

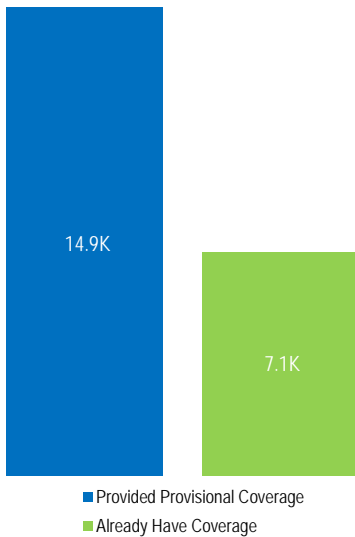
Massachusetts Health Exchange Dashboard



This is the first of what will be a weekly report that will measure the operations and progress of the Massachusetts Health Exchange project. This week's report is focused on efforts to address the current application backlog.

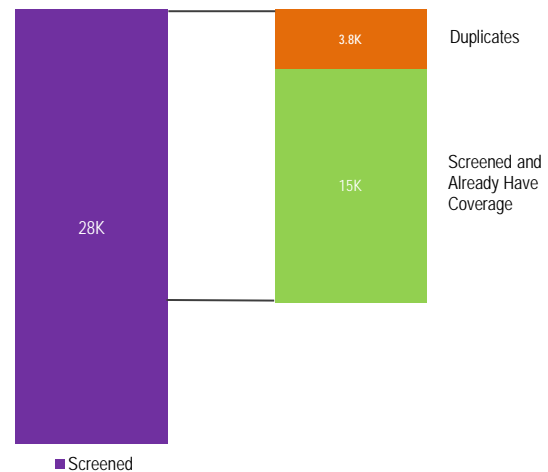
Pending Applications Processed

Last week, we reported that approximately 22K applications had been entered into the system and were awaiting processing. All of them have been processed, and nearly 15K people are now newly enrolled in transitional coverage and approximately 7K (32%) were found to already be enrolled in coverage.



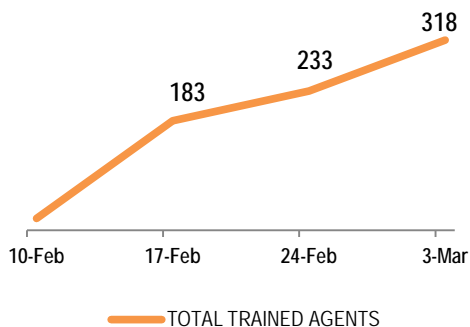
Paper Application Backlog

Last week, we reported a backlog of approximately 50K paper applications. Since then, we have screened 28K from this backlog. Nearly 4K have been identified as duplicates. Of the remaining, we found that 15K are already enrolled in coverage, and as a result we have prioritized the data entry of the remaining 9K screened.



Supplemental Staffing for Application Data Entry

As announced last week, Optum is supplementing state resources for data entry and paper application processing. As of today, there are nearly 200 Optum staff beginning the data entry process, which will ramp up to over 300 supplemental staff working on data entry over the next two weeks.



Work also continues on developing a streamlined data entry tool to reduce the time it takes to data enter a paper application. We will report on our progress with this new tool at next week's briefing.