maryland health connection℠

DATA REPORT
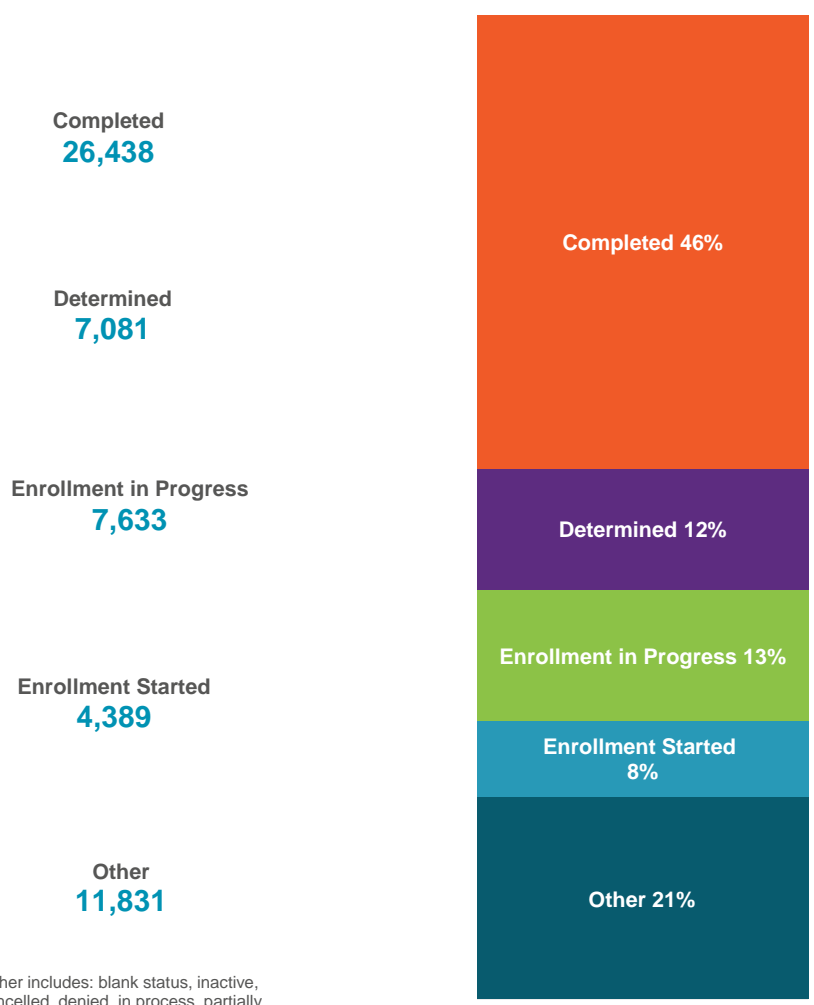
January 31, 2022

QHPs are measured since Nov. 1 when enrollment began for 2022. Medicaid enrollments, which continue year-round, are as of report cover date.

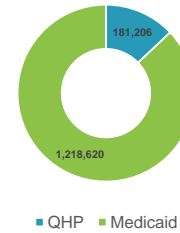### SYSTEM DASHBOARD

Applications
57,372
associated to users

Completed
26,438

Determined
7,081

Enrollment in Progress
7,633

Enrollment Started
4,389

Other
11,831

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

Completed 46%

Determined 12%

Enrollment in Progress 13%

Enrollment Started 8%

Other 21%

Qualified Health Plans (QHP) vs. Medicaid Enrollment

- QHP: 181,206
- Medicaid: 1,218,620

■ QHP ■ Medicaid

Medicaid Auto enrolled for Dec
59%

Successfully selected MCO Plan
197,775

Primary Care Physician Selection
41,767

Enrolled in QHP
181,206

PY 2015 — PY 2016 — PY 2017 — PY 2018
PY 2019 — PY2020 — PY2021 — PY2022
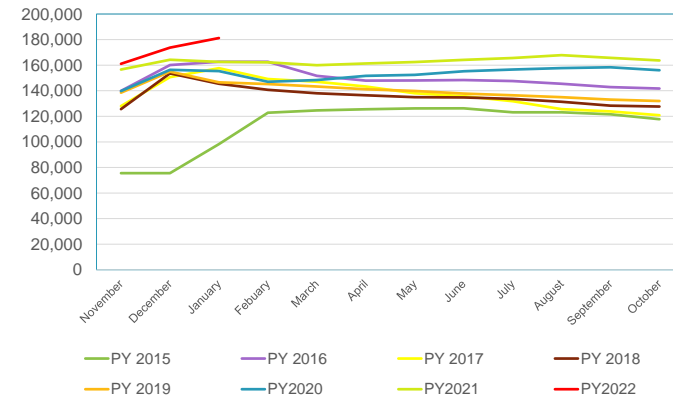
Enrolled in Medicaid
1,218,620

