gold Plans	38
– Plan Selections by Metal Category and Age Band	39
– Customer Product Migration – Carrier Changes	40
– Customer Product Migration – Plan Changes	41
– Customer Product Migration – Tier Movement	42
– Customer Product Migration – Metal Tier	43
– Customer Plan Selections	44
– Metal Tier Product Preferences – Annual Overview	45
Pricing Analysis	46-55
– Monthly Plan Cost – FPL Level	47
– Monthly Plan Cost – Age Band	48
– Monthly Plan Cost – % of Enrollees	49
– Percent of Premium Covered by APTC	50
– Observed 2023 Premium Increase / Decrease	51
– Distribution of Enrollee Premium Before Tax Credits	52
– Distribution of Enrollee Deductible	53
– Distribution of Enrollee Maximum Out Of Pocket	54
– Annual Premium & APTC Projection	55
Dental Analysis	56-59
– Carrier Market Share	57
– Customer Age and Gender Mix	58
– Customer Geography	59

4

OE Conclusion Summary

5 End of Open Enrollment (OE) – Yearly Review

	Open Enrollment 1	Open Enrollment 2	Open Enrollment 3	Open Enrollment 4	Open Enrollment 5	Open Enrollment 6	Open Enrollment 7
	11/1/13-3/31/14	11/15/14-2/15/15	11/1/15-1/31/16	11/1/16-1/31/17	11/1/17-12/22/17	11/1/18-1/15/19	11/1/19-1/15/20
Active QHP Enrollment	78,713	110,095	116,019	111,542	114,132	111,066	107,833
Total Active HUSKY Determinations	129,588	442,508	608,003	671,960	699,087	735,676	720,327
% QHP Population With Financial Assistance	77.7%	77.4%	78.1%	76.4%	73%	70.8%	69.5%
% QHP Population Under 35 (Average Age)	30.9%	32.5%	33.2% (42.7)	31.7% (43.3)	31.4% (43.4)	30.8% (43.8)	30.6% (43.9)
Most Popular QHP Issuer (% of Enrollment)	Anthem (53%)	CBI (42%)	CBI (53%)	CBI (69%)	CBI (72.5%)	CBI (78.0%)	CBI (77.7%)
QHP Auto-Renewal Rate	N/A	67%	81%	63%	87%	85.5%	87.8%
% of Enrollment w/ Broker Assistance	30%	38%	50%	25%	35%	43.2%	46.0%
Calls Handled By Call Center	401,695	338,142	384,559	410,710	267,257	287,760	263,311
Website Users	863,766	586,172	385,827	338,825	225,410	335,808	229,997

6 End of Open Enrollment (OE) – Yearly Review

	Open Enrollment 8 11/1/20-1/15/21	Open Enrollment 9 11/1/21-1/15/22	Open Enrollment 10* 11/1/22-1/15/23
Active QHP Enrollment	104,946	112,634	108,132
Total Active HUSKY Determinations	836,898	891,021	922,522
% QHP Population With Financial Assistance	69.7%	83.8%	85.9%
% QHP Population Under 35 (Average Age)	30.1% (44.4)	30.3% (44.1)	29.9% (44.3)
Most Popular QHP Issuer (% of Enrollment)	CBI (77.8%)	CBI (70.4%)	CBI (59.2%)
QHP Auto-Renewal Rate	86.5%	85.2%	85.5%
% of Enrollment w/ Broker Assistance	44.2%	43.9%	46.1%
Calls Handled By Call Center	258,180	187,163	227,907
Website Users	313,983	390,703	410,175

- Covered CT**
- Active Enrollment: 15,411
 - % Population Under age 35: 30.6%
 - Average Age: 38.9
 - Most Popular Issuer: CBI (61.5%)
 - Auto-Renewal Rate: 89%
 - % w/Broker Assistance: 14.3%

**Covered CT Program fully implemented*

2023 Open Enrollment Customer Activity

11/1/2022 – 1/15/2023



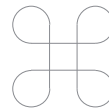
Customer Engagement

- ✓ 7 personalized direct mail (more than 60k pieces of mail)
- ✓ 45 custom email campaigns (over 1.9 million emails sent)
- ✓ Two SMS campaigns (more than 17k recipients)
- ✓ Over 14M impressions from social media posts (organic and paid)
- ✓ Over 3k social media interactions with customers through Cx Command Center (includes survey responses)



Customer Assistance

- ✓ In excess of 227k calls handled from customers
- ✓ 2 enrollment locations opened with over 478 visitors
- ✓ 21 enrollment fairs serving 639 visitors
- ✓ 48% increase in total visitors; 34% increase in resulting enrollments
- ✓ Nearly 23k live chat sessions



Decision Support

- ✓ Nearly 500 certified brokers available to assist consumers with plan selection inquiries
- ✓ 2 brokers placed in call center to assist with plan selection inquiries
- ✓ 46.1% of enrollees associated with brokers (+2.1% since 2022)

2023 Open Enrollment (OE) Changes



108,132 Active 2023 Enrollees

Of those, 85.8% qualify for premium tax credits



88,483 Enrollees Renewed

Enrollees who renewed their 2022 policies for 2023



19,649 New QHP Enrollees Added

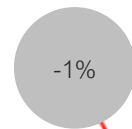
Of those, over 6.8k are first time customers



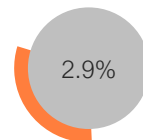
25,923 New HUSKY Enrollees

Gained coverage during Open Enrollment by completing application through the integrated eligibility system

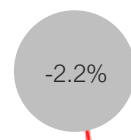
% Change in OE Enrollment by Financial Assistance*



APTC +
CSR

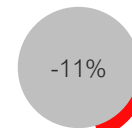


APTC

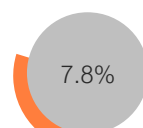


No F.A.

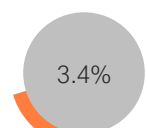
% Change in OE Carrier Enrollment*



ConnectiCare
Benefits Inc (CBI)



Anthem
BCBS



CICI

*% growth since the beginning of 2022 Open Enrollment Period (11/1/2023)

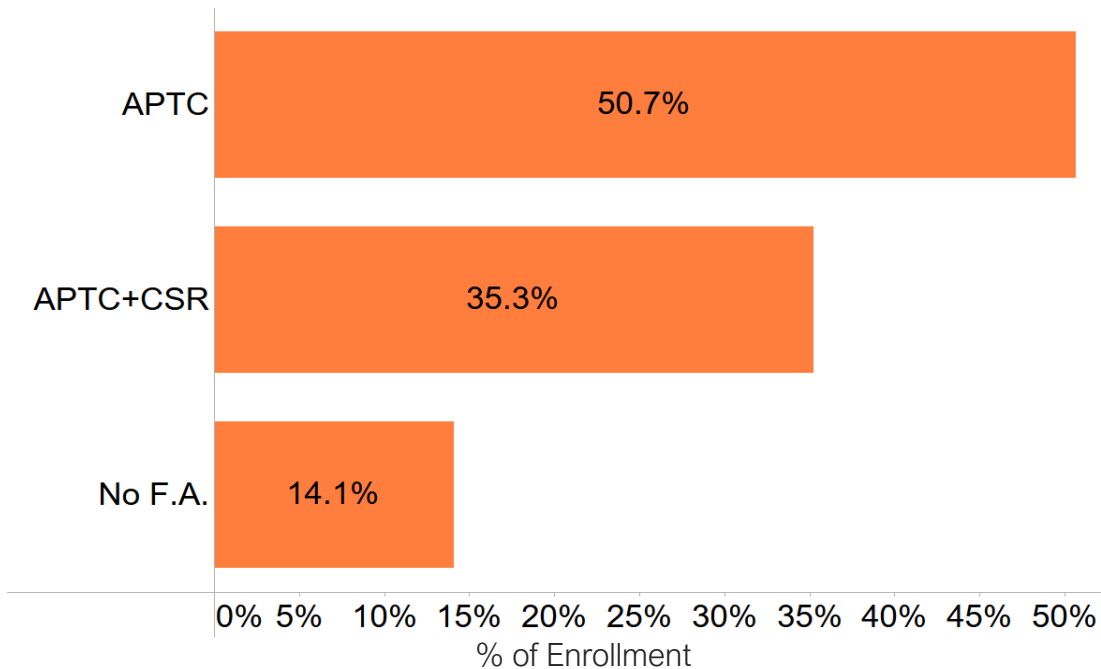
9

2023 Marketplace Overview

2023 Premium Assistance Distribution

Proportion of Total Enrollment by Eligibility for Financial Assistance (F.A.)

Financial Assistance (F.A.) Level



Over 85% of enrollees receive financial help for premiums.

Over 40% of enrollees with APTC+CSR are receiving Covered CT Assistance

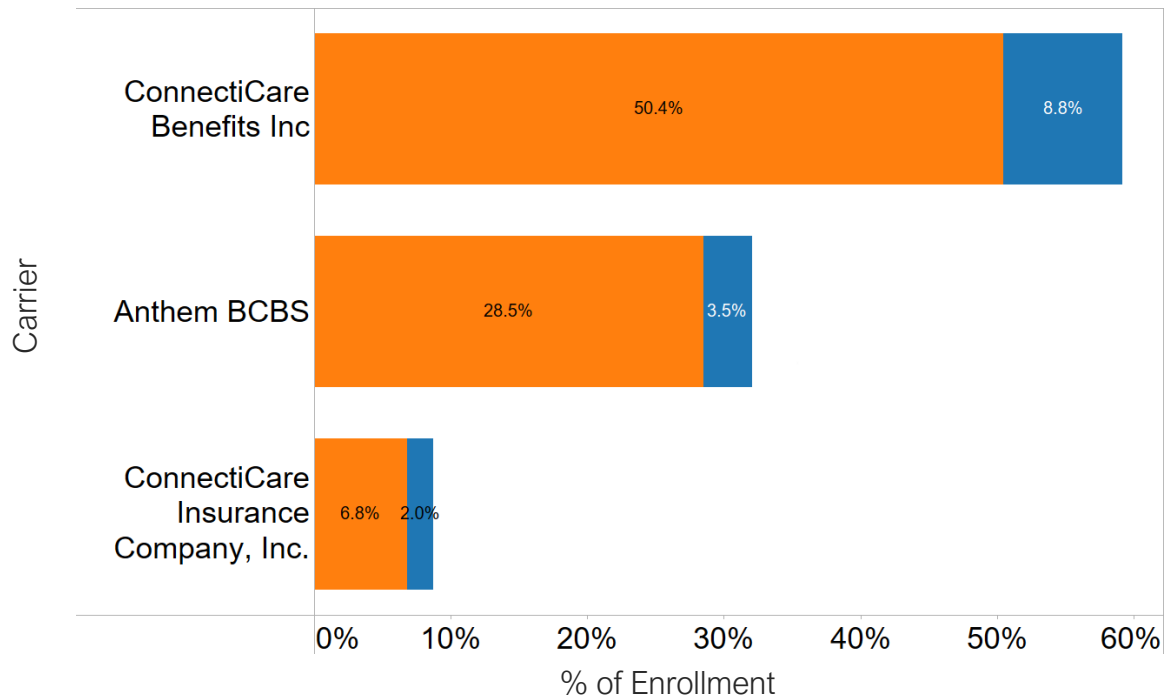
APTC: Enrolled individuals eligible for an Advance Premium Tax Credit to lower their monthly premiums.

APTC + CSR: Enrolled individuals eligible for APTC and a Cost Sharing Reduction to lower out of pocket health expenses.

No F.A.: Enrolled individuals that did not request or did not qualify for financial help.

2023 Carrier Market Share

Proportion of Total Enrollment by Carrier

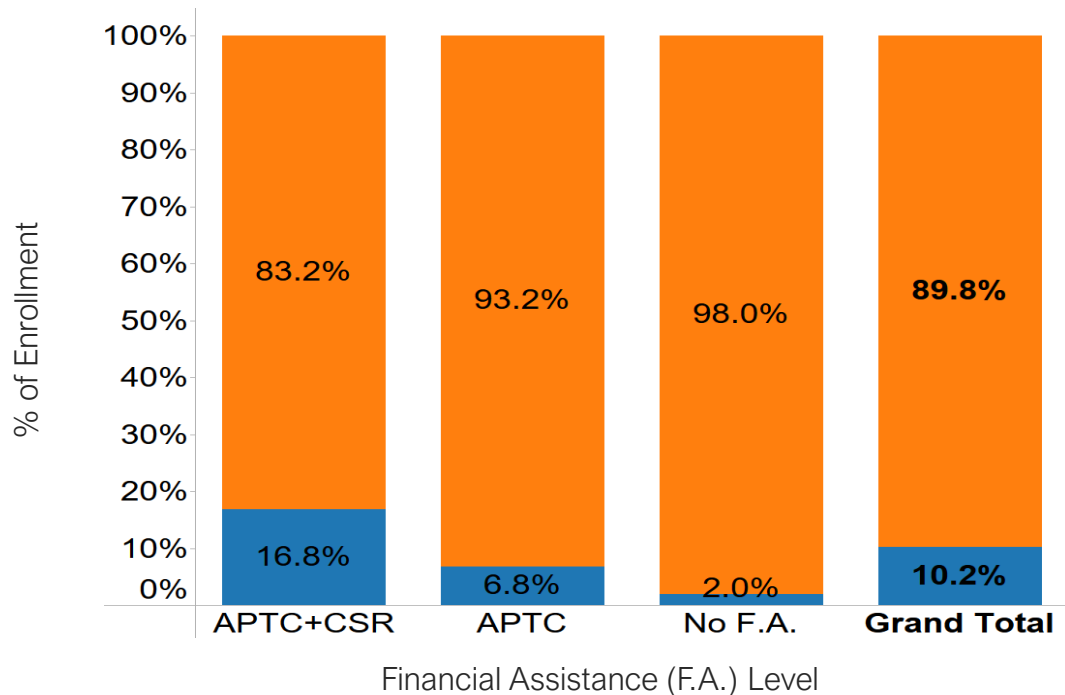


Since last OE, Anthem's market share increased 8.0%, and ConnectiCare Insurance Company, Inc. (CICI) now has 8.7% of total market share.

