

Heritage Health Public Dashboard Data

Last updated: January 16, 2024

Chart 1: Heritage Health Total Enrollment, by Plan

	NTC Enrollees	UHC Enrollees	WHP Enrollees
JAN 2017	77,623	76,886	71,237
FEB 2017	77,028	78,905	70,353
MAR 2017	76,422	78,549	71,343
APR 2017	75,857	78,285	72,693
MAY 2017	75,190	77,419	74,081
JUN 2017	75,866	76,943	75,038
JUL 2017	76,331	76,782	75,556
AUG 2017	75,739	76,215	74,972
SEP 2017	75,875	76,498	75,149
OCT 2017	76,133	76,710	75,309
NOV 2017	76,430	77,072	75,506
DEC 2017	76,445	76,396	75,714
JAN 2018	76,604	79,036	74,786
FEB 2018	77,473	79,125	76,697
MAR 2018	78,169	78,699	77,425
APR 2018	78,266	79,017	77,452
MAY 2018	77,897	78,555	77,271
JUN 2018	77,927	78,596	77,297
JUL 2018	77,208	78,022	76,455
AUG 2018	77,090	77,724	76,371
SEP 2018	77,621	78,090	76,910
OCT 2018	77,291	77,861	76,435
NOV 2018	77,291	77,637	76,575
DEC 2018	77,155	77,403	76,643
JAN 2019	76,643	77,438	75,455
FEB 2019	77,328	77,925	76,881
MAR 2019	77,952	78,114	77,365
APR 2019	77,101	77,667	76,136
MAY 2019	76,437	77,162	75,964
JUN 2019	76,666	77,206	76,002
JUL 2019	76,220	76,828	75,697
AUG 2019	76,380	76,898	76,055
SEP 2019	77,063	77,316	76,503
OCT 2019	76,666	77,137	76,143
NOV 2019	77,138	77,521	76,770
DEC 2019	76,752	77,411	76,221
JAN 2020	76,859	76,962	76,320
FEB 2020	77,709	78,164	77,441
MAR 2020	77,622	78,039	77,330

APR 2020	76,912	77,508	76,624
MAY 2020	80,263	80,394	80,278
JUN 2020	81,872	81,822	81,815
JUL 2020	83,092	83,127	83,041
AUG 2020	84,572	84,559	84,383
SEP 2020	85,885	85,835	85,869
OCT 2020	89,817	89,849	89,774
NOV 2020	92,552	92,726	92,512
DEC 2020	95,170	95,260	94,924
	NTC Enrollees	UHC Enrollees	HBN Enrollees
JAN 2021	98,416	98,688	98,071
FEB 2021	100,774	100,853	99,452
MAR 2021	102,532	102,401	100,382
APR 2021	104,514	104,462	101,860
MAY 2021	106,370	106,304	103,172
JUN 2021	107,787	107,842	104,034
JUL 2021	109,214	109,183	104,903
AUG 2021	110,834	110,647	105,789
SEP 2021	112,344	112,104	106,728
OCT 2021	113,718	113,701	107,615
NOV 2021	114,906	115,053	108,452
DEC 2021	116,241	116,387	109,357
JAN 2022	118,190	118,256	110,637
FEB 2022	119,683	119,705	111,770
MAR 2022	120,444	120,487	112,128
APR 2022	121,446	121,628	112,810
MAY 2022	122,337	122,584	113,328
JUN 2022	123,172	123,552	113,864
JUL 2022	124,147	124,617	114,564
AUG 2022	125,185	125,695	115,322
SEP 2022	126,377	127,157	116,236
OCT 2022	127,385	128,198	117,030
NOV 2022	128,129	129,112	117,616
DEC 2022	128,701	129,640	119,896
JAN 2023	129,183	129,695	123,996
FEB 2023	129,287	129,564	127,235
MAR 2023	129,306	129,376	129,101
APR 2023	129,902	129,891	129,823
MAY 2023	130,412	130,365	130,150
JUNE 2023	130,103	130,030	129,857
JULY 2023	128,870	128,744	128,896
AUG 2023	126,280	126,434	126,341
SEP 2023	124,052	124,196	123,774
OCT 2023	121,561	121,490	121,386
NOV 2023	119,501	119,325	118,896
DEC 2023	117,338	117,205	118,515