—2015 —2016 —2017 —2018 —2019 —2020 —2021 —2022
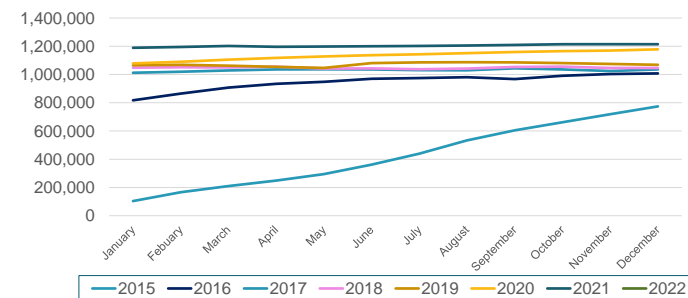
MAGI Medicaid enrollments (based Modified Adjusted Growth Income), covered in chart above, go through Maryland Health Connection. Non-MAGI Medicaid, about 300,000 enrollments with other eligibility criteria, go through the Maryland Department of Health (MDH).
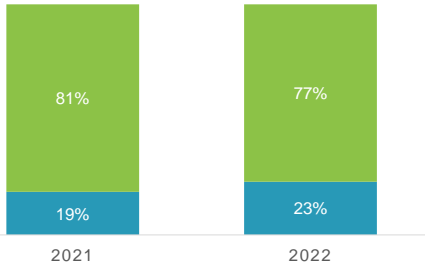
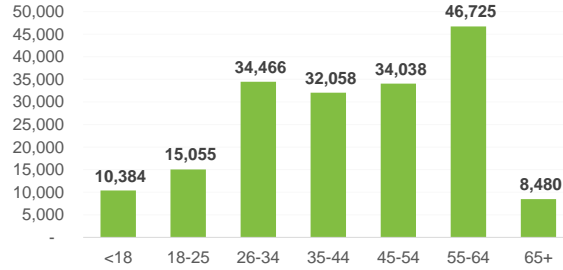Period is from start of open enrollment Nov. 1 to the end date on report cover.

Total QHP Enrollees

181,206

■ New ■ Renewal

2021	2022
81% (Renewal)	77% (Renewal)
19% (New)	23% (New)

QHP Consumers by Age Group

Age Group	Count
<18	10,384
18-25	15,055
26-34	34,466
35-44	32,058
45-54	34,038
55-64	46,725
65+	8,480

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

Financial Help

■ With Tax Credits ■ Without Tax Credits

- 21% (Without Tax Credits)
- 79% (With Tax Credits)
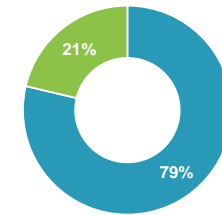
QHP Enrollment by Household Income and Metal Level

Income Level	Bronze	Catastrophic	Gold	Platinum	Silver
UNKNOWN	9,609	1,644	14,687	732	2,093
>= 400% FPL	5,866	337	8,891	454	627
>= 350% FPL and <400% FPL	3,246	108	4,621	136	313
>= 300% FPL and <350% FPL	4,739	147	7,251	243	644
>= 250% FPL and <300% FPL	5,209	151	10,318	411	1,240
>= 200% FPL and <250% FPL	5,811	97	16,236	700	3,447
>= 150% FPL and <200% FPL	4,495	95	12,878	594	17,136
>= 138% FPL and <150% FPL	883	22	2,946	119	6,812
>= 100% FPL and <138% FPL	400	7	1,521	66	5,597
< 100%	910	30	3,570	137	12,980

■ BRONZE ■ CATASTROPHIC ■ GOLD ■ PLATINUM ■ SILVER

**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.
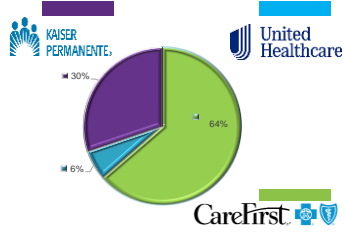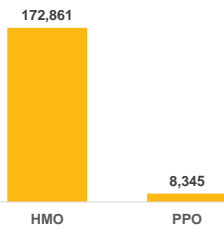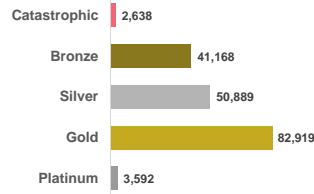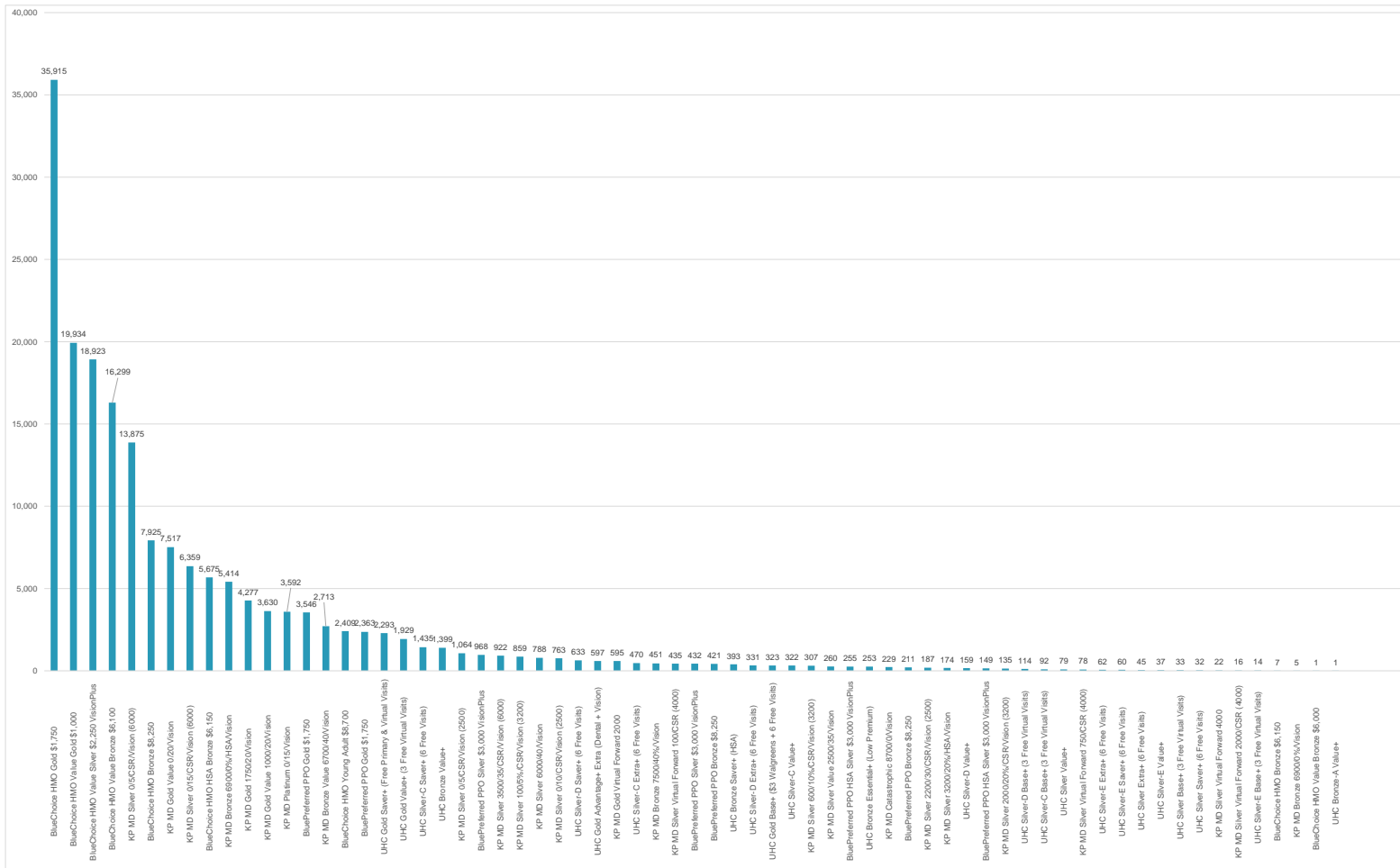
QHP Consumers by Carrier