■ Covered CT
■ Not on Covered CT

QHP – HUSKY Mixed Coverage Households

Proportion of 2023 Enrollment by Mixed Household Status



1 in 10 QHP households have one or more household members enrolled in a HUSKY program.

Mixed household defined as any active QHP enrollee who shares an application with someone actively enrolled in a HUSKY program.

■ QHP Only Household
■ Mixed Household

Enrollee Broker Support

Proportion of 2023 Enrollment by Broker Assistance Status / Acquisition Status

	Aquisition: 2023 Coverage		Retention: 2023 Coverage	
	Brokered	Unassisted By Broker	Brokered	Unassisted By Broker
APTC+CSR	43.0%	57.0%	46.6%	53.4%
APTC	49.3%	50.7%	50.9%	49.1%
No F.A.	23.2%	76.8%	32.5%	67.5%
Grand Total	43.3%	56.7%	46.8%	53.2%

% of Enrollment

46% of all enrollees had an active association with a broker (vs. 44% in 2022).

14% of all Covered CT enrollees had an active association with a broker.

14

QHP Customer Profile & Analysis

Customer Profile by Financial Assistance Level

	CVD CT	APTC+ CSR	APTC	No F.A.	Total
Members	15,411	22,851	54,672	15,198	108,132
Avg. HH Size ¹	2.0	1.9	2.3	2.3	2.2
Avg. Age	44.5	47.4	44.5	38.4	44.3
% Female	58.4%	55.4%	52.8%	49.8%	53.7%
Avg. % Federal Poverty Level	136.7	199.8	474.7		351.1
% HUSKY Transfers (2022 Coverage) ²	5.4%	2.9%	2.0%	2.7%	2.7%
% w/ 2022 QHP Coverage ³	63.92%	72.55%	69.52%	68.36%	69.20%
% w/ 2021 QHP Coverage ³	47.79	59.02%	50.53%	57.28%	52.88%
% w/ 2015 – 2022 QHP Coverage ³	6.4%	9.6%	7.5%	5.7%	7.5%

Non-Subsidized Enrollees tend to be younger and have larger covered households.

7.5% of enrollees have been enrolled since CY2015.

1) Household (HH) size only accounts for individuals within the household with QHP coverage

2) Proportion of enrollees with 28 days or more of coverage within the year.

3) Proportion of enrollees with 320 days or more of coverage within the respective year.

Customer Age & Gender Mix

Proportion of Enrollees by Age and Gender

	Male	Female	Grand Total
< 19	9.7%	7.8%	8.7%
19 - 25	8.1%	7.5%	7.8%
26 - 34	14.3%	12.8%	13.5%
35 - 44	14.1%	13.4%	13.7%
45 - 54	18.1%	18.6%	18.4%
55 - 64	33.8%	37.7%	35.9%
>= 65	1.9%	2.1%	2.0%

% of Enrollment

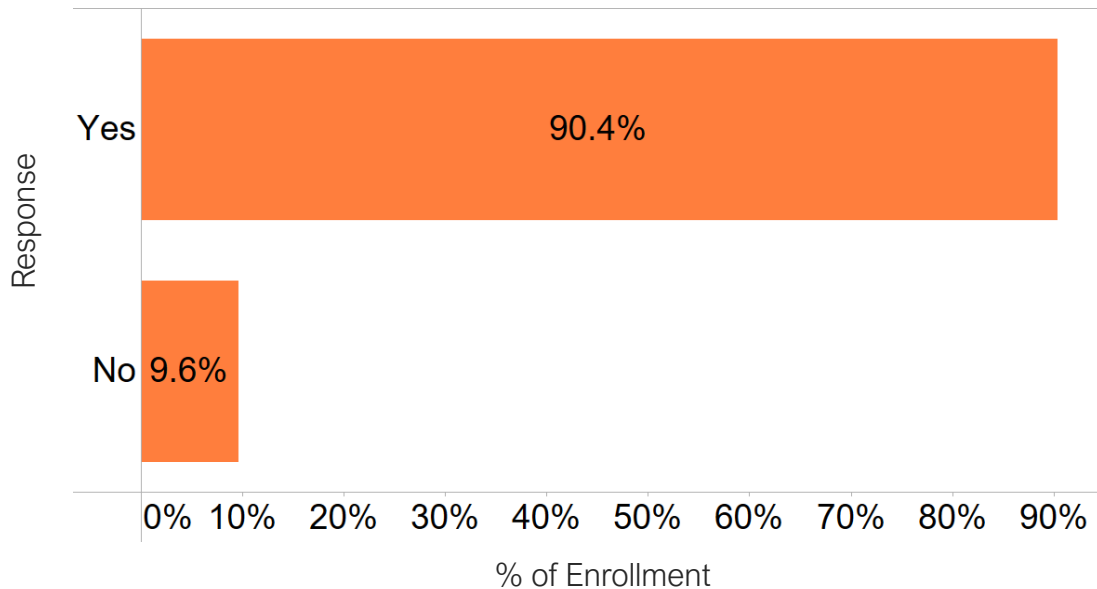
Female enrollees account for 53% of total enrollment.

30% of enrollment consists of 19 – 34 year olds, aka “young invincibles”

590 customers over the age of 75 enrolled.

Application Requests for Financial Help

Enrollee Response to: “Do you want to find out if you can get help paying for health coverage?”

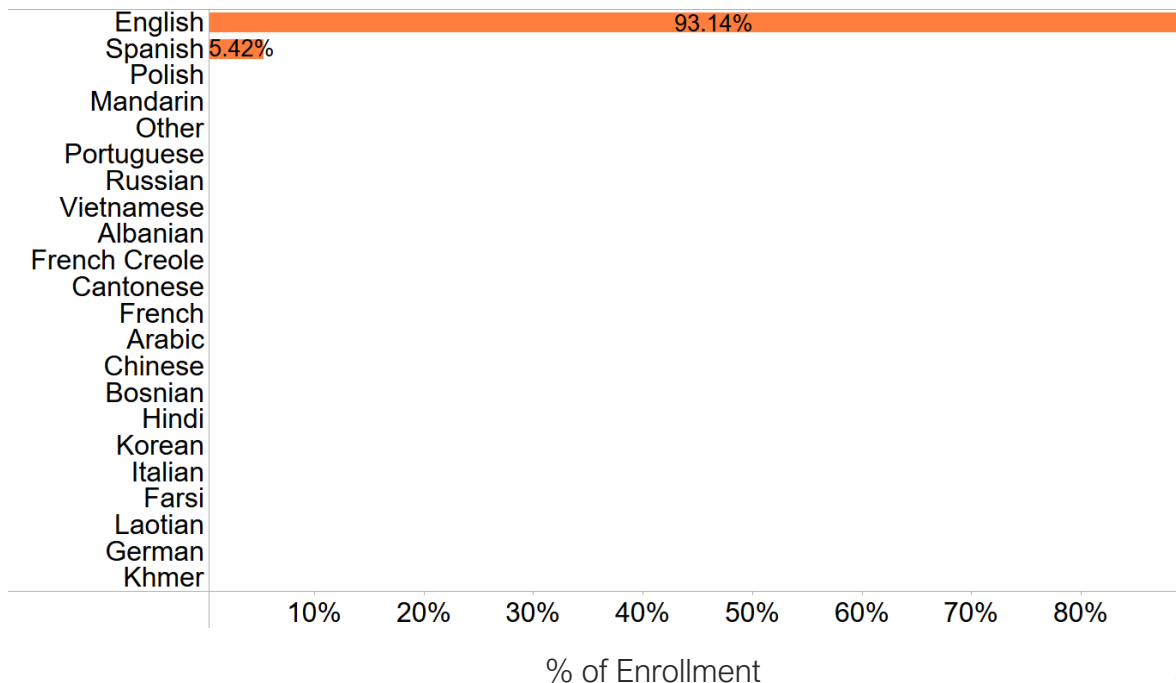


9.6% of enrollees have declined the gating question to determine eligibility for financial help (vs. 11.3% in 2022).

Enrollees answering “No” to this question forego eligibility determinations for HUSKY or financial help for QHP coverage.

Customer Language Preference

Proportion of Enrollees by Preferred Language Selected on Their Application

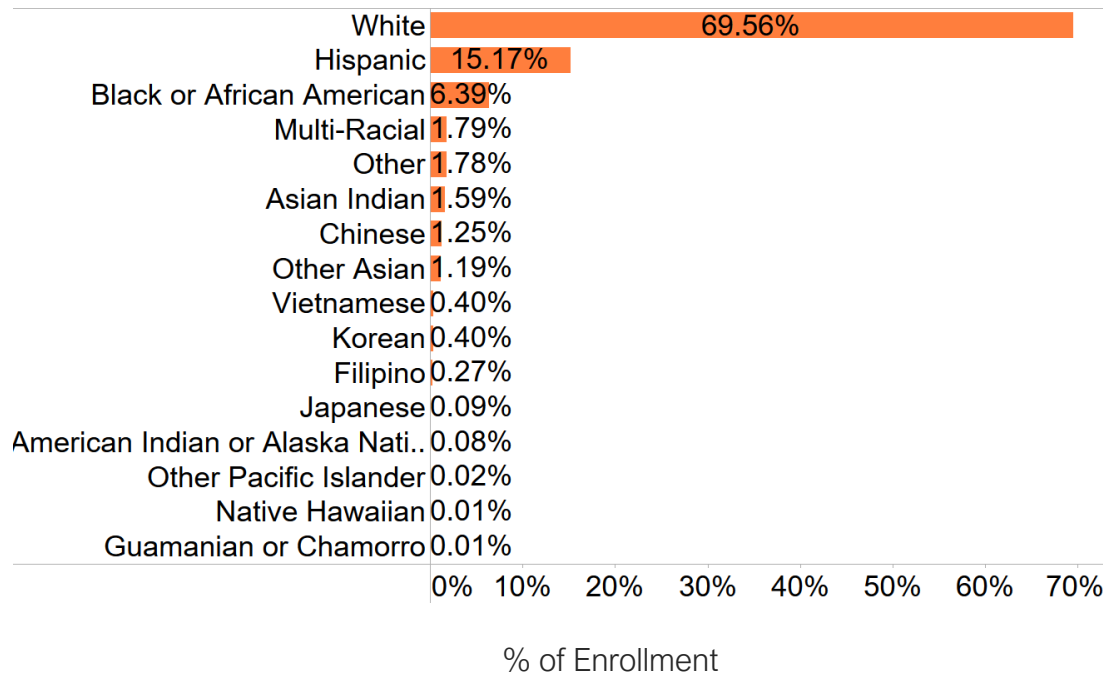


93% of applicants indicated English is their preferred language.

AHCT's call center offers assistance in over 100 languages.

Default application language selection is English.

Proportion of Enrollees by Race/Ethnicity Indicated on Their Application



26% of enrollees did not provide a response to non-mandatory questions related to race & ethnicity.

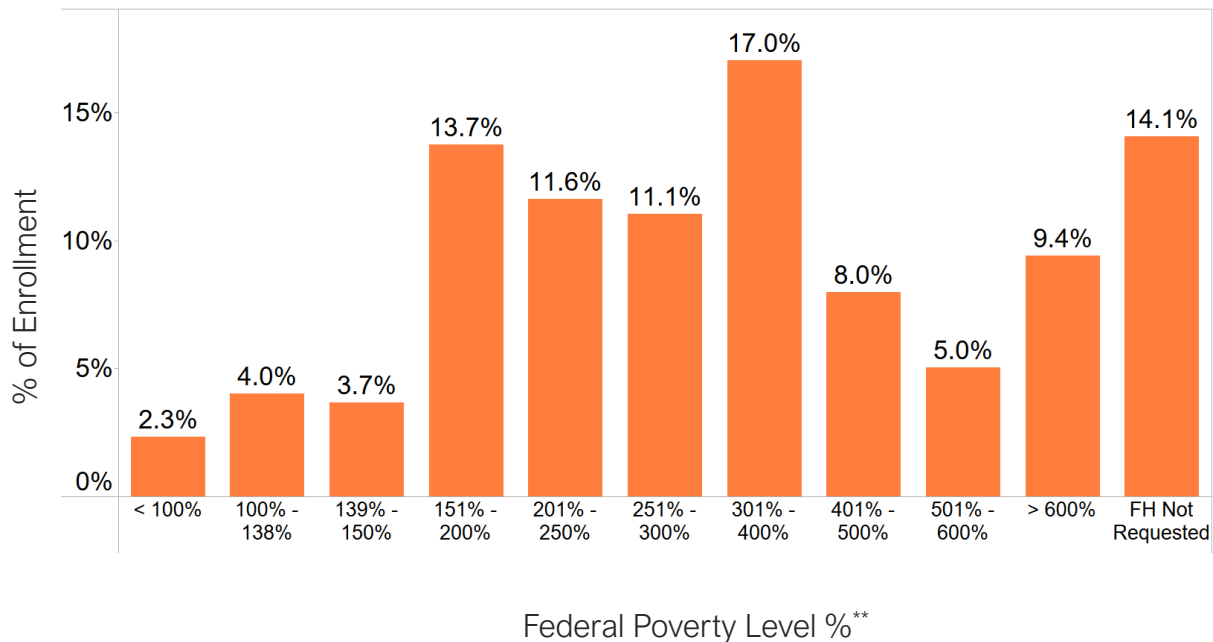
Ethnicity Question: Is "John Doe" of Hispanic, Latino, or Spanish Origin (Optional)?