Chart 2: Total Claims Paid by Health Plan

	Physical/Behavioral Health Claims	Pharmacy Claims
JAN 2017		
NTC	34,420	117,879
UHC	30,891	114,521
WHP	3,688	42,342
FEB 2017		
NTC	90,603	196,842
UHC	76,596	116,409
WHP	48,044	54,092
MAR 2017		
NTC	135,666	202,909
UHC	98,452	132,954
WHP	65,801	68,910
APR 2017		
NTC	128,376	163,691
UHC	108,766	104,364
WHP	87,193	55,461
MAY 2017		
NTC	165,982	175,636
UHC	107,351	124,211
WHP	77,592	60,463
JUN 2017		
NTC	144,130	149,132
UHC	85,885	125,542
WHP	80,195	61,176
JUL 2017		
NTC	155,186	174,901
UHC	117,486	107,672
WHP	92,393	53,034
AUG 2017		
NTC	134,711	167,514
UHC	104,692	121,976
WHP	80,097	60,060
SEP 2017		
NTC	155,619	184,633
UHC	96,609	118,981
WHP	85,617	69,494
OCT 2017		
NTC	162,714	161,256
UHC	116,567	119,742
WHP	93,539	59,247
NOV 2017		
NTC	139,450	166,445

UHC	100,329	115,229
WHP	93,756	63,656
DEC 2017		
NTC	117,503	184,504
UHC	96,874	126,623
WHP	85,093	68,046
JAN 2018		
NTC	210,260	137,952
UHC	121,453	124,934
WHP	81,314	70,813
FEB 2018		
NTC	177,095	222,962
UHC	120,901	133,611
WHP	84,702	69,003
MAR 2018		
NTC	209,529	179,607
UHC	138,190	142,502
WHP	103,517	77,464
APR 2018		
NTC	183,079	173,186
UHC	126,233	127,674
WHP	86,289	64,042
MAY 2018		
NTC	193,949	182,891
UHC	140,459	129,479
WHP	95,855	69,380
JUN 2018		
NTC	174,936	154,085
UHC	121,126	123,636
WHP	88,297	71,779
JUL 2018		
NTC	165,773	175,169
UHC	113,492	122,547
WHP	82,610	60,578
AUG 2018		
NTC	153,220	139,996
UHC	140,079	143,743
WHP	94,505	80,615
SEP 2018		
NTC	139,029	256,850
UHC	130,395	112,251
WHP	91,900	65,522
OCT 2018		
NTC	173,506	146,550
UHC	142,458	124,397
WHP	95,330	73,649

NOV 2018		
NTC	146,787	199,569
UHC	129,471	130,132
WHP	90,609	77,860
DEC 2018		
NTC	147,158	184,963
UHC	120,413	122,146
WHP	92,044	81,876
JAN 2019		
NTC	157,650	184,231
UHC	128,199	101,791
WHP	77,731	62,501
FEB 2019		
NTC	147,018	151,576
UHC	123,634	95,757
WHP	91,225	63,394
MAR 2019		
NTC	138,151	111,645
UHC	130,636	105,829
WHP	101,342	67,214
APR 2019		
NTC	172,334	200,371
UHC	124,609	95,188
WHP	93,893	56,582
MAY 2019		
NTC	153,623	198,577
UHC	142,260	96,875
WHP	99,884	67,997
JUN 2019		
NTC	127,469	149,730
UHC	125,051	92,156
WHP	86,813	52,737
JUL 2019		
NTC	139,458	143,424
UHC	122,694	90,590
WHP	88,651	55,686
AUG 2019		
NTC	144,528	144,793
UHC	130,968	100,025
WHP	91,863	61,652
SEP 2019		
NTC	126,184	143,974
UHC	121,789	90,453
WHP	87,602	56,481
OCT 2019		
NTC	177,345	150,488

UHC	144,492	94,055
WHP	95,747	61,825
NOV 2019		
NTC	137,750	145,373
UHC	139,510	99,941
WHP	111,063	68,723
DEC 2019		
NTC	150,807	151,428
UHC	117,831	93,844
WHP	93,003	57,543
JAN 2020		
NTC	136,984	175,476
UHC	131,533	94,148
WHP	93,894	72,843
FEB 2020		
NTC	155,479	146,398
UHC	132,800	92,410
WHP	101,454	60,506
MAR 2020		
NTC	163,399	150,504
UHC	129,735	93,286
WHP	96,686	59,535
APR 2020		
NTC	119,092	116,865
UHC	114,916	84,886
WHP	75,227	53,226
MAY 2020		
NTC	120,610	137,991
UHC	98,943	79,714
WHP	73,311	55,436
JUN 2020		
NTC	136,984	129,463
UHC	131,533	89,641
WHP	93,894	57,137
JUL 2020		
NTC	120,753	135,362
UHC	112,917	88,124
WHP	88,064	59,026
AUG 2020		
NTC	121,210	139,458
UHC	138,183	90,341
WHP	88,552	54,729
SEP 2020		
NTC	152,017	142,542
UHC	107,555	84,136
WHP	85,347	61,116