KAISER PERMANENTE.

United Healthcare

CareFirst

30%

6%

64%

Enrollment by Plan Type

172,861

8,345

HMO

PPO

Enrollment by Metal Level

Metal Level	Enrollment
Catastrophic	2,638
Bronze	41,168
Silver	50,889
Gold	82,919
Platinum	3,592

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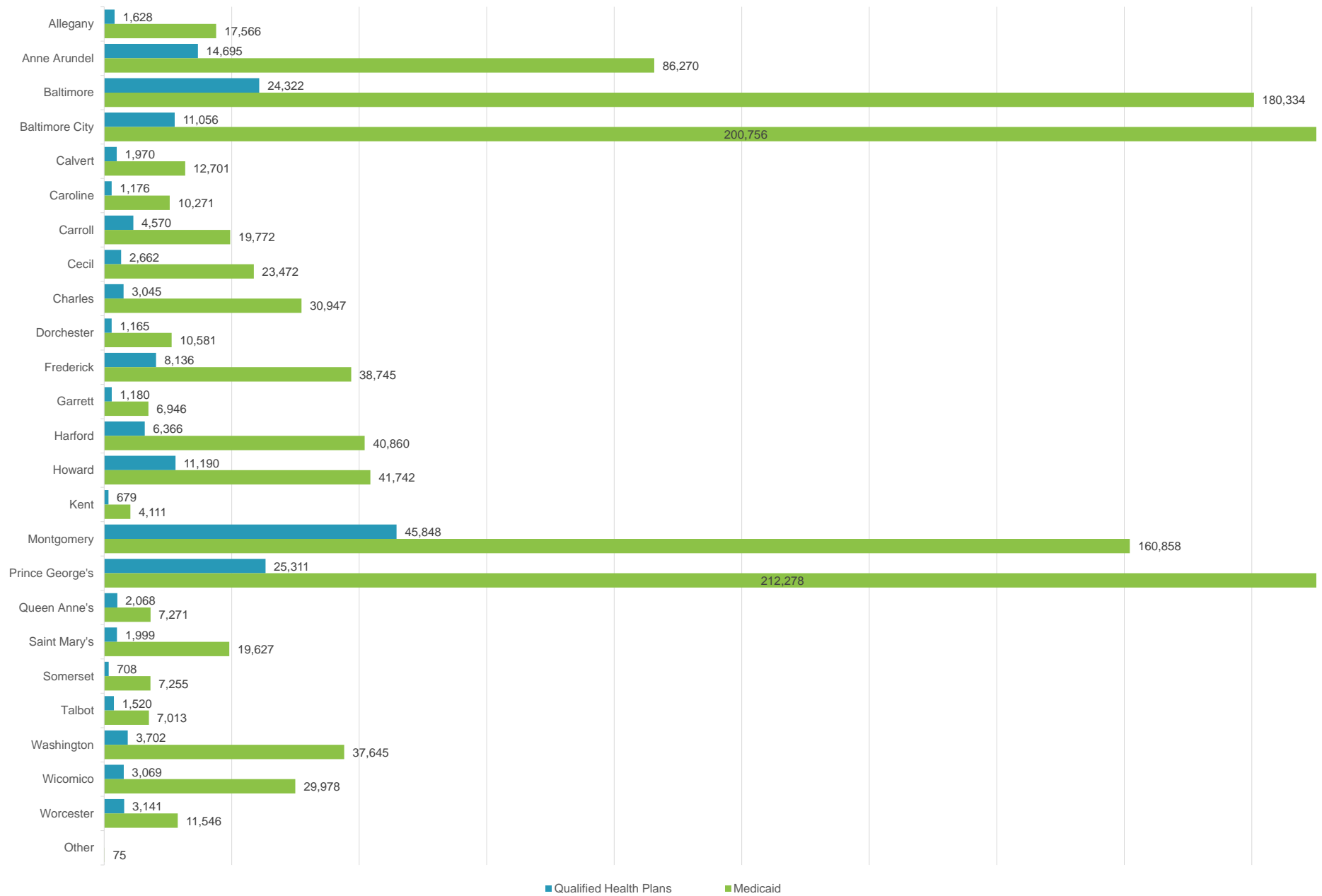
There are also different play types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.