Race Question: Race (Optional) Please check all that apply:

Hispanics may be of any race, however individuals responding "Yes" to the ethnicity question were allocated to a mutually exclusive Hispanic category for this chart.

Household Income (Federal Poverty Level %)

Proportion of Enrollees by Household Income (Federal Poverty Level %)



Households with an income below 250% FPL may be eligible for Cost Sharing Reductions (CSR)*.

An annual income of \$27,180 for a one-person household is 200% FPL.

Individuals under 175% FPL could be eligible for Covered CT

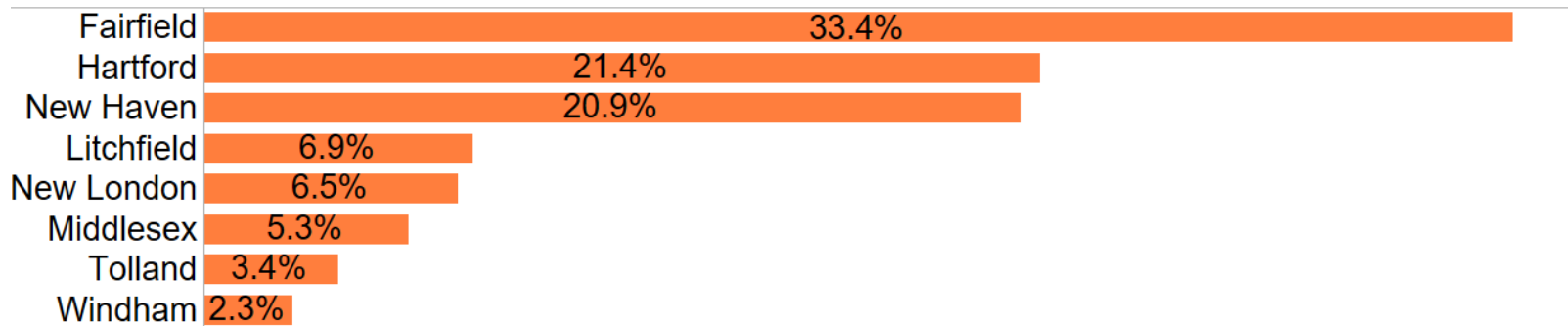
**CSR eligibility thresholds may vary for American Indians and Alaska Natives.*

***Income information is not stored for reporting for customers ineligible for financial help. In this case, customers are placed in the >400% FPL group.*

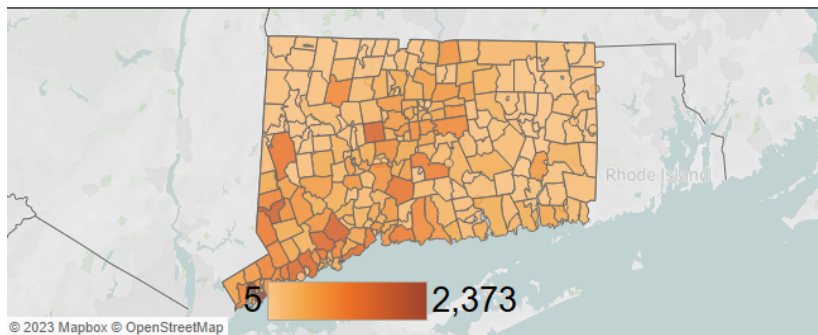
Customer Geography

Proportion of Enrollees by Geographic Areas

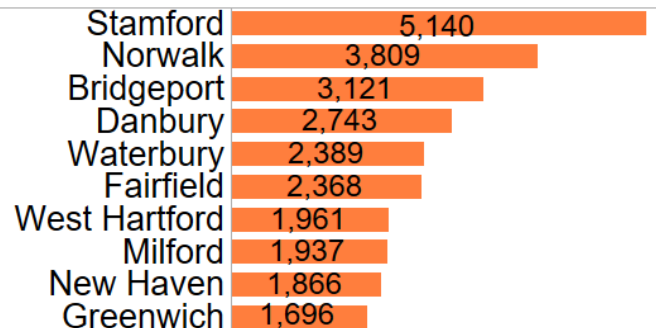
Proportion of Enrollment by County



Enrollee Density by Zip Area



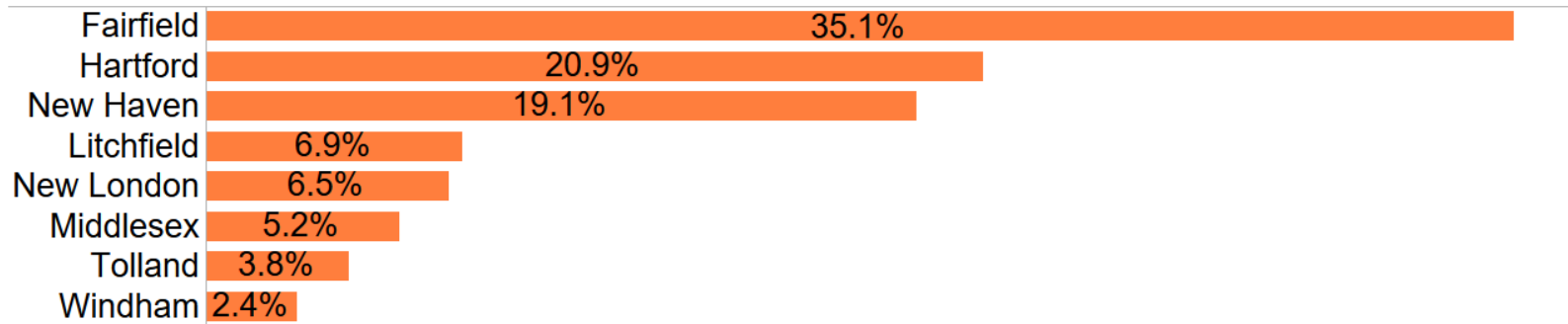
Top 10 Cities



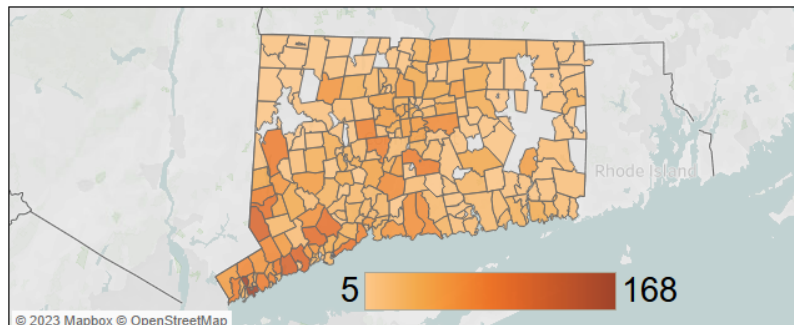
OE Customer Acquisitions by Geography

Proportion of Acquisitions by Geographic Areas

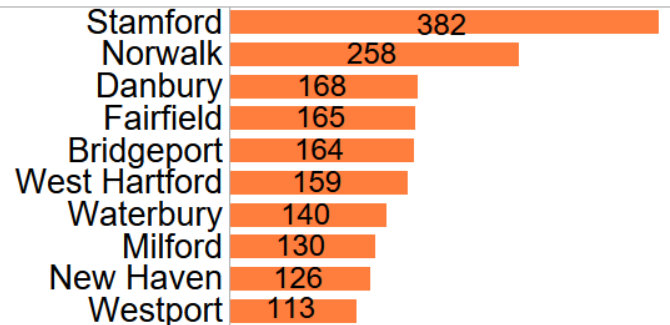
Proportion of Enrollment by County



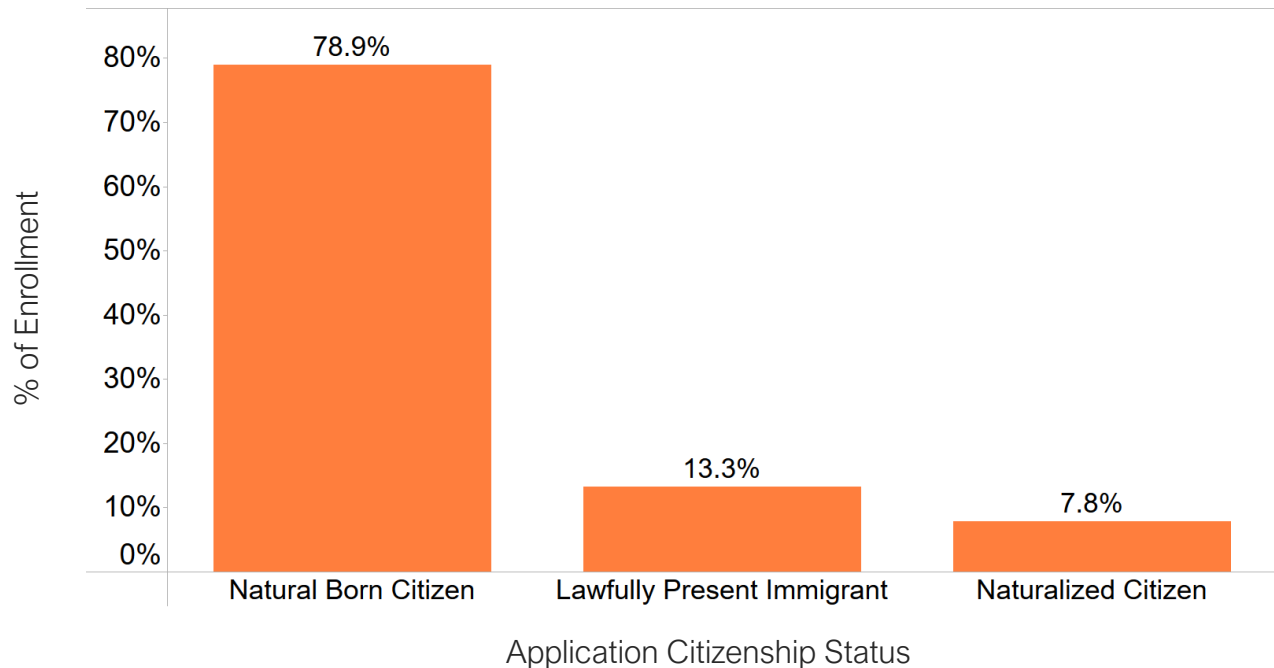
Enrollee Density by Zip Area



Top 10 Cities



Proportion of Enrollees by Citizenship Status



Lawfully present immigrants may be eligible for QHP's with lower monthly premiums and lower out-of-pocket costs based on income.

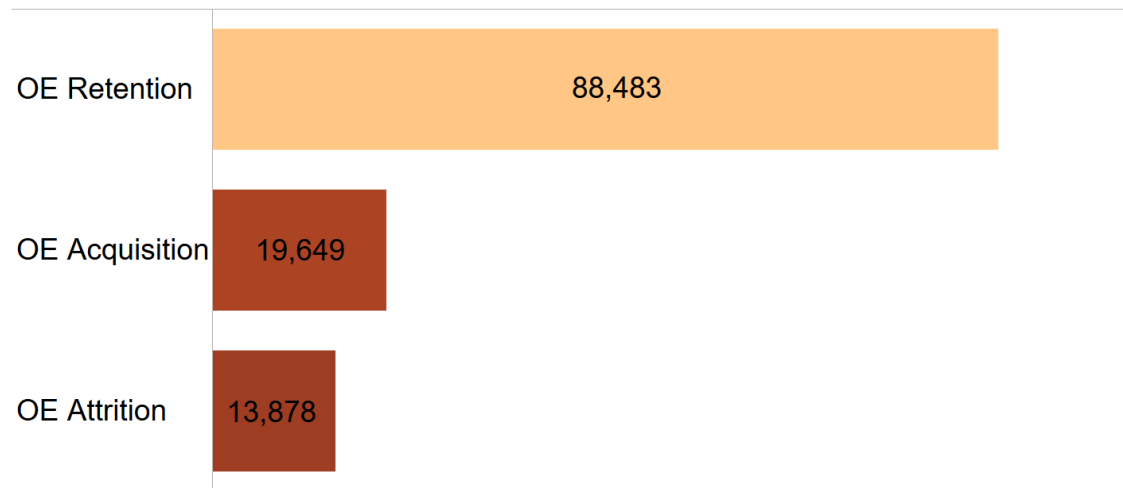
24

2023 Open Enrollment Retention & Acquisition Results

OE Acquisition & Retention Results

Open Enrollment 2023 Customer Retention/Acquisition Status

Acquisition/Retention Category



Count of Enrollees

86.4% of customers enrolled in a 2022 plan prior to Open Enrollment were renewed/retained in a 2023 Plan (vs. 87% in 2022).