OCT 2020		
NTC	143,291	157,792
UHC	146,511	106,406
WHP	107,676	77,728
NOV 2020		
NTC	123,411	161,626
UHC	131,445	104,165
WHP	110,984	73,213
DEC 2020		
NTC	163,396	147,096
UHC	149,770	117,966
WHP	115,386	81,269
JAN 2021		
NTC	149,646	134,137
UHC	123,627	112,291
HBN	8,541	85,711
FEB 2021		
NTC	147,607	167,390
UHC	135,215	110,154
HBN	35,293	79,592
MAR 2021		
NTC	231,718	169,820
UHC	157,102	129,539
HBN	111,517	92,227
APR 2021		
NTC	199,436	89,959
UHC	171,713	146,009
HBN	107,420	92,936
MAY 2021		
NTC	182,005	258,042
UHC	164,487	128,942
HBN	101,916	91,163
JUN 2021		
NTC	181,212	180,150
UHC	160,776	143,025
HBN	125,032	104,598
JUL 2021		
NTC	177,810	217,152
UHC	168,384	145,047
HBN	185,861	100,216
AUG 2021		
NTC	190,216	68,361
UHC	158,462	139,732
HBN	143,000	104,615
SEP 2021		
NTC	170,573	197,828

UHC	186,293	149,897
HBN	173,205	108,658
OCT 2021		
NTC	187,854	236,183
UHC	181,035	149,021
HBN	134,879	94,705
NOV 2021		
NTC	210,061	192,821
UHC	168,970	155,387
HBN	143,003	122,304
DEC 2021		
NTC	140,513	140,513
UHC	192,223	158,145
HBN	135,022	127,508
JAN 2022		
NTC	164,673	465,352
UHC	155,465	150,967
HBN	132,547	128,247
FEB 2022		
NTC	183,536	245,031
UHC	170,584	152,917
HBN	119,625	119,137
MAR 2022		
NTC	214,934	248,826
UHC	187,713	161,731
HBN	135,725	139,414
APR 2022		
NTC	186,733	256,126
UHC	190,191	167,402
HBN	131,594	131,643
MAY 2022		
NTC	168,800	263,159
UHC	183,587	163,683
HBN	134,007	136,950
JUN 2022		
NTC	189,533	314,656
UHC	186,538	160,323
HBN	119,673	138,275
JUL 2022		
NTC	176,671	252,903
UHC	169,454	158,200
HBN	113,694	130,663
AUG 2022		
NTC	233,643	257,360
UHC	181,297	172,513
HBN	145,803	147,015

SEP 2022		
NTC	190,460	343,152
UHC	187,354	184,451
HBN	122,395	141,838
OCT 2022		
NTC	195,712	266,125
UHC	167,416	177,881
HBN	140,940	142,798
NOV 2022		
NTC	219,837	289,729
UHC	187,775	156,832
HBN	139,580	148,246
DEC 2022		
NTC	188,714	308,603
UHC	196,999	177,661
HBN	143,387	147,611
JAN 2023		
NTC	204,818	280,312
UHC	155,759	162,327
HBN	143,596	155,382
FEB 2023		
NTC	192,545	366,209
UHC	175,366	166,358
HBN	142,310	147,491
MAR 2023		
NTC	203,864	365,688
UHC	206,650	168,671
HBN	168,850	170,090
APR 2023		
NTC	187,435	301,070
UHC	195,512	179,934
HBN	149,366	162,222
MAY 2023		
NTC	190,548	348,705
UHC	199,574	173,014
HBN	166,837	171,898
JUN 2023		
NTC	218,768	261,368
UHC	179,918	177,368
HBN	149,305	163,816
JUL 2023		
NTC	166,838	260,525
UHC	163906	149985
HBN	139545	155531
AUG 2023		
NTC	200,507	323,389

UHC	194,667	170,674
HBN	163,896	168,109
SEP 2023		
NTC	194,706	264,611
UHC	183,050	166,865
HBN	120,480	157,088
OCT 2023		
NTC	220,226	312,510
UHC	176,493	166,115
HBN	127,835	165,413
NOV 2023		
NTC	182,324	245,304
UHC	200,855	160,613
HBN	112,742	160,734

Chart 3: Quarterly Medical and Administrative Expenses, by Health Plan

	Total Medical Expenses	Total Administrative Expenses
Q1 2017		
NTC	\$101,380,335.18	\$14,109,828.05
UHC	\$90,513,505.93	\$9,881,502.29
WHP	\$71,634,251.92	\$10,907,331.55
Q2 2017		
NTC	\$96,866,937.29	\$14,256,376.53
UHC	\$89,412,595.40	\$10,342,764.94
WHP	\$72,121,313.94	\$7,341,673.04
Q3 2017		
NTC	\$95,079,768.83	\$14,064,002.14
UHC	\$88,245,026.41	\$9,465,144.11
WHP	\$73,775,362.40	\$9,268,527.21
Q4 2017		
NTC	\$100,677,073.46	\$13,979,593.09
UHC	\$89,618,969.77	\$12,374,509.56
WHP	\$70,111,331.70	\$8,597,581.37
Q1 2018		
NTC	\$101,908,690.46	\$17,805,020.87
UHC	\$95,859,272.65	\$24,256,280.02
WHP	\$73,251,133.75	\$6,345,733.12
Q2 2018		
NTC	\$97,568,782.25	\$17,888,796.95
UHC	\$92,604,199.61	\$13,401,611.40
WHP	\$76,133,129.63	\$10,337,662.12
Q3 2018		