Enrollment by Plan Choice

Values (in descending order): 35,915; 19,934; 18,923; 16,299; 13,875; 7,925; 7,517; 6,359; 5,675; 5,414; 4,277; 3,630; 3,546; 3,592; 2,713; 2,409; 2,363; 2,293; 1,929; 1,435; 1,399; 1,064; 968; 922; 859; 788; 763; 633; 597; 595; 470; 451; 435; 432; 421; 393; 331; 323; 322; 307; 260; 255; 253; 229; 211; 187; 174; 159; 149; 135; 114; 92; 79; 78; 62; 60; 45; 37; 33; 32; 22; 16; 14; 7; 5; 1; 1

Plan labels:
BlueChoice HMO Gold $1,750
BlueChoice HMO Value Gold $1,000
BlueChoice HMO Value Silver $2,250 VisionPlus
BlueChoice HMO Value Bronze $6,100
KP MD Silver 0/5/CSR/Vision (6000)
BlueChoice HMO Bronze $8,250
KP MD Gold Value 0/20/Vision
KP MD Silver 0/15/CSR/Vision (6000)
BlueChoice HMO HSA Bronze $6,150
KP MD Bronze 6900/0%/HSA/Vision
KP MD Gold 1750/20/Vision
KP MD Gold Value 1000/20/Vision
KP MD Platinum 0/15/Vision
BluePreferred PPO Gold $1,750
KP MD Bronze Value 6700/40/Vision
BlueChoice HMO Young Adult $8,700
BluePreferred PPO Gold $1,750
UHC Gold Saver+ (Free Primary & Virtual Visits)
UHC Gold Value+ (3 Free Virtual Visits)
UHC Silver-C Saver+ (6 Free Visits)
UHC Bronze Value+
KP MD Silver 0/5/CSR/Vision (2500)
BluePreferred PPO Silver $3,000 VisionPlus
KP MD Silver 3500/35/CSR/Vision (6000)
KP MD Silver 1005%/CSR/Vision (3200)
KP MD Silver 6000/40/Vision
KP MD Silver 0/10/CSR/Vision (2500)
UHC Silver-D Saver+ (6 Free Visits)
UHC Gold Advantage+ Extra (Dental + Vision)
UHC Silver-C Extra+ (6 Free Visits)
KP MD Bronze 7500/40%/Vision
KP MD Silver Virtual Forward 100/CSR (4000)
BluePreferred PPO Silver $3,000 VisionPlus
BluePreferred PPO Bronze $8,250
UHC Bronze Saver+ (HSA)
UHC Silver-D Extra+ (6 Free Visits)
UHC Gold Base+ ($3 Walgreens + 6 Free Visits)
KP MD Silver 600/10%/CSR/Vision (3200)
KP MD Silver Value 2500/35/Vision
BluePreferred PPO HSA Silver $3,000 VisionPlus
UHC Bronze Essentale+ (Low Premium)
KP MD Silver Catastrophic 8700/0/Vision
BluePreferred PPO Bronze $8,250
KP MD Silver 2200/30/CSR/Vision (2500)
KP MD Silver 3200/20%/HSA/Vision
UHC Silver-D Value+
BluePreferred PPO HSA Silver $3,000 VisionPlus
KP MD Silver 200/20/0%/CSR/Vision (3200)
UHC Silver-D Base+ (3 Free Virtual Visits)
UHC Silver-C Base+ (3 Free Virtual Visits)
UHC Silver Value+
KP MD Silver Virtual Forward 750/CSR (4000)
UHC Silver-E Extra+ (6 Free Visits)
UHC Silver-E Saver+ (6 Free Visits)
UHC Silver Extra+ (6 Free Visits)
UHC Silver-E Value+
UHC Silver Virtual Forward (3 Free Virtual Visits)
UHC Silver Saver+ (6 Free Visits)
KP MD Silver Virtual Forward 4000
KP MD Silver Virtual Forward 2000/CSR (4000)
UHC Silver-E Base+ (3 Free Virtual Visits)
BlueChoice HMO Bronze $6,150
KP MD Bronze 6900/0%/Vision
BlueChoice HMO Value Bronze $6,000
UHC Bronze-A Value+