18.2% of QHP customers with a 2023 plan were acquired during this open enrollment period (vs. 17% in 2022).

Customer Acquisition Profile

Customer Profile by Open Enrollment Acquisition Type

	New Acquisition Customer ¹	Re-Acquired Customer ²	Retained Customer ³
Members	6,863	12,786	88,483
Avg. HH Size	2.1	2.2	2.2
Avg. Age	40.9	39.9	45.2
% Female	52.5%	52.1	54.1
Avg. % Federal Poverty Level ⁴	427.2%	333.8%	348.1%
% HUSKY Transfers (2022 Coverage ⁵)	0.0%	10.8%	1.8%
% w/ 2022 QHP Coverage ⁶	0.0%	.42%	84.51%
% w/ 2021 QHP Coverage ⁶	0.0%	13.80%	62.63%
% w/ 2015 – 2022 QHP Coverage ⁶	0.0%	0.0%	9.20%

Newly acquired QHP customers average over 4 years younger than the retained customers.

1) Enrollees who did not have an account with AHCT prior to 2023 Open Enrollment are defined as “new acquisition” customers.

2) Enrollees with accounts created prior to open enrollment, but not enrolled in a QHP are defined as “re-acquired” customers.

3) Enrollees with active 2022 QHP coverage prior to 2023 Open Enrollment are defined as “Retained” Customers.

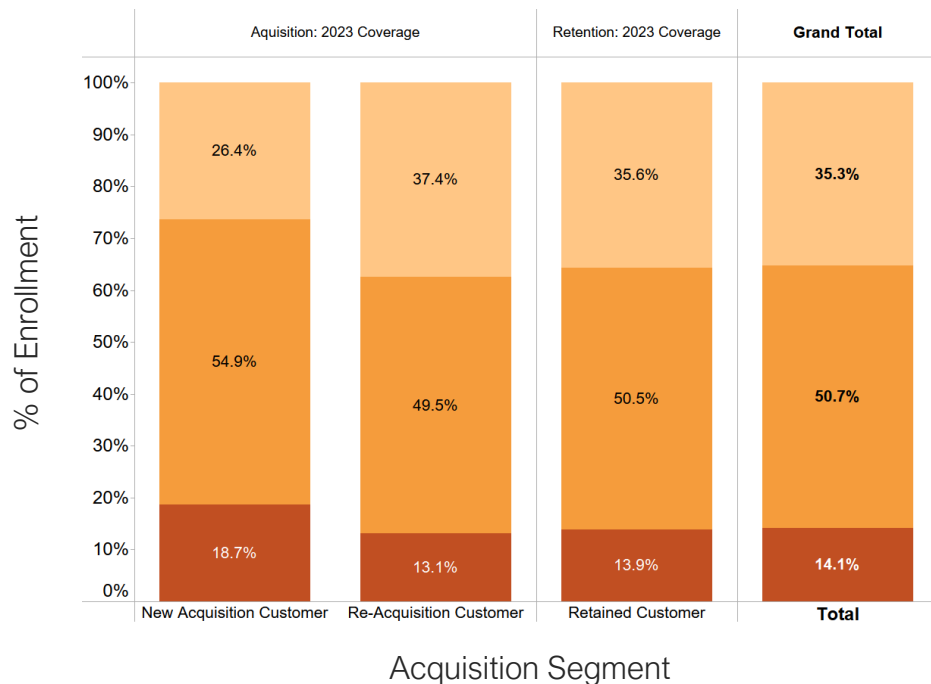
4) FPL for non-subsidized customers not included in FPL average

5) Proportion of enrollees with 28 days or more of coverage within the year.

6) Proportion of enrollees with 320 days or more of coverage within the respective year.

OE Customer Acquisition – F.A. Level

Customer Acquisition by Financial Assistance (F.A.) Level



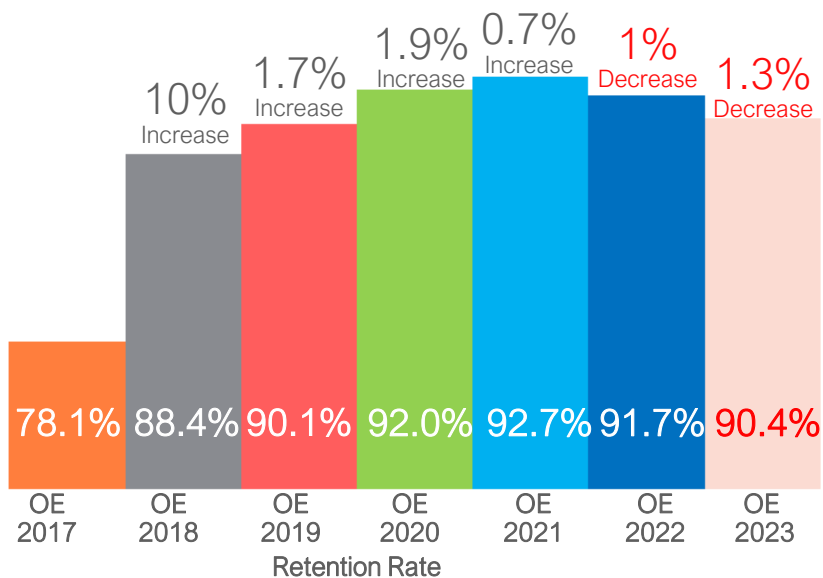
Unsubsidized customers accounted for 18.7% of new acquisition for 2023 OE, compared to 19% for 2022 OE and 37% for 2021 OE.

Re-acquired customers are more likely to receive financial help for premiums and 33% were enrolled in HUSKY in prior years.

■ APTC+CSR
■ APTC
■ No F.A.

OE Customer Retention Year Over Year

Open Enrollment Retention Rate 2017 - 2023*

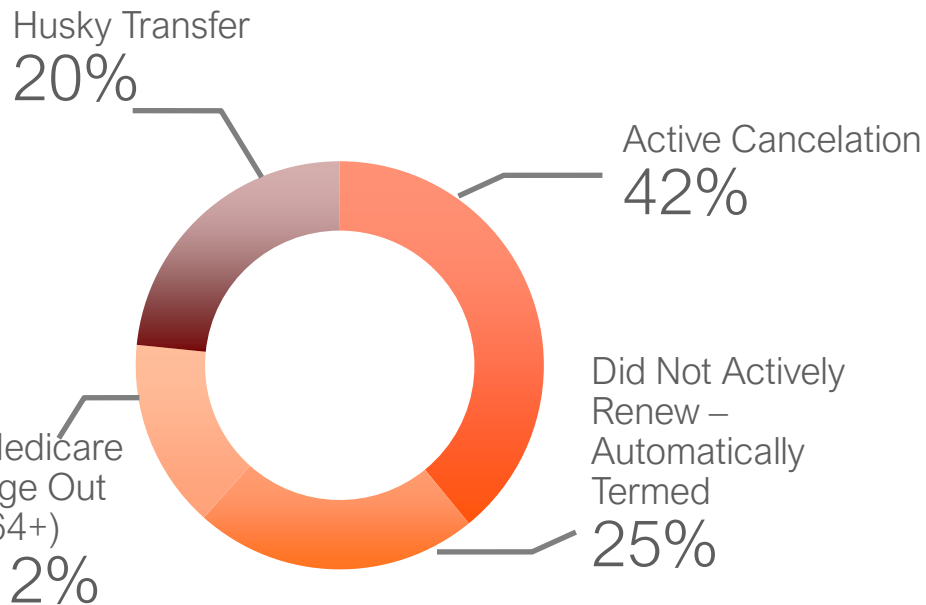


AHCT's overall retention rate was slightly higher for subsidized (91%) than unsubsidized (86.8%) customers

**Retention rate excludes customers who age out (64+) and customers who transitioned to a HUSKY plan.*

Open Enrollment Customer Attrition

2023 Open Enrollment Attrition Reasons (13,878 non-renewals)



8 in 10

Non-Subsidized Leavers Indicate They Have Coverage Through Another Source*



7.5 in 10

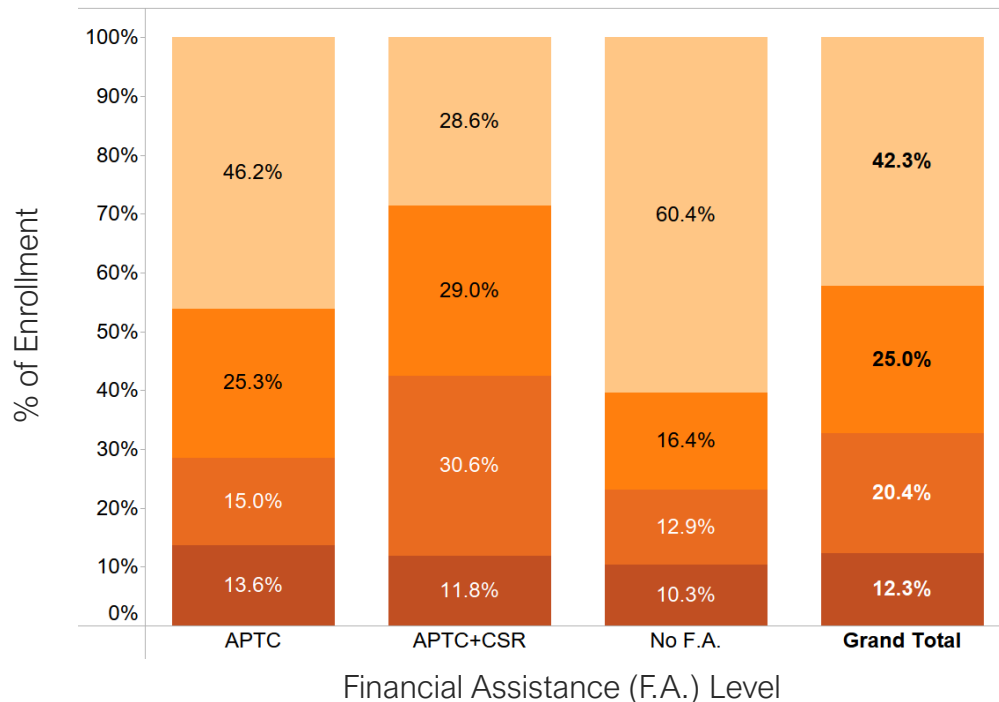
Subsidized Leavers Indicate They Have Coverage Through Another Source*



* 2020 Leaver Survey Conducted by AHCT

Open Enrollment Customer Attrition— F.A. Level

Customer Attrition Reasons by Financial Assistance (F.A.) Level



Of the 13.8k customers who did not renew in 2023, 18.8% did not request or were not eligible for any financial help.

20.4% of leavers transitioned to HUSKY coverage during 2023 Open Enrollment (vs. 23.4% in 2022).

- Active Cancellation
- Auto-Term
- Enrolled in Husky
- Medicare Age Out

Open Enrollment Customer Attrition–Financial Help

Customer Attrition Reasons For Enrollees Not Requesting Financial Help* (1,623 non-renewals)

Active Cancellation	64.5%
Did Not Actively Renew	17.7%
Medicare Age Out	10.3%
Enrolled In HUSKY	7.3%

Enrollees Switched to Requesting Financial Help* During OE (1,368)

Newly Eligible for APTC/CSR	6.9%
Newly Eligible for APTC	72.3%
Continued Ineligibility for APTC	20.8%

64% of customers not requesting financial help actively cancel coverage (vs. 42% of total attrition)

During 2023 OE, 1,368 enrollees changed their request for help from “No” to “Yes”. Of those, 79.1% were eligible for APTC.

119 enrollees were eligible for HUSKY.

**Applicants are required to answer a financial help gating question: “Do you want to find out if you can get help paying for health coverage?” Enrollees answering “No” to this question forego eligibility determinations for HUSKY or financial help for QHP coverage.*

OE Customer Acquisition/Attrition by Race/Ethnicity

Customer Acquisition/Attrition Reasons by Race/Ethnicity

Race / Ethnicity

	Acquisition/Retention Category			Attrition Reason			
	Acquisition: 2023 Coverage	Attrition: 2023 OE	Retention: 2023 Coverage	Active Cancellation	Auto-Term	Enrolled in Husky	Medicare Age Out
White	14.63%	11.10%	74.27%	44.49%	22.42%	19.21%	13.89%
Unknown	15.95%	10.71%	73.34%	43.75%	24.17%	18.17%	13.92%
Hispanic	20.51%	12.84%	66.65%	36.49%	32.46%	23.95%	7.09%
Black or African American	23.04%	14.71%	62.25%	37.57%	32.92%	22.95%	6.56%
Asian Indian	14.36%	12.07%	73.57%	37.10%	23.53%	26.24%	13.12%
Other	16.57%	10.29%	73.14%	27.78%	31.11%	28.89%	12.22%
Multi-Racial	18.36%	13.94%	67.71%	39.02%	27.24%	28.46%	5.28%
Other Asian	16.54%	11.90%	71.56%	32.70%	30.19%	28.93%	8.18%
Chinese	16.13%	9.67%	74.20%	41.54%	23.85%	28.46%	6.15%
Vietnamese	16.79%	11.68%	71.53%	37.50%	18.75%	35.42%	8.33%

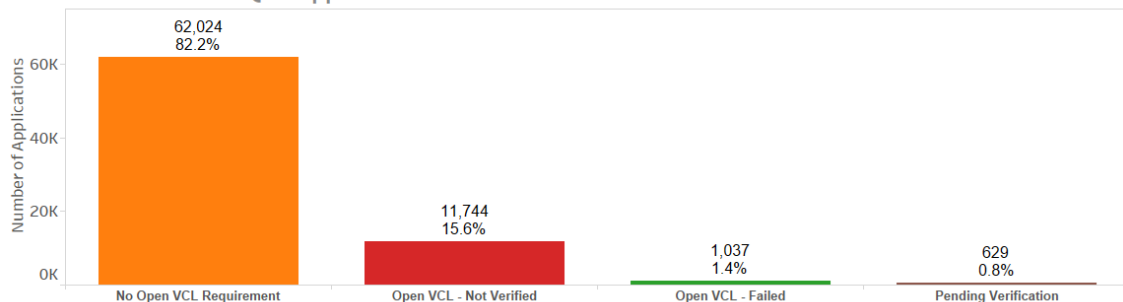
QHP customers of color are less likely to retain coverage from one open enrollment periods to the next.