NTC	\$100,116,954.37	\$18,286,545.39
UHC	\$92,968,263.92	\$13,688,367.20
WHP	\$73,700,226.60	\$12,160,630.33
Q4 2018		
NTC	\$99,109,221.91	\$18,056,522.85
UHC	\$92,986,638.16	\$12,638,295.70
WHP	\$73,767,269.46	\$11,526,659.00
Q1 2019		
NTC	\$78,945,841.16	\$7,521,003.75
UHC	\$95,757,413.31	\$13,673,179.07
WHP	\$78,945,841.16	\$7,521,003.75
Q2 2019		
NTC	\$95,668,112.02	\$15,076,936.73
UHC	\$93,422,343.13	\$13,629,349.05
WHP	\$76,753,992.86	\$8,868,807.69
Q3 2019		
NTC	\$99,979,372.16	\$15,447,906.60
UHC	\$99,328,521.49	\$13,167,042.78
WHP	\$78,664,684.26	\$12,876,004.82
Q4 2019		
NTC	\$101,346,705.62	\$15,626,895.29
UHC	\$99,074,774.36	\$9,350,288.16
WHP	\$78,696,382.29	\$11,288,469.56
Q1 2020		
NTC	\$106,025,204.91	\$15,688,702.91
UHC	\$101,980,412.54	\$12,160,692.38
WHP	\$80,060,338.24	\$13,735,039.36
Q2 2020		
NTC	\$95,148,591.42	\$13,778,847.07
UHC	\$90,872,648.25	\$17,775,426.38
WHP	\$61,578,733.41	\$14,069,169.45
Q3 2020		
NTC	\$104,141,707.64	\$15,208,193.97
UHC	\$102,943,750.05	\$14,364,383.89
WHP	\$70,413,623.97	\$12,379,895.27
Q4 2020		
NTC	\$119,699,744.04	\$29,622,028.60
UHC	\$123,445,355.84	\$16,079,672.53
WHP	\$60,847,938.50	\$12,853,953.60
Q1 2021		
NTC	\$135,487,555.90	\$18,982,095.22
UHC	\$133,802,786.57	\$16,682,125.11
HBN	\$102,339,942.41	\$9,098,353.06
Q2 2021		
NTC	\$144,613,371.02	\$20,347,651.64

UHC	\$147,782,125.69	\$14,913,516.39
HBN	\$117,612,905.25	\$7,707,275.95
Q3 2021		
NTC	\$155,669,047.09	\$21,682,884.09
UHC	\$159,131,210.08	\$15,174,199.58
HBN	\$121,646,172.33	\$9,721,501.52
Q4 2021		
NTC	\$156,602,244.04	\$22,496,971.56
UHC	\$160,199,380.35	\$23,645,432.45
HBN	\$127,301,636.42	\$13,954,683.29
Q1 2022		
NTC	\$160,765,684.81	\$23,561,911.12
UHC	\$162,969,965.98	\$17,590,402.47
HBN	\$129,170,329.79	\$12,797,643.51
Q2 2022		
NTC	\$163,732,792.12	\$24,216,972.24
UHC	\$166,408,662.89	\$17,128,202.16
HBN	\$130,567,084.20	\$10,137,441.78
Q3 2022		
NTC	\$169,516,670.54	\$25,614,629.28
UHC	\$172,634,853.16	\$19,931,422.48
HBN	\$137,229,965.74	\$10,707,086.13
Q4 2022		
NTC	\$130,624,349.94	\$31,171,079.05
UHC	\$143,849,355.15	\$14,649,279.19
HBN	\$85,467,460.06	\$13,329,897.42
Q1 2023		
NTC	\$174,848,155.39	\$21,595,237.36
UHC	\$182,775,858.78	\$21,514,602.87
HBN	\$168,229,425.63	\$14,171,976.03
Q2 2023		
NTC	\$137,672,067.60	\$20,775,992.21
UHC	\$151,348,789.89	\$22,822,296.06
HBN	\$113,796,596.25	\$13,504,386.70
Q3 2023		
NTC	\$137,436,596.45	\$18,303,877.46
UHC	\$154,578,192.50	\$20,155,344.80
HBN	\$110,239,434.75	\$18,282,259.72