ENROLLMENT DISTRIBUTION BY COUNTY

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

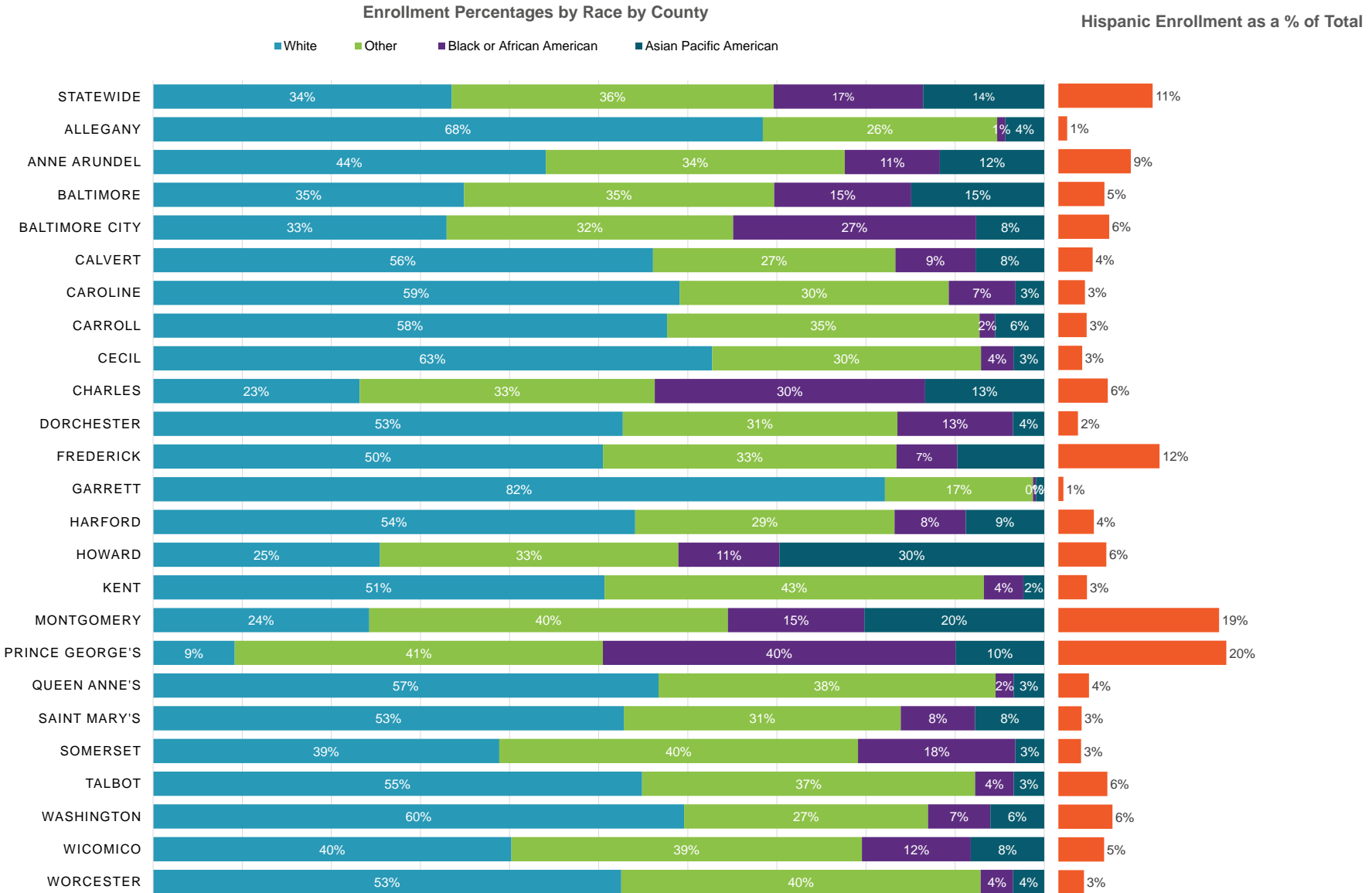| County	Qualified Health Plans	Medicaid
Allegany	1,628	17,566
Anne Arundel	14,695	86,270
Baltimore	24,322	180,334
Baltimore City	11,056	200,756
Calvert	1,970	12,701
Caroline	1,176	10,271
Carroll	4,570	19,772
Cecil	2,662	23,472
Charles	3,045	30,947
Dorchester	1,165	10,581
Frederick	8,136	38,745
Garrett	1,180	6,946
Harford	6,366	40,860
Howard	11,190	41,742
Kent	679	4,111
Montgomery	45,848	160,858
Prince George's	25,311	212,278
Queen Anne's	2,068	7,271
Saint Mary's	1,999	19,627
Somerset	708	7,255
Talbot	1,520	7,013
Washington	3,702	37,645
Wicomico	3,069	29,978
Worcester	3,141	11,546
Other	75	

■ Qualified Health Plans ■ Medicaid

"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.

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

Carroll

21% change

Smallest Growth by Month

Somerset

-2% change

Percent
30
-10

County lines include bodies of water.

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

Enrollment Percentages by Race by County

Legend: ■ White ■ Other ■ Black or African American ■ Asian Pacific American

Hispanic Enrollment as a % of Total

County	White	Other	Black or African American	Asian Pacific American	Hispanic
STATEWIDE	34%	36%	17%	14%	11%
ALLEGANY	68%	26%	1%	4%	1%
ANNE ARUNDEL	44%	34%	11%	12%	9%
BALTIMORE	35%	35%	15%	15%	5%
BALTIMORE CITY	33%	32%	27%	8%	6%
CALVERT	56%	27%	9%	8%	4%
CAROLINE	59%	30%	7%	3%	3%
CARROLL	58%	35%	2%	6%	3%
CECIL	63%	30%	4%	3%	3%
CHARLES	23%	33%	30%	13%	6%
DORCHESTER	53%	31%	13%	4%	2%
FREDERICK	50%	33%	7%		12%
GARRETT	82%	17%	0%		1%
HARFORD	54%	29%	8%	9%	4%
HOWARD	25%	33%	11%	30%	6%
KENT	51%	43%	4%	2%	3%
MONTGOMERY	24%	40%	15%	20%	19%
PRINCE GEORGE'S	9%	41%	40%	10%	20%
QUEEN ANNE'S	57%	38%	2%	3%	4%
SAINT MARY'S	53%	31%	8%	8%	3%
SOMERSET	39%	40%	18%	3%	3%
TALBOT	55%	37%	4%	3%	6%
WASHINGTON	60%	27%	7%	6%	6%
WICOMICO	40%	39%	12%	8%	5%
WORCESTER	53%	40%	4%	4%	3%

Race/ethnicity is reported voluntarily.

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

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

Percent Enrollment Comparison by Month

Percent
30

-10

Largest Growth by Month

Frederick

4% monthly growth

Smallest Growth by Month

Dorchester

0% monthly growth

County lines include bodies of water.