**Race/Ethnicity related questions are optional for all enrollees*

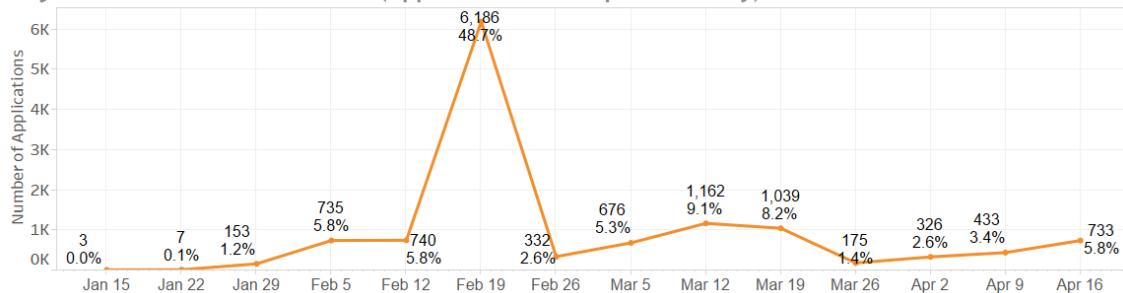
Customer Retention – Outstanding Verifications

Outstanding Verification Checklist (VCL) Activity For End of OE Customers*

VCL Status for Active QHP Applications



Projected VCL Termination Dates (Applications With Open VCL Only)

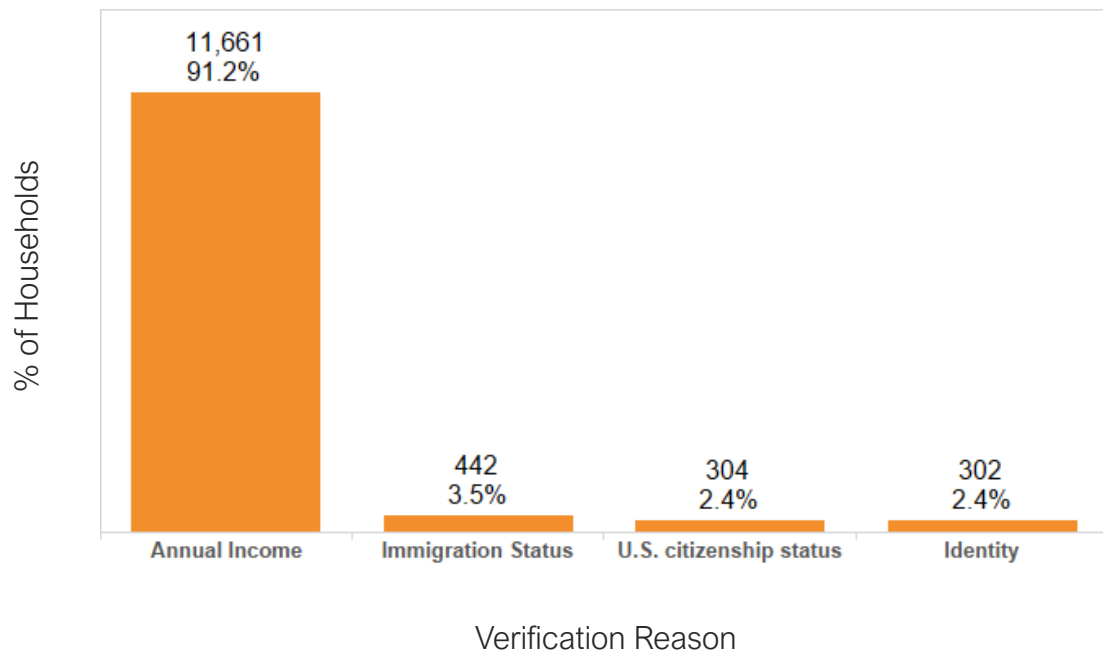


17.2% of enrolled households had at least one outstanding verification to complete at the end of OE.

**Verification status as of 1/15/2023*

34 Customer Retention – Outstanding Verifications Reasons

Outstanding Verification Checklist (VCL) Reasons*



Customers have 90 days to verify any open verification requirements.

Requirements to verify attested income account for 91% all verification activity.

**Verification status as of 1/15/2023*

Customer Retention – Effectuated Coverage

9.0 in 10

Enrollees have made their first premium payment*



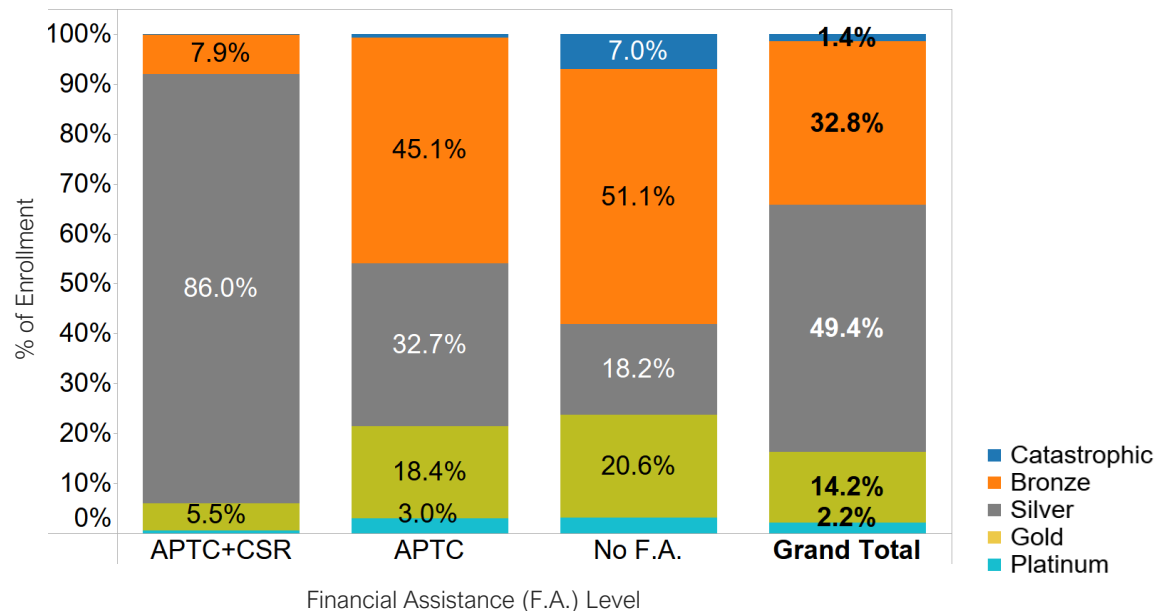
**Effectuation status as of 2/5/2023*

36

Plan Selections & Customer Preferences

Plan Selections by Metal Category

Proportion of Enrollees by Financial Assistance Level and Plan Metal Category



49.4% of QHP customers selected a health plan in the Silver metal tier (vs. 48.0% in 2022 and 46.8% in 2021).

Over 3,000 customers eligible for CSR selected a health plan in the Bronze metal tier. (vs. 4,400 in 2022)

46% of QHP Customers in a silver plan with APTC+CSR are enrolled in Covered CT

Catastrophic Plans: <60% actuarial value

Bronze Plans: 60% actuarial value

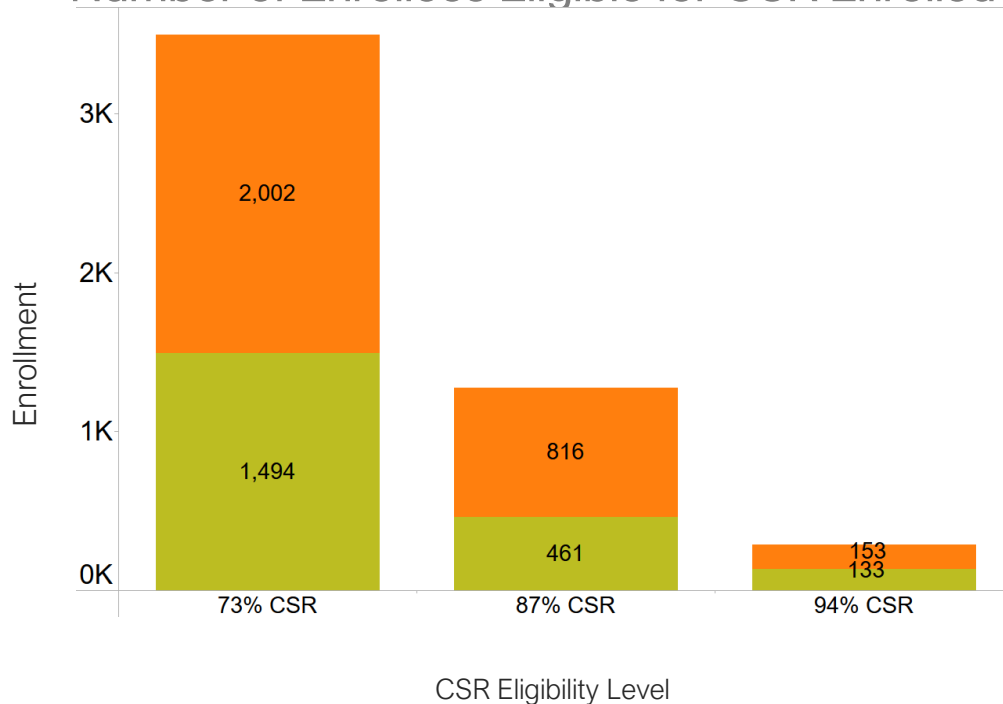
Expanded Bronze Plans: up to 65% actuarial value

Silver Plans: 70% actuarial value

Gold Plans: 80% actuarial value

Plan Selections – CSR Eligible in Bronze and Gold Plans

Number of Enrollees Eligible for CSR Enrolled in Bronze and Gold Tier Plans



Enrollees eligible for cost-sharing reductions who don't enroll in a silver plan forgo reduced cost-sharing assistance.

Since last OE, non-silver plan enrollment by new enrollees (with 87% and 94% CSR) decreased by 7%.

Bronze
Gold

Catastrophic Plans: <60% actuarial value

Bronze Plans: 60% actuarial value

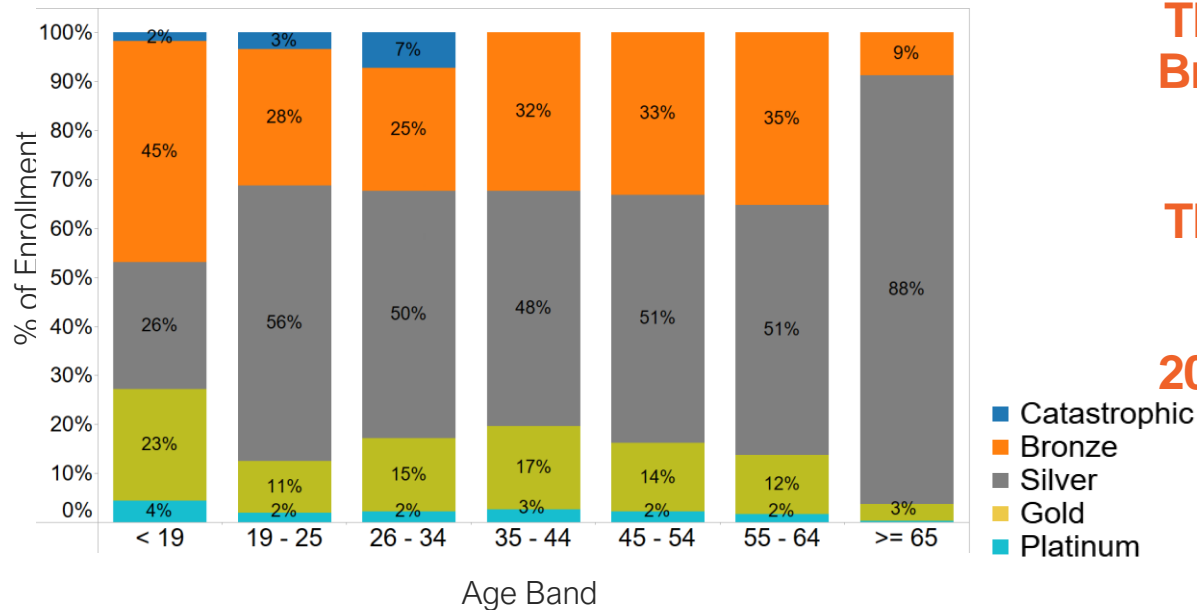
Expanded Bronze Plans: up to 65% actuarial value

Silver Plans: 70% actuarial value

Gold Plans: 80% actuarial value

Plan Selections by Metal Category and Age Band

% of Enrollees by Age Band and Plan Metal Category



The proportion of enrollment in Bronze plans decreased in 2023 for all age bands.