Chart 4: Average Member Call Length (minutes)

	NTC	UHC	WHP
JAN 2017	9.5	6.7	7.7
FEB 2017	9.5	6.6	7.6
MAR 2017	9.5	6.2	5.6

APR 2017	9.3	7.1	7.2
MAY 2017	10.0	9.9	9.3
JUN 2017	9.0	9.1	8.3
JUL 2017	8.0	9.5	8.2
AUG 2017	8.0	9.5	8.9
SEP 2017	7.5	8.9	8.9
OCT 2017	7.8	9.0	8.5
NOV 2017	7.8	9.8	7.9
DEC 2017	8.1	10.1	7.9
JAN 2018	8.2	9.2	8.4
FEB 2018	8.1	10.3	7.1
MAR 2018	8.3	9.3	6.7
APR 2018	8.4	9.6	7.2
MAY 2018	10.1	9.4	6.8
JUN 2018	9.6	9.5	7.3
JUL 2018	10.1	9.7	7.8
AUG 2018	10.4	9.2	7.8
SEP 2018	9.9	8.7	8.2
OCT 2018	10.3	8.7	8.0
NOV 2018	11.0	8.9	8.1
DEC 2018	11.8	8.6	7.7
JAN 2019	12.2	8.1	8.4
FEB 2019	12.4	8.4	8.8
MAR 2019	14.2	8.4	9.2
APR 2019	13.7	7.6	9.4
MAY 2019	13.2	7.6	9.2
JUN 2019	11.9	7.3	9.0
JUL 2019	11.8	8.7	9.6
AUG 2019	11.5	7.7	9.0
SEP 2019	9.1	7.7	8.8
OCT 2019	10.2	7.3	7.5
NOV 2019	9.9	7.4	7.4
DEC 2019	9.9	7.5	7.4
JAN 2020	10.7	7.7	8.1
FEB 2020	11.5	7.5	8.0
MAR 2020	9.4	7.5	7.7
APR 2020	11.2	7.6	7.2
MAY 2020	11.1	6.7	7.4
JUN 2020	10.3	6.7	7.1
JUL 2020	10.4	6.7	6.8
AUG 2020	10.1	6.7	7.1
SEP 2020	11.8	6.1	7.4
OCT 2020	11.8	6.9	6.7
NOV 2020	12.1	7.1	6.8
DEC 2020	11.0	7.2	6.3
	NTC	UHC	HBN

JAN 2021	11.5	6.0	2.0
FEB 2021	11.2	6.2	2.0
MAR 2021	11.3	6.3	2.3
APR 2021	11.0	6.3	1.9
MAY 2021	10.7	6.2	8.9
JUN 2021	10.9	7.1	9.2
JUL 2021	10.7	7.2	10.0
AUG 2021	10.9	6.8	9.6
SEP 2021	10.9	6.6	9.5
OCT 2021	11.3	7.1	9.3
NOV 2021	11.7	7.8	9.2
DEC 2021	10.7	8.6	8.6
JAN 2022	12.0	8.4	8.6
FEB 2022	11.6	8.1	9.6
MAR 2022	12.0	7.3	8.8
APR 2022	11.5	6.9	8.9
MAY 2022	11.5	7.0	8.8
JUN 2022	8.3	7.1	9.9
JUL 2022	11.4	8.1	9.1
AUG 2022	11.0	7.9	8.9
SEP 2022	10.0	8.0	8.2
OCT 2022	11.1	8.2	8.4
NOV 2022	11.2	8.0	9.1
DEC 2022	12.1	8.1	9.0
JAN 2023	12.1	8.1	8.9
FEB 2023	10.8	8.1	8.1
MAR 2023	10.4	7.0	8.5
APR 2023	10.3	7.2	8.1
MAY 2023	9.6	7.4	8.5
JUN 2023	9.0	7.7	8.5
JUL 2023	9.3	7.5	9.4
AUG 2023	7.9	8.0	9.1
SEP 2023	8.9	8.0	9.5
OCT 2023	8.5	8.2	8.4
NOV 2023	8.9	7.5	8.0

Chart 5: Average Member Hold Time (seconds)

The contract standard for this measurement is under 180 seconds.