Enrollment Percentages by Race by County

Legend: ■ White ■ Other ■ Black or African American ■ Asian Pacific American

County	White	Other	Black or African American	Asian Pacific American
STATEWIDE	23%	36%	35%	6%
ALLEGANY	64%	29%	6%	1%
ANNE ARUNDEL	33%	37%	23%	7%
BALTIMORE	24%	33%	34%	8%
BALTIMORE CITY	9%	30%	57%	4%
CALVERT	49%	25%	22%	4%
CAROLINE	62%	16%	18%	3%
CARROLL	58%	32%	6%	3%
CECIL	56%	31%	11%	2%
CHARLES	17%	33%	43%	6%
DORCHESTER	36%	24%	36%	3%
FREDERICK	42%	34%	18%	6%
GARRETT	82%	16%	1%	1%
HARFORD	42%	29%	25%	5%
HOWARD	16%	39%	29%	16%
KENT	50%	21%	26%	2%
MONTGOMERY	14%	48%	27%	11%
PRINCE GEORGE'S	6%	43%	45%	6%
QUEEN ANNE'S	67%	17%	14%	2%
SAINT MARY'S	42%	26%	27%	4%
SOMERSET	39%	20%	39%	3%
TALBOT	49%	26%	21%	4%
WASHINGTON	49%	31%	16%	3%
WICOMICO	33%	27%	36%	4%
WORCESTER	51%	27%	20%	2%
OTHER	24%	37%	32%	7%

Race/ethnicity is reported voluntarily.

Hispanic Enrollment as % of Total

County	Hispanic %
STATEWIDE	14%
ALLEGANY	1%
ANNE ARUNDEL	12%
BALTIMORE	8%
BALTIMORE CITY	5%
CALVERT	5%
CAROLINE	13%
CARROLL	6%
CECIL	7%
CHARLES	7%
DORCHESTER	7%
FREDERICK	22%
GARRETT	1%
HARFORD	7%
HOWARD	13%
KENT	7%
MONTGOMERY	33%
PRINCE GEORGE'S	23%
QUEEN ANNE'S	11%
SAINT MARY'S	5%
SOMERSET	6%
TALBOT	17%
WASHINGTON	9%
WICOMICO	7%
WORCESTER	5%
OTHER	8%

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

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

TOTAL DENTAL

68,938

DENTAL ENROLLMENTS

- 16%
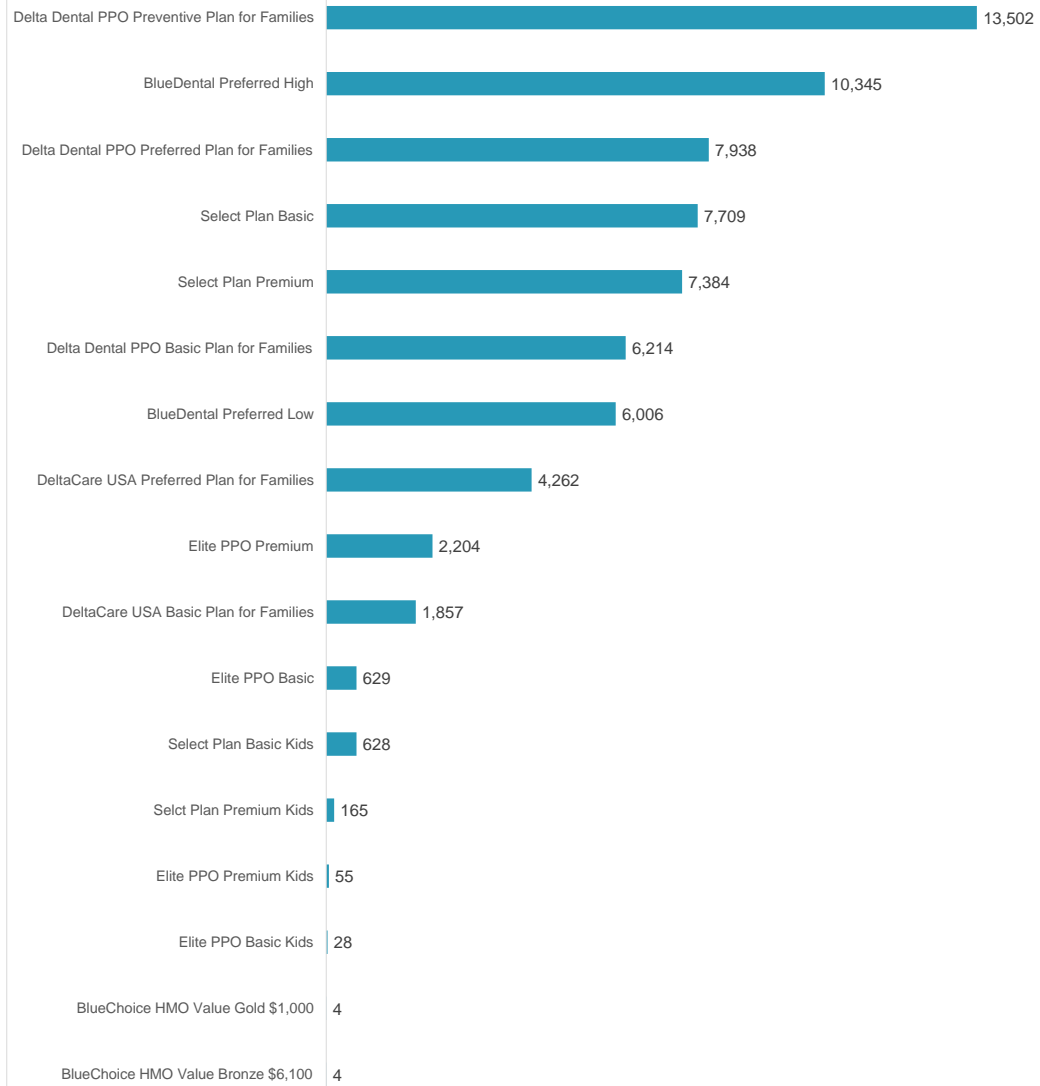- 27%
- 57%
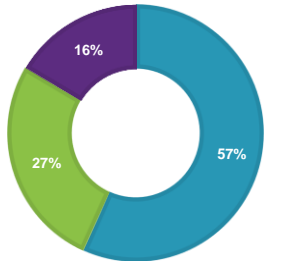
- Dental with Qualified Health Plan
- Dental with Medicaid
- Dental Alone

Dental Consumers by Carrier

KAISER PERMANENTE.