The proportion of enrollment in a platinum plan nearly doubled for all age bands in 2023 after being reintroduced in 2022.

Catastrophic Plans: <60% actuarial value

Bronze Plans: 60% actuarial value

Expanded Bronze Plans: up to 65% actuarial value

Silver Plans: 70% actuarial value

Gold Plans: 80% actuarial value

Customer Product Migration – Carrier Changes

Enrollment Migration Across Carriers During Open Enrollment 2023

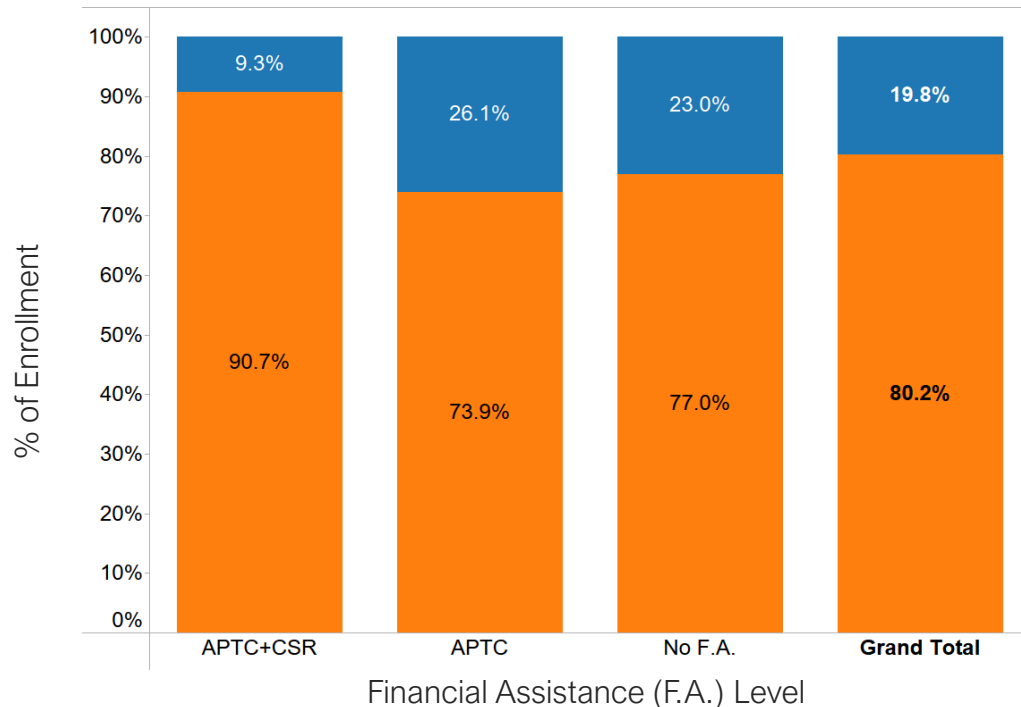
2023 Carrier	2022 Carrier				Grand Total
	ConnectiCare Benefits Inc	Anthem BCBS	ConnectiCare Insurance Company, Inc.	New Acquisition	
ConnectiCare Benefits Inc	54,296	510	631	8,591	64,028
Anthem BCBS	4,211	21,695	360	8,386	34,652
ConnectiCare Insurance Company, Inc.	1,023	217	5,540	2,672	9,452
Grand Total	59,530	22,422	6,531	19,649	108,132

Of the 6.9k customers who switched carriers between 2022 and 2023, 65% chose Anthem.

Additionally, 44% of new acquisition customers selected a plan from ConnectiCare Benefits Inc. (CBI)

Customer Product Migration – Plan Changes

% of 2022 Customers Who Renewed and Selected a Different Plan For 2023



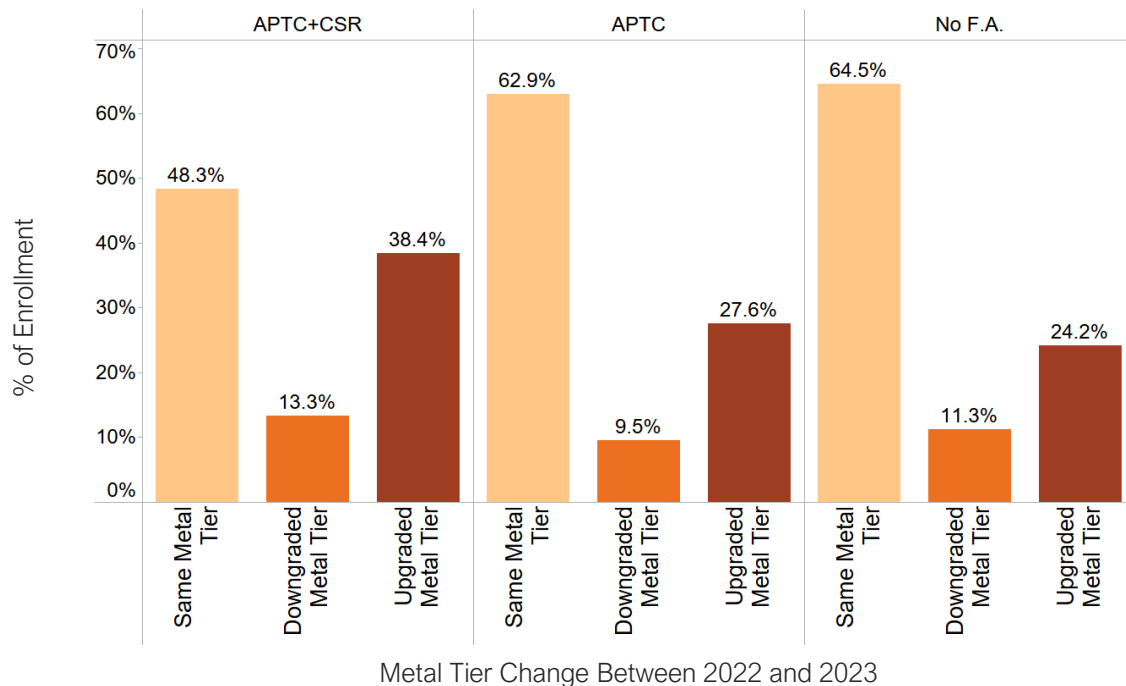
19% of customers who renewed in 2023 selected a different plan from their prior year (vs. 12% in 2022 and 12% in 2021).*

**The increase in changed plans can be partly attributed to 4 plans having been discontinued from 2022*

■ Changed Plan
■ Unchanged Plan

Customer Product Migration – Tier Movement

% of 2022 Customers Who Renewed and Selected a Different Plan For 2023



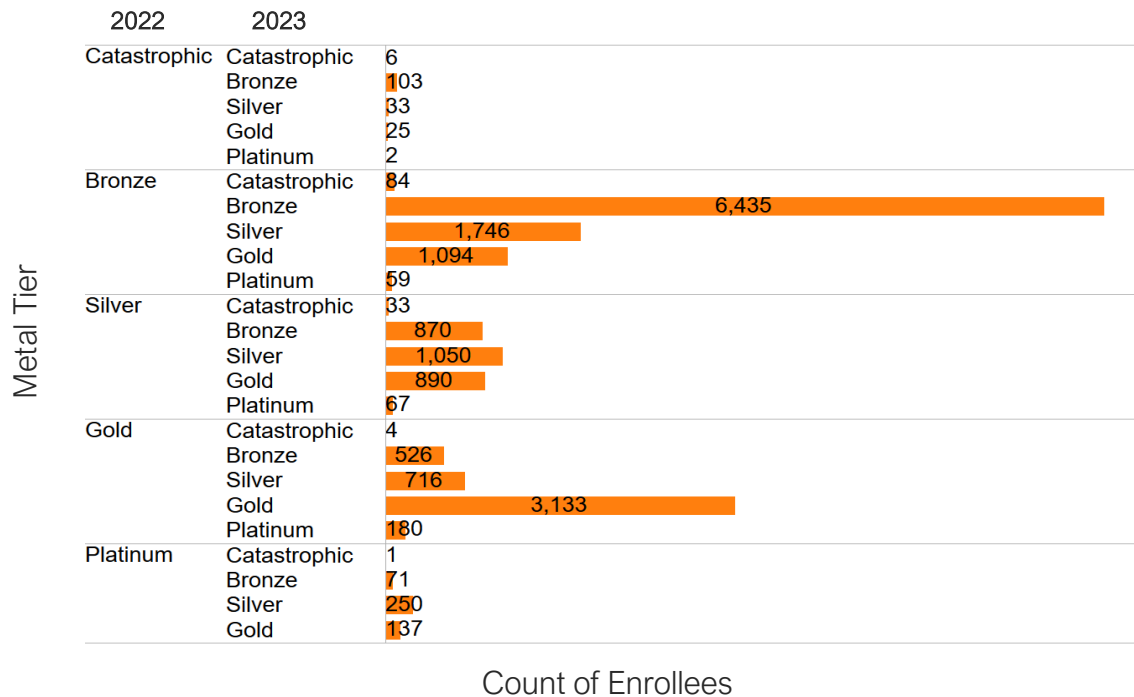
60.7% of all renewing customers who selected a different plan in 2023 selected a plan in the same metal tier (vs. 42% in 2022).

28.9% selected a plan in a higher metal tier (vs. 50% in 2022).

- Same Metal Tier
- Downgraded Metal Tier
- Upgraded Metal Tier

Customer Product Migration – Metal Tier

2022 Customers Who Renewed and Selected a Different Plan For 2023



17,515 renewing individuals enrolled in a different plan than 2022.

60% of renewing individuals who switched plans enrolled in a plan with the same level as the prior year.

Catastrophic Plans: <60% actuarial value

Bronze Plans: 60% actuarial value

Expanded Bronze Plans: up to 65% actuarial value

Silver Plans: 70% actuarial value

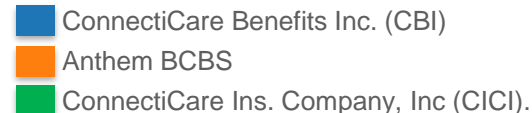
Gold Plans: 80% actuarial value

Customer Plan Selections

2022 - 2023 Enrollment by Carrier, Plan Name, and Plan Year

		2022	2023
Catastrophic	Catastrophic HMO Pathway Enhanced	170	245
	Choice Catastrophic POS with Dental	1,222	1,261
Bronze	Bronze HMO BlueCare Prime with Added Dental..	1,198	4,008
	Bronze HMO Pathway Enhanced Tiered	1,271	1,125
	Bronze PPO Pathway Enhanced Value PCP		990
	Bronze PPO Standard Pathway	2,212	2,291
	Bronze PPO Standard Pathway for HSA	1,681	2,141
	Choice Bronze Alternative POS	2,860	
	Choice Bronze Alternative POS with Dental	2,067	3,593
	Choice Bronze Standard POS	11,217	10,283
	Choice Bronze Standard POS HSA	8,417	9,780
	FlexPOS Bronze Standard	414	382
Silver	FlexPOS Bronze Standard HSA	867	924
	Passage Bronze Alternative PCP POS	5,076	
	Choice Silver Standard POS	34,526	36,224
	FlexPOS Silver Standard	3,093	4,719
	Silver PPO Standard Pathway	11,991	12,512
Gold	Choice Gold Alternative POS	514	371
	Choice Gold Alternative POS with Dental	340	299
	Choice Gold Standard POS	2,783	2,217
	Compass EPO Gold Alternative	95	141
	Compass Gold Alternative POS	205	
	FlexPOS Gold Standard	888	952
	Gold HMO BlueCare Prime	1,623	
	Gold HMO BlueCare Prime with Added Dental a..	3,264	5,414
	Gold HMO Pathway Enhanced Tiered	1,690	1,565
	Gold PPO Pathway with Added Dental and Visio..		3,846
Platinum	Gold PPO Standard Pathway	540	515
	FlexPOS Platinum Alternative	2,144	2,334

In 2023, four plans were discontinued and two plans were added.