	NTC	UHC	WHP
JAN 2017	51	100	6
FEB 2017	38	111	6
MAR 2017	42	96	11
APR 2017	62	148	14
MAY 2017	58	118	7

JUN 2017	41	91	11
JUL 2017	31	96	14
AUG 2017	34	106	18
SEP 2017	42	95	12
OCT 2017	32	91	14
NOV 2017	23	98	14
DEC 2017	21	97	9
JAN 2018	68	72	87
FEB 2018	61	87	61
MAR 2018	45	77	63
APR 2018	42	95	68
MAY 2018	73	81	54
JUN 2018	86	81	66
JUL 2018	74	85	75
AUG 2018	93	74	81
SEP 2018	94	57	94
OCT 2018	72	66	97
NOV 2018	81	57	100
DEC 2018	89	47	93
JAN 2019	97	44	115
FEB 2019	96	62	131
MAR 2019	164	62	123
APR 2019	105	43	111
MAY 2019	91	45	110
JUN 2019	85	54	91
JUL 2019	95	112	114
AUG 2019	72	103	105
SEP 2019	59	96	94
OCT 2019	67	83	76
NOV 2019	76	93	71
DEC 2019	76	96	69
JAN 2020	76	101	80
FEB 2020	90	105	77
MAR 2020	74	91	66
APR 2020	78	64	56
MAY 2020	80	61	58
JUN 2020	75	75	63
JUL 2020	79	89	58
AUG 2020	78	71	60
SEP 2020	91	72	68
OCT 2020	86.5	65	55
NOV 2020	92	86	61
DEC 2020	94	85	53
	NTC	UHC	HBN
JAN 2021	109	74	85
FEB 2021	107	76	90

MAR 2021	110	68	103
APR 2021	109	70	79
MAY 2021	105	71	89
JUN 2021	104	84	103
JUL 2021	97	85	124
AUG 2021	105	77	110
SEP 2021	106	74	112
OCT 2021	111	90	121
NOV 2021	116.29	105	116
DEC 2021	104	113	111
JAN 2022	117	107	100
FEB 2022	109	93	111
MAR 2022	124	78	95
APR 2022	119	77	83
MAY 2022	117	79	95
JUN 2022	110	73	100
JUL 2022	110	75	82
AUG 2022	102	63	92
SEP 2022	91	63	83
OCT 2022	116	69	90
NOV 2022	115	73	83
DEC 2022	118	61	96
JAN 2023	143	80	94
FEB 2023	115	93	73
MAR 2023	97	55	74
APR 2023	140	59	75
MAY 2023	77	57	74
JUN 2023	70	57	80
JUL 2023	94	61	77
AUG 2023	60	42	69
SEP 2023	80	54	68
OCT 2023	74	66	57
NOV 2023	88	56	52

Chart 6: Average Provider Call Length (minutes)

	NTC	UHC	WHP
JAN 2017	7.8	6.1	4.8
FEB 2017	9.2	7.0	5.8
MAR 2017	10.4	7.5	5.4
APR 2017	10.3	7.3	7.1
MAY 2017	10.0	8.5	8.0
JUN 2017	10.0	8.8	8.9
JUL 2017	10.0	8.4	8.5
AUG 2017	10.3	8.4	9.4
SEP 2017	10.0	8.2	9.5

OCT 2017	9.9	7.8	9.9
NOV 2017	10.7	8.3	10.8
DEC 2017	9.8	8.3	10.2
JAN 2018	11.1	7.9	10.3
FEB 2018	11.4	7.7	11.0
MAR 2018	11.1	7.5	10.6
APR 2018	10.9	7.5	10.5
MAY 2018	12.6	7.9	10.9
JUN 2018	11.5	7.2	11.6
JUL 2018	11.6	7.6	11.1
AUG 2018	12.1	7.3	9.9
SEP 2018	11.7	8.9	10.5
OCT 2018	10.5	8.2	11.2
NOV 2018	10.2	7.7	12.0
DEC 2018	11.5	7.8	11.6
JAN 2019	11.0	7.4	10.9
FEB 2019	11.9	7.6	9.7
MAR 2019	12.6	7.7	10.4
APR 2019	13.0	7.4	9.9
MAY 2019	11.9	8.1	10.1
JUN 2019	12.2	7.7	9.8
JUL 2019	11.7	7.7	11.0
AUG 2019	11.3	7.5	10.6
SEP 2019	9.6	7.9	10.3
OCT 2019	11.0	8.1	9.8
NOV 2019	10.8	8.1	10.3
DEC 2019	10.7	7.9	9.7
JAN 2020	10.1	8.2	9.6
FEB 2020	10.7	8.2	9.6
MAR 2020	9.3	8.2	10.0
APR 2020	11.3	8.4	10.3
MAY 2020	11.4	8.5	9.9
JUN 2020	12.4	8.6	9.3
JUL 2020	11.6	9.0	10.4
AUG 2020	10.8	8.6	9.3
SEP 2020	11.4	9.2	9.3
OCT 2020	12.0	9.1	8.2
NOV 2020	12.4	9.3	10.0
DEC 2020	12.2	10.2	10.0
	NTC	UHC	HBN
JAN 2021	12.1	9.4	1.4
FEB 2021	10.4	9.8	1.3
MAR 2021	11.4	9.9	1.8
APR 2021	10.9	9.8	1.2
MAY 2021	10.6	9.5	9.7
JUN 2021	11.2	10.4	10.5