DOMINION NATIONAL

- 28%
- 0%
- 24%
- 48%

DELTA DENTAL

CareFirst
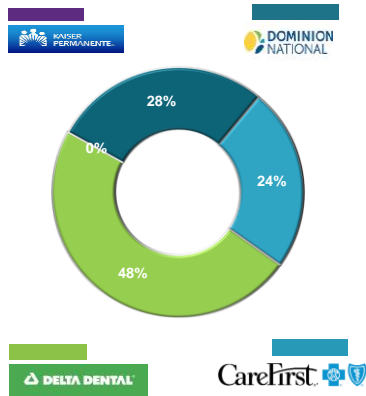
ENROLLMENT FOR DENTAL PLANS

Plan	Enrollment
Delta Dental PPO Preventive Plan for Families	13,502
BlueDental Preferred High	10,345
Delta Dental PPO Preferred Plan for Families	7,938
Select Plan Basic	7,709
Select Plan Premium	7,384
Delta Dental PPO Basic Plan for Families	6,214
BlueDental Preferred Low	6,006
DeltaCare USA Preferred Plan for Families	4,262
Elite PPO Premium	2,204
DeltaCare USA Basic Plan for Families	1,857
Elite PPO Basic	629
Select Plan Basic Kids	628
Selct Plan Premium Kids	165
Elite PPO Premium Kids	55
Elite PPO Basic Kids	28
BlueChoice HMO Value Gold $1,000	4
BlueChoice HMO Value Bronze $6,100	4

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

aetna

CareFirst

KAISER PERMANENTE

UnitedHealthcare

SHOP % Employers by Carrier

- 1%
- 37% (CareFirst)
- 25%
- 37% (UnitedHealthcare)
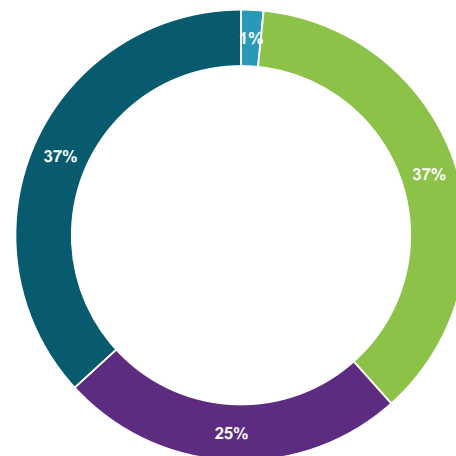
An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier

- 0%
- 31%
- 26%
- 43%
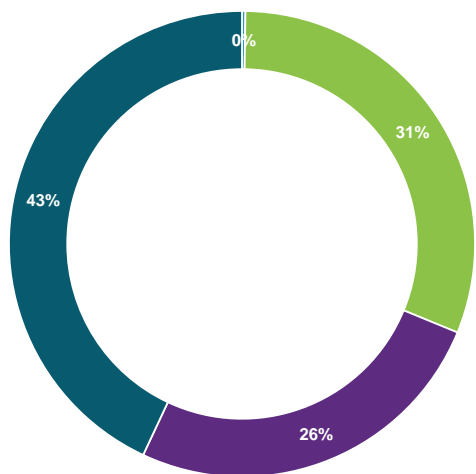
SHOP # Covered Lives by Carrier

- 2
- 218
- 156
- 273
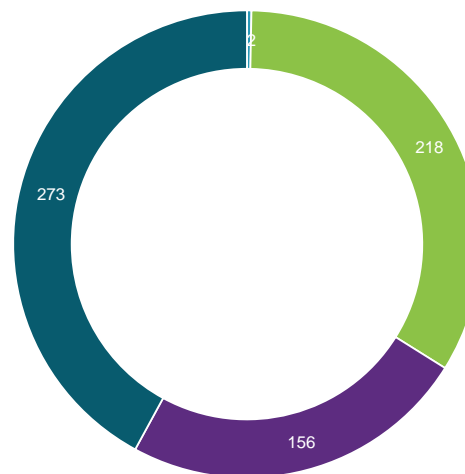
CONSUMER ASSISTANCE

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).
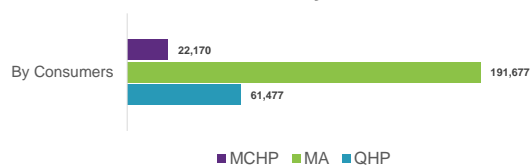
Number of Consumer Assisters

939	420	324
		293
		108

- ■ Navigators
- ■ Brokers
- ■ Call Center(Maximus)
- ■ DHS Caseworkers(DHR)
- ■ MDH Caseworkers(DHMH)

MA Enrollments by Type of Consumer Assister

	MCHP	MA
MDH Caseworkers	2,431	13,702
DHS Caseworkers	51	626
Call Center	4,661	41,789
Brokers	9,188	26,402
Navigators	825	4,214

■ MCHP ■ MA

QHP Enrollments by Type of Consumer Assister

	Total Enrollments	No changes/Auto renewed	Change in Enrollment	New Enrollment
Call Center	13,987	1,715	5,960	6,313
Brokers	56,912	30,350	15,676	10,886
Navigators	7,243	955	3,898	2,390

- ■ Total Enrollments
- ■ No changes/Auto renewed
- ■ Change in Enrollment
- ■ New Enrollment

Enrollments by Consumer

	MCHP	MA	QHP
By Consumers	22,170	191,677	61,477

■ MCHP ■ MA ■ QHP

Calls Offered

105,509

0% from previous year.