Count of Enrollees

Metal Tier Product Preferences – Annual Overview

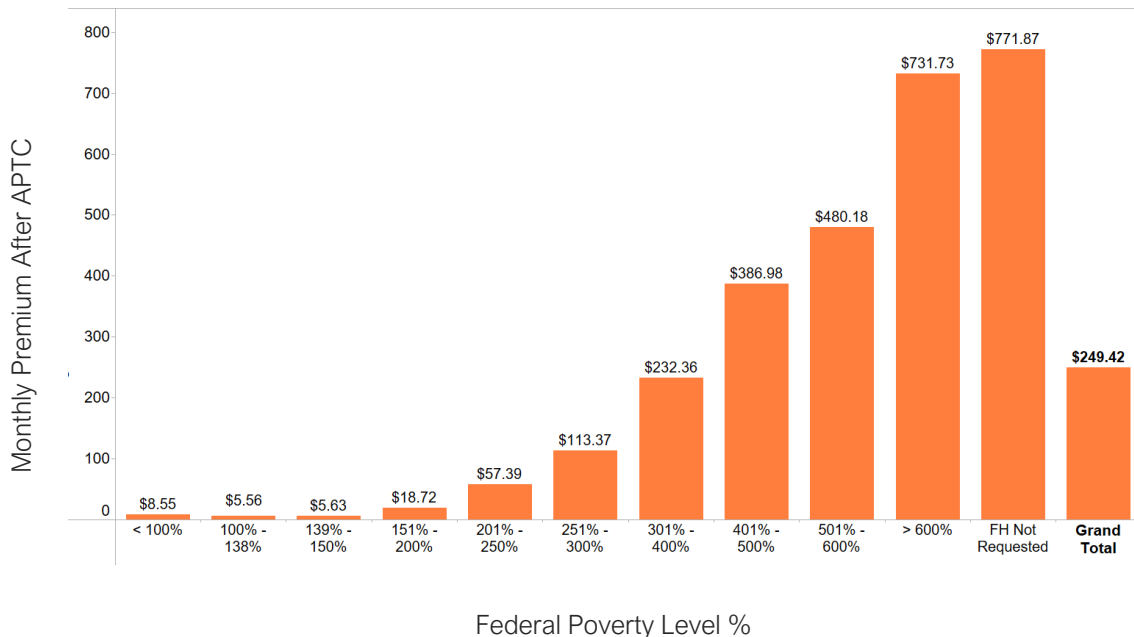
Annual End of OE Proportion of Enrollment by Metal Tier and Plan Year*

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Catastrophic	2.2%	2.2%	1.8%	1.8%	1.5%	1.7%	1.7%	1.9%	1.6%	1.3%
Bronze	16.2%	22.4%	23.3%	25.3%	35.1%	44.2%	45.7%	43.6%	36.8%	32.8%
Silver	63.4%	59.5%	61.5%	63.9%	55.6%	48.5%	46.3%	46.8%	47.9%	49.4%
Gold	18.1%	15.1%	12.1%	9.1%	7.8%	5.5%	6.3%	7.7%	11%	14.1%
Platinum	N/A	.9%	1.4%	N/A	N/A	N/A	N/A	N/A	1.5%	2.1%

*Percent totals may not sum to 100% due to rounding.

Monthly Plan Cost – FPL Level

Average Monthly Premium After APTC by Household Income (FPL %)*



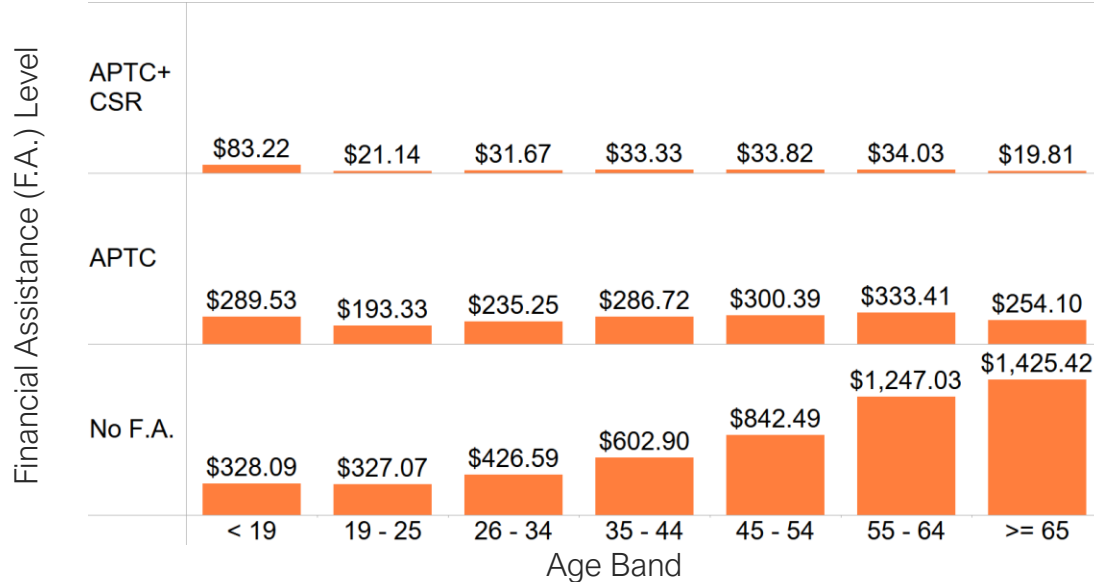
For customers with income between 151% - 200% FPL (13.6% of all QHP customers), their average monthly premium after APTC is \$18.72.

Households with income above 400% FPL continue to qualify for APTC in 2023.

**Comparison excludes households with more than 1 enrollee. "FH Not Requested" indicates households who do not request financial help.*

Monthly Plan Cost – Age Band

Average Monthly Premium After APTC by Age Band and Financial Assistance (F.A.) Level*

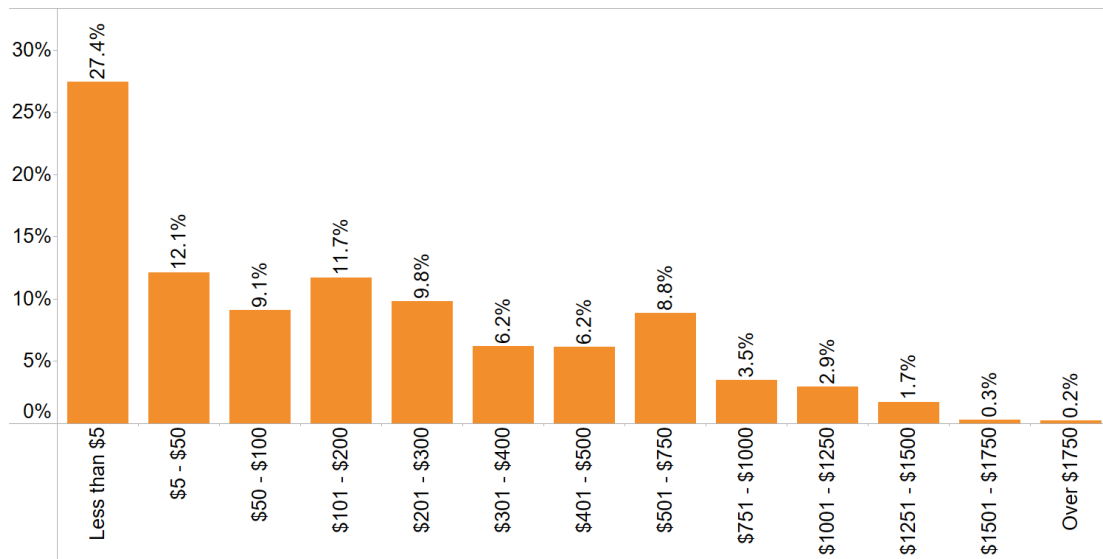


For customers between ages 55-64 years old (35.9% of QHP customers), the average monthly premium after APTC ranges from \$34 to \$1,247 depending on level of financial help.

*Comparison excludes households with more than 1 enrollee.

Monthly Plan Cost – % of Enrollees

Proportion of Enrollees by Average Monthly Premium After APTC and State Payments*



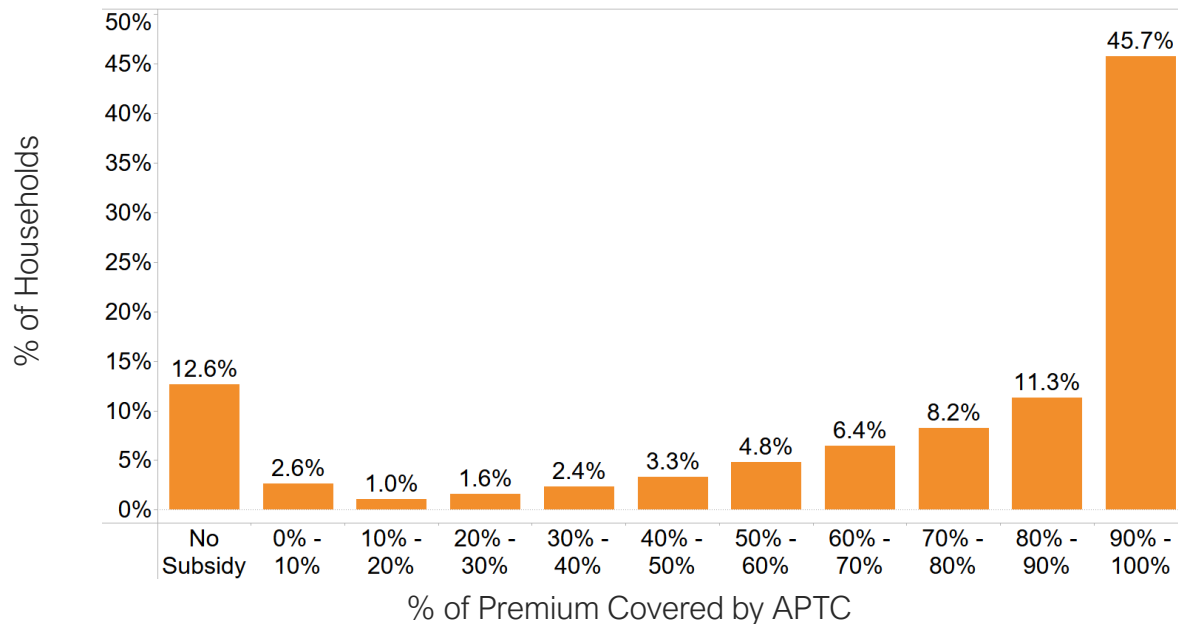
39.5% of enrollees are paying less than \$50 per month (after APTC and State Payments) for their policy (vs. 45% in 2022).

Monthly Premium After APTC

**Comparison excludes households with more than 1 enrollee.*

Percent of Premium Covered by APTC

Proportion of Households by APTC as a Percent of Premium*

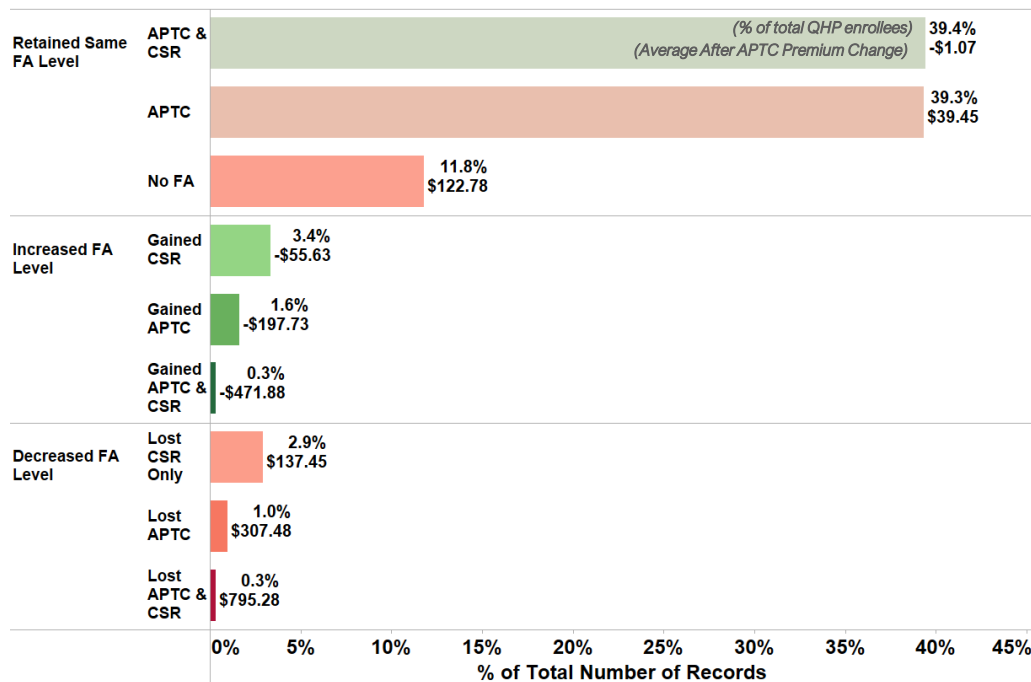


45.7% of covered households qualify for an Advance Premium Tax Credit (APTC) that covers at least 90% of their plan's total premium (up from 49% in 2022 and 40% in 2021).

**Does not account for Covered CT*

Observed 2023 Premium Increase / Decrease

Average 2022 to 2023 Change in Monthly Premium After APTC *



For enrollees who retained similar financial help between 2022 and 2023, average monthly premium after APTC increased \$17 for subsidized customers and increased \$122 for non-subsidized.

*Comparison excludes households with more than 1 enrollee and enrollees who did not have coverage in 2023

** A variety of factors can impact premium fluctuations including annual rate changes, customer rating factors, customer plan selections, eligibility for financial help, and changes in household income.

52 Distribution of Enrollee Premium Before Tax Credits

Distribution of Enrollees by Premium Amount Before Tax Credits

Individual Premium Amount Before Tax Credits

	2017	2018	2019	2020	2021	2022	2023
\$0	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%
\$0 to \$250	12.5%	5.0%	6.0%	5.0%	3.8%	2.3%	1.2%
\$250 to \$500	39.5%	31.3%	36.5%	32.1%	33.1%	29.7%	20.7%
\$500 to \$750	24.5%	26.7%	25.3%	23.9%	22.2%	23.0%	25.8%
\$750 to \$1k	19.4%	17.0%	19.7%	18.9%	20.5%	18.8%	14.9%
\$1k to \$1.25k	3.7%	12.5%	9.3%	13.5%	15.5%	17.6%	19.1%
\$1.25k to \$1.5k	0.3%	6.8%	2.7%	5.8%	4.2%	7.5%	15.5%
\$1.5k to \$1.75k	0.1%	0.3%	0.3%	0.4%	0.3%	0.9%	1.9%
\$1.75k to \$2k		0.1%	0.1%	0.1%	0.1%	0.1%	0.6%
\$2k to \$2.25k		0.0%	0.0%	0.1%	0.1%	0.0%	0.1%
\$2.25k to \$2.5k				0.0%	0.0%	0.0%	0.0%
Over \$2.5k					0.0%	0.0%	0.0%
Avg. Ind. Premium	\$537	\$682	\$625	\$684	\$692	\$741	\$846

The average individual enrollee gross premium, before APTC was applied, was \$846 in 2023 (vs. \$741 in 2022).