JUL 2021	11.0	9.8	10.7
AUG 2021	11.3	9.9	10.7
SEP 2021	11.1	9.9	10.9
OCT 2021	12.2	10.0	10.6
NOV 2021	11.5	10.5	10.6
DEC 2021	10.5	10.7	10.3
JAN 2022	10.3	11.2	10.3
FEB 2022	9.7	11.6	10.1
MAR 2022	9.1	10.8	10.2
APR 2022	9.9	11.3	10.7
MAY 2022	11.9	11.3	10.7
JUN 2022	10.5	11.8	11.2
JUL 2022	11.9	10.7	11.1
AUG 2022	10.7	10.5	9.9
SEP 2022	9.5	11.7	10.9
OCT 2022	10.7	12.0	10.1
NOV 2022	11.0	11.9	10.4
DEC 2022	12.8	11.8	10.7
JAN 2023	12.8	12.1	10.0
FEB 2023	13.1	11.6	9.4
MAR 2023	13.7	11.6	9.7
APR 2023	12.7	11.7	9.9
MAY 2023	13.8	11.7	10.0
JUN 2023	14.0	11.2	9.4
JUL 2023	13.1	10.9	10.9
AUG 2023	13.3	11.1	10.7
SEP 2023	12.8	10.7	10.5
OCT 2023	13.3	11.1	10.7
NOV 2023	12.2	10.9	11.7

Chart 7: Average Provider Hold Time (seconds)

The contract standard for this measurement is under 180 seconds.

	NTC	UHC	WHP
JAN 2017	55	65	9
FEB 2017	47	60	9
MAR 2017	48	60	16
APR 2017	54	52	28
MAY 2017	47	51	23
JUN 2017	47	46	18
JUL 2017	53	34	16
AUG 2017	47	35	24
SEP 2017	39	39	45
OCT 2017	47	45	71
NOV 2017	50	57	43

DEC 2017	34	66	9
JAN 2018	127	56	67
FEB 2018	142	51	78
MAR 2018	37	45	83
APR 2018	28	30	71
MAY 2018	80	36	86
JUN 2018	86	28	109
JUL 2018	63	22	102
AUG 2018	69	16	77
SEP 2018	78	22	91
OCT 2018	24	15	116
NOV 2018	39	11	120
DEC 2018	61	11	105
JAN 2019	47	9	99
FEB 2019	55	10	74
MAR 2019	67	10	95
APR 2019	70	10	83
MAY 2019	65	11	82
JUN 2019	65	10	81
JUL 2019	66	13	99
AUG 2019	49	9	94
SEP 2019	46	9	87
OCT 2019	55	9	81
NOV 2019	45	8	79
DEC 2019	51	9	79
JAN 2020	53	9	83
FEB 2020	63	10	79
MAR 2020	45	12	84
APR 2020	26	12	94
MAY 2020	38	13	77
JUN 2020	49	15	77
JUL 2020	49	12	89
AUG 2020	48	15	57
SEP 2020	50	19	73
OCT 2020	64.3	19	75
NOV 2020	85	21	90
DEC 2020	70	19	82
	NTC	UHC	HBN
JAN 2021	67	17	55
FEB 2021	58	21	52
MAR 2021	51	20	66
APR 2021	57	23	42
MAY 2021	41	20	45
JUN 2021	34	25	53
JUL 2021	42	21	60
AUG 2021	37	21	57

SEP 2021	41	21	64
OCT 2021	45.9	17	54
NOV 2021	43.92	16	68
DEC 2021	35	18	69
JAN 2022	39	21	58
FEB 2022	29	18	57
MAR 2022	31	14	54
APR 2022	52	15	56
MAY 2022	86	14	61
JUN 2022	74	16	66
JUL 2022	60	21	57
AUG 2022	48	23	56
SEP 2022	46	26	63
OCT 2022	39	28	42
NOV 2022	71	28	53
DEC 2022	110	27	61
JAN 2023	87	30	53
FEB 2023	105	18	41
MAR 2023	103	23	47
APR 2023	108	21	39
MAY 2023	86	24	42
JUN 2023	105	26	39
JUL 2023	99	24	43
AUG 2023	110	21	41
SEP 2023	101	19	40
OCT 2023	102	16	38
NOV 2023	92	17	47

Chart 8: Tdap Vaccinations in Pregnant Women

The following data is for this chart. MLTC separates this measurement into two groups. Group A is all pregnant Heritage Health members; group B is Heritage Health members in weeks 27-36 of a pregnancy. MLTC has two goals for this measurement. For Group A, it is 75 percent; for Group B it is 63 percent.