Average Speed Answer

0:06:20 min

+ 03:51 from previous year.

Average Hold Time

0:00:45 sec
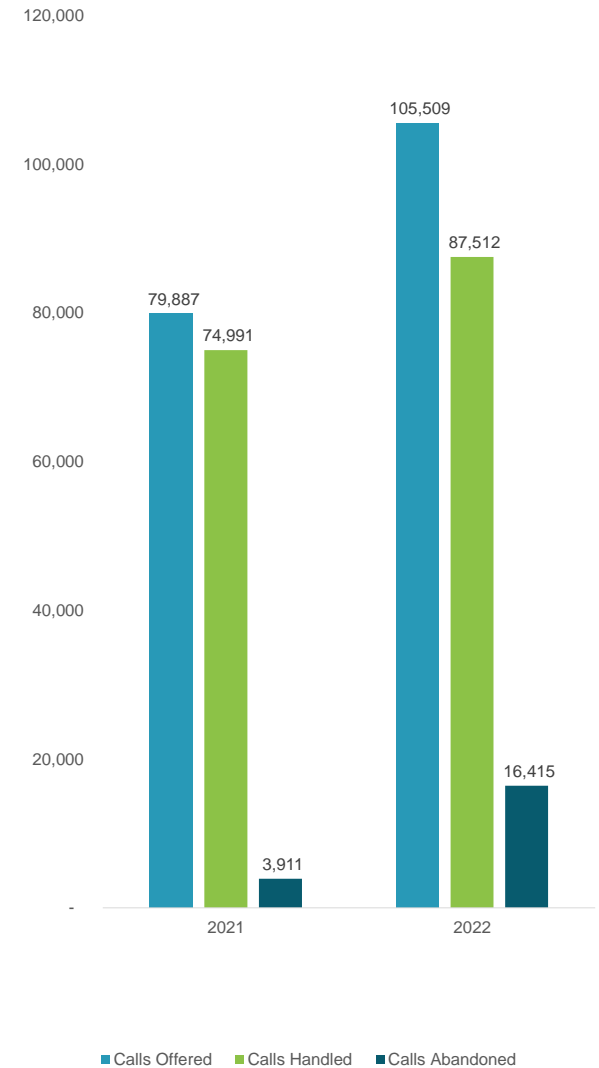
- 00:17 from previous year.

Calls Handled Time

0:11:31 min

+ 00:29 from previous year.

Average Quality Percent Rating

93%

-1% from previous year.

Call Center Volumes

Year	Calls Offered	Calls Handled	Calls Abandoned
2021	79,887	74,991	3,911
2022	105,509	87,512	16,415

■ Calls Offered ■ Calls Handled ■ Calls Abandoned

WEBSITE AND MOBILE

Period is from start of open enrollment Nov. 1 to the end date on report cover.
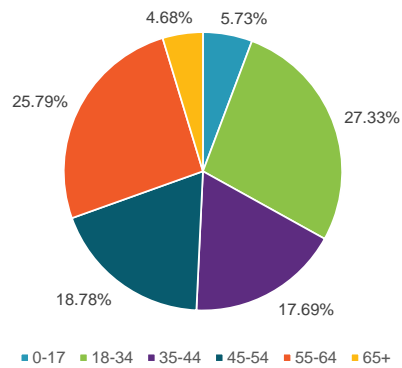
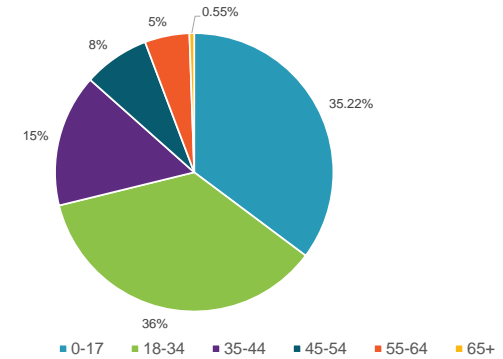| Website Visitors	# Mobile App Downloads	# Enrollments Completed By Mobile App		
		MA	MCHIP	QHP
268,108	**35,048**	**12,889**	**1,988**	**5,653**

Website Enrollment By Age

5.73%, 27.33%, 17.69%, 18.78%, 25.79%, 4.68%

- 0-17
- 18-34
- 35-44
- 45-54
- 55-64
- 65+

Mobile Enrollment By Age

35.22%, 36%, 15%, 8%, 5%, 0.55%

- 0-17
- 18-34
- 35-44
- 45-54
- 55-64
- 65+

Unique Website Visitors By Month

231,163 (Nov), 258,738 (Dec), 268,108 (Jan)
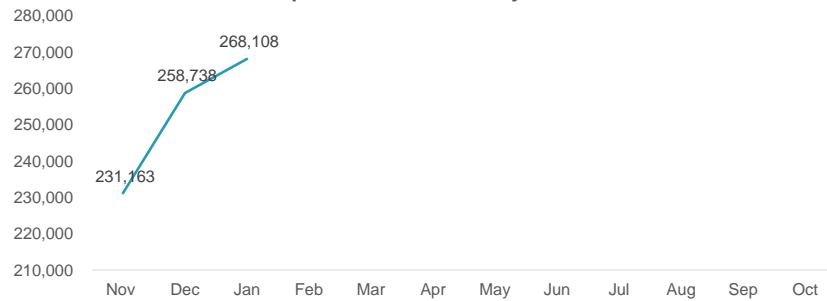
Website vs Mobile App Enrollment

Website: 439,659 — Mobile App: 22,306

- Website
- Mobile App