Distribution of Enrollee Deductible

Distribution of Enrollees by Individual Deductible Amount*

	2017	2018	2019	2020	2021	2022	2023
\$0k to \$500k	16.2%	13.1%	11.3%	11.2%	11.4%	8.5%	15.8%
\$500 to \$1k	15.8%	15.5%	6.3%	14.8%	14.4%	13.0%	6.9%
\$1k to \$1.5k	4.2%	7.4%	14.2%	3.8%	3.9%	5.6%	5.6%
\$1.5k to \$2k	9.1%	2.4%	0.9%	1.0%	1.4%	1.6%	1.6%
\$2k to \$2.5k	0.4%			1.3%	0.6%	3.6%	9.0%
\$2.5k to \$3k	0.5%	1.2%	0.5%		1.5%	1.3%	
\$3k to \$3.5k	9.2%	8.4%					
\$3.5k to \$4k	1.1%	13.9%	8.9%	8.2%	8.2%	9.4%	0.3%
\$4k to \$4.5k	16.3%	0.9%	7.7%	12.3%	13.1%	17.5%	0.0%
\$4.5k to \$5k			4.2%				8.3%
\$5k to \$5.5k	0.2%	0.7%		1.6%			19.2%
\$5.5k to \$6k	15.4%	19.4%	15.1%	13.6%	1.4%	1.2%	1.0%
\$6k to \$6.5k	9.8%	13.5%	22.9%	23.0%	15.7%	5.2%	3.4%
\$6.5k to \$7k		2.1%	6.2%	7.5%	18.7%	24.7%	24.2%
\$7k to \$7.5k	1.8%	1.5%			7.7%	6.7%	3.8%
\$7.5k to \$8k			1.8%				0.9%
\$8k to \$8.5k				1.7%			
\$8.5k to \$9k					1.9%	1.7%	
Avg. Deductible	\$2,941	\$3,298	\$3,863	\$3,956	\$4,098	\$4,038	\$3,943

A deductible is what an enrollee pays for covered health care services before their insurance plan starts to pay.**

15.8% of enrollees enrolled in a plan with \$0 deductible because of Cost Sharing Reduction eligibility and Covered CT.

*Deductible amounts reflect in-network value

**Plans also include many services not subject to the deductible, including \$0 preventative services

Distribution of Enrollee Maximum Out Of Pocket

Distribution of Enrollees by Individual Maximum Out of Pocket Amount*

	2017	2018	2019	2020	2021	2022	2023
\$0 to \$500	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	14.3%
\$500 to \$1000k	1.3%	12.9%	10.7%	11.1%	11.3%	8.4%	1.3%
\$1k to \$1.5k	14.2%	0.1%	0.6%				
\$1.5k to \$2k	17.4%	0.6%					
\$2k to \$2.5k		15.6%	6.0%				
\$2.5k to \$3k			9.6%	14.8%	14.4%	13.0%	0.0%
\$3k to \$3.5k						1.5%	8.9%
\$3.5k to \$4k	7.1%						
\$4k to \$4.5k		6.7%					
\$4.5k to \$5k	3.1%	0.0%	4.2%	0.1%			3.4%
\$5k to \$5.5k	0.2%	0.5%	9.1%	3.8%	3.9%	4.1%	
\$5.5k to \$6k	10.6%	9.3%					
\$6.5k to \$7k	16.8%	20.1%	14.3%	20.0%	18.8%	9.0%	0.0%
\$7k to \$7.5k	29.2%	34.2%				10.6%	20.1%
\$7.5k to \$8k			45.4%		0.3%	0.4%	0.3%
\$8k to \$8.5k				50.0%	15.7%	0.8%	0.3%
\$8.5k to \$9k					35.5%	52.2%	12.0%
\$k9 to \$9.5k							39.4%
Avg. MOOP	\$4,678	\$5,116	\$5,717	\$6,064	\$6,272	\$6,656	\$6,588

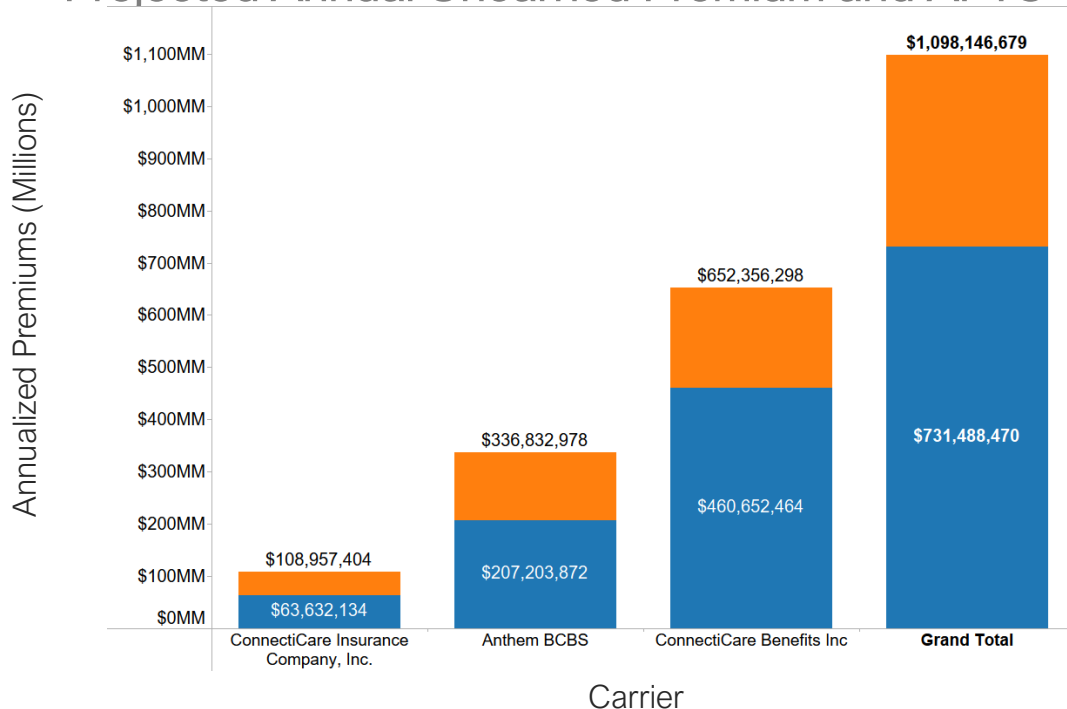
Health plans pay for 100% of covered benefits once a maximum out of pocket (MOOP) limit is reached.

14.3% of enrollees enrolled in a plan with less than \$500 MOOP because of Cost Sharing Reduction eligibility and Covered CT.

**Maximum out of pocket amounts reflect in-network value*

Annual Premium & APTC Projection

Projected Annual Unearned Premium and APTC



Total annualized premiums for the 2023 QHP customer base amounts to almost \$1.1 billion, of which \$731.4 million are generated by premium tax credits.

Total Annualized Premium (including APTC)
Total Annualized Advance Premium Tax Credit (APTC)

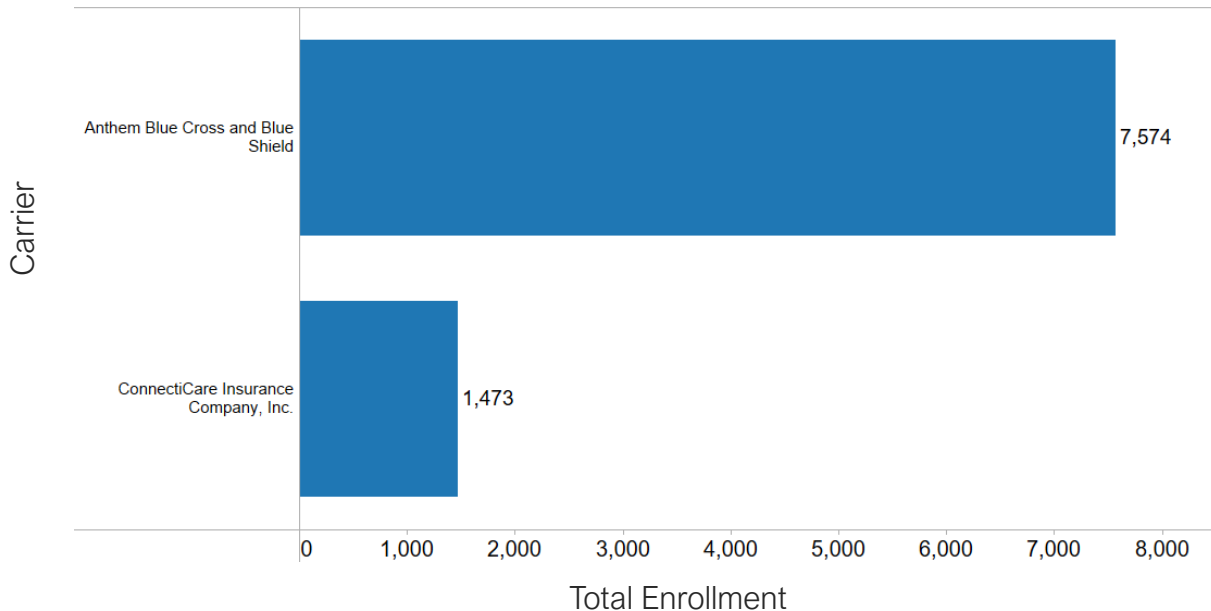
Cost Sharing Reduction (CSR) amounts not included in this projection.

56

Dental Enrollment Analysis

Dental Enrollment by Carrier

Proportion of Total Enrollment by Carrier



83% of individuals enrolled in Anthem

614 individuals enrolled in a Dental Plan only

Overall Dental Enrollment increased by 66%

Dental Customer Enrollment by Age / Gender

Proportion of Enrollees by Age and Gender

Age Range	Female	Male	Grand Total	
	19 - 25	4.06%	3.50%	7.56%
	26 - 34	11.26%	11.08%	22.34%
	35 - 44	8.22%	7.83%	16.05%
	45 - 54	9.37%	7.89%	17.27%
	55 - 64	15.59%	12.28%	27.87%
	< 19	3.29%	3.53%	6.82%
	>= 65	1.33%	0.77%	2.10%

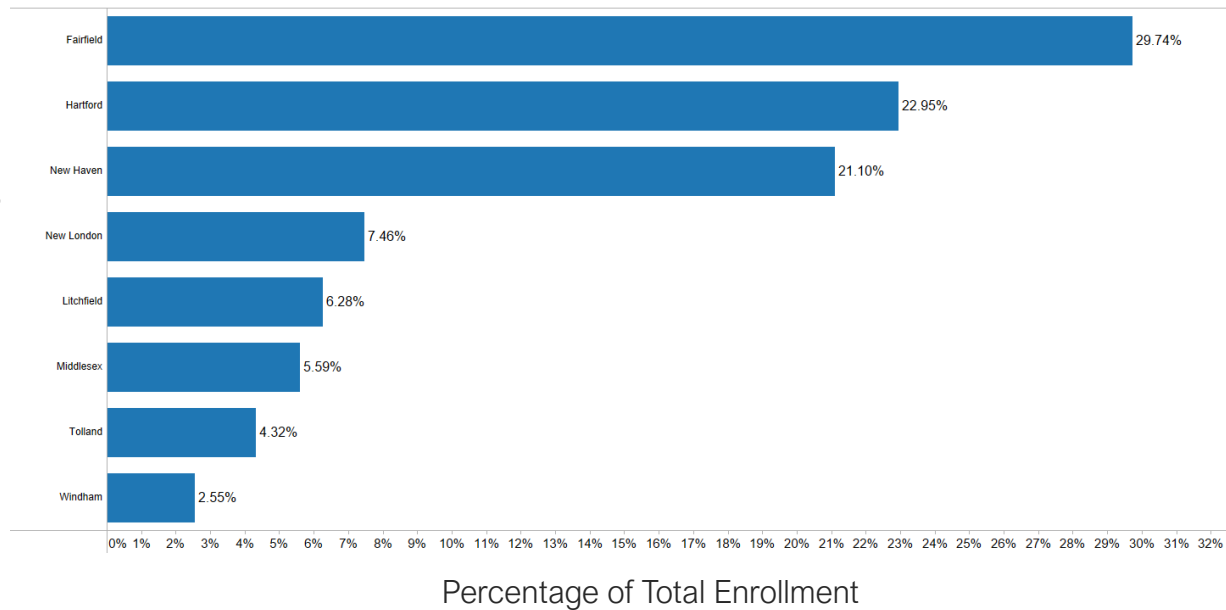
Female enrollees account for 53% of Dental Enrollment.

29% of Dental Enrollment consists of 19-34 year olds.

190 Individuals over the age of 65 are enrolled.

Dental Customer Geography

Proportion of Enrollees by County



**Total Dental Enrollment
of 9,047 enrollees.**

**53% of enrollees are
women, and 27% are 55
to 64**