	Group A	Group B
Q3 2017		
NTC	59.57%	50.18%
UHC	59.21%	48.03%
WHP	62.99%	49.80%
Q4 2017		
NTC	56.62%	44.93%
UHC	55.02%	44.42%
WHP	65.84%	53.31%
Q1 2018		
NTC	57.14%	47.92%
UHC	56.76%	45.24%

WHP	60.08%	48.69%
Q2 2018		
NTC	65.02%	52.47%
UHC	62.89%	51.55%
WHP	57.95%	47.72%
Q3 2018		
NTC	65.67%	53.58%
UHC	57.26%	45.41%
WHP	51.17%	41.91%
Q4 2018		
NTC	69.38%	58.57%
UHC	59.62%	50.72%
WHP	51.09%	42.12%
Q1 2019		
NTC	67.05%	56.55%
UHC	61.85%	51.09%
WHP	46.21%	37.30%
Q2 2019		
NTC	65.02%	53.75%
UHC	63.99%	53.93%
WHP	46.49%	38.70%
Q3 2019		
NTC	63.90%	52.53%
UHC	63.67%	53.54%
WHP	48.65%	40.20%
Q4 2019		
NTC	62.72%	53.51%
UHC	66.37%	57.47%
WHP	46.13%	38.97%
Q1 2020		
NTC	70.51%	58.54%
UHC	60.84%	50.97%
WHP	54.21%	47.86%
Q2 2020		
NTC	69.77%	57.56%
UHC	58.41%	48.91%
WHP	57.62%	49.04%
Q3 2020		
NTC	68.28%	59.11%
UHC	61.26%	54.70%
WHP	64.67%	56.06%
Q4 2020		
NTC	66.06%	57.12%
UHC	62.96%	54.10%
WHP	59.46%	52.38%
Q1 2021		

NTC	64.60%	56.12%
UHC	62.03%	54.24%
HBN	60.23%	52.86%
Q2 2021		
NTC	67.42%	59.65%
UHC	63.77%	54.81%
HBN	62.71%	54.48%
Q3 2021		
NTC	61.97%	53.04%
UHC	63.07%	54.15%
HBN	64.65%	56.73%
Q4 2021		
NTC	66.46%	55.81%
UHC	61.28%	55.29%
HBN	66.67%	57.20%
Q1 2022		
NTC	62.25%	53.25%
UHC	63.99%	55.69%
HBN	65.91%	56.51%
Q2 2022		
NTC	67.72%	60.58%
UHC	62.73%	55.90%
HBN	64.11%	57.09%
Q3 2022		
NTC	65.75%	56.85%
UHC	64.73%	55.27%
HBN	72.04%	62.07%
Q4 2022		
NTC	67.46%	58.54%
UHC	69.31%	60.71%
HBN	66.88%	57.83%
Q1 2023		
NTC	65.74%	57.51%
UHC	62.81%	55.23%
HBN	62.55%	56.06%

Chart 9: Percentage of 15-Month-Olds in Each Plan with 6 or more Well Child visits

Q2 2018	
NTC	53.13%
UHC	47.22%
WHP	42.04%
Q3 2018	
NTC	55.85%
UHC	49.65%
WHP	49.49%

Q4 2018	
NTC	57.95%
UHC	51.74%
WHP	52.36%
Q1 2019	
NTC	54.95%
UHC	46.25%
WHP	50.35%
Q2 2019	
NTC	53.08%
UHC	47.88%
WHP	48.02%
Q3 2019	
NTC	57.63%
UHC	53.63%
WHP	58.28%
Q4 2019	
NTC	56.95%
UHC	54.97%
WHP	56.30%
Q1 2020	
NTC	59.32%
UHC	50.09%
WHP	57.92%
Q2 2020	
NTC	55.69%
UHC	53.51%
WHP	57.77%
Q3 2020	
NTC	50.1%
UHC	49.9%
WHP	51.2%
Q3 2020	
NTC	52.41%
UHC	45.82%
WHP	47.16%
Q4 2020	
NTC	52.41%
UHC	45.82%
WHP	47.16%
Q1 2021	
NTC	53.00%
UHC	49.00%
HBN	51.70%
Q2 2021	
NTC	56.94%

UHC	52.63%
HBN	55.20%
Q3 2021	
NTC	59.42%
UHC	55.09%
HBN	54.77%
Q4 2021	
NTC	61.00%
UHC	55.90%
HBN	59.90%
Q1 2022	
NTC	59.86%
UHC	57.18%
HBN	58.47%
Q2 2022	
NTC	58.69%
UHC	60.75%
HBN	58.69%
Q3 2022	
NTC	57.64%
UHC	55.69%
HBN	61.15%
Q4 2022	
NTC	62.20%
UHC	54.99%
HBN	60.86%