

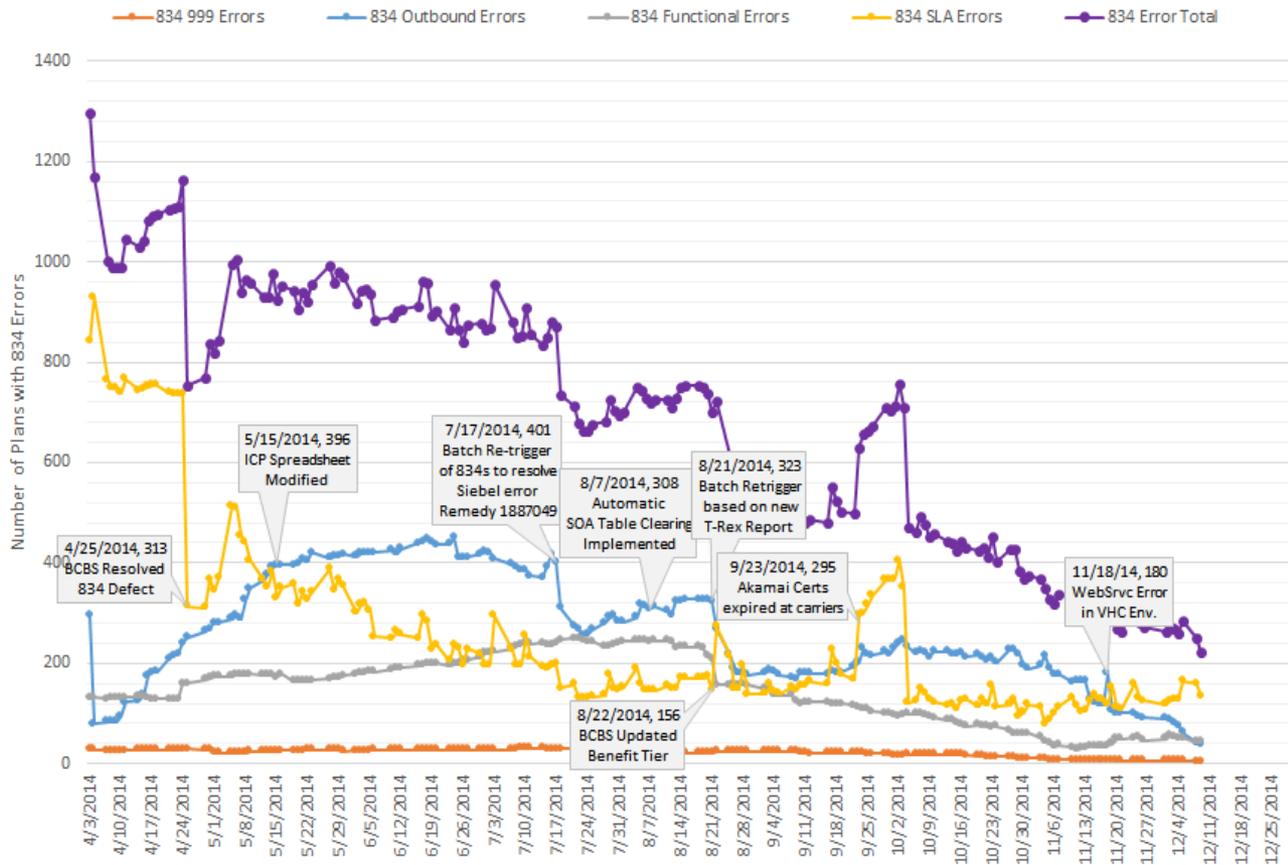
Vermont Health Connect Update – November 2014

Health Care Oversight Committee
Thursday, December 11, 2014

QHP and Medicaid Enrollment

Updated 12-3-14	Individual Plans Confirmed (Checked out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Individual/Family QHP	34,454	32,812	31,026
Jan. - March Start	13,888	13,438	13,038
April - June Start	14,675	13,973	13,404
July - Sept. Start	3,768	3,510	3,150
Oct. - Dec. Start	2,123	1,891	1,434
MAGI Medicaid - VHC	75,193		73,531
Jan. - March Start	29,203		28,345
April - June Start	29,411		29,075
July - Sept. Start	12,924		12,705
Oct. - Dec. Start	3,655		3,406
Small Business - QHP	36,488	36,488	36,488
As of Nov. 30, 2014	36,488	36,488	36,488
MAGI Medicaid - ACCESS	38,181		38,181
Jan. - March Start	19,764		19,764
April - June Start	4,141		4,141
July - Sept. Start	10,469		10,469
Oct. - Dec. Start	3,807		3,807
Non-MAGI Medicaid - ACCESS	22,271		22,271
Jan. - March Start	9,196		9,196
April - June Start	4,189		4,189
July - Sept. Start	4,954		4,954
Oct. - Dec. Start	3,932		3,932
Total QHP	70,942	69,300	67,514
Total MAGI Medicaid	113,374		111,712
Total Non-MAGI Medicaid	22,271		22,271

Enrollment Transactions



Enrollment Transactions

Number of Cases that have Confirmed Plans but not yet Effectuated		
Insurance Carrier	834 Errors (all 4 types)	In Underwriting
Blue Cross and Blue Shield of Vermont	215	6394
MVP Health Care	29	757
Northeast Delta Dental	14	232
Total	258	7383

As of December 3, 2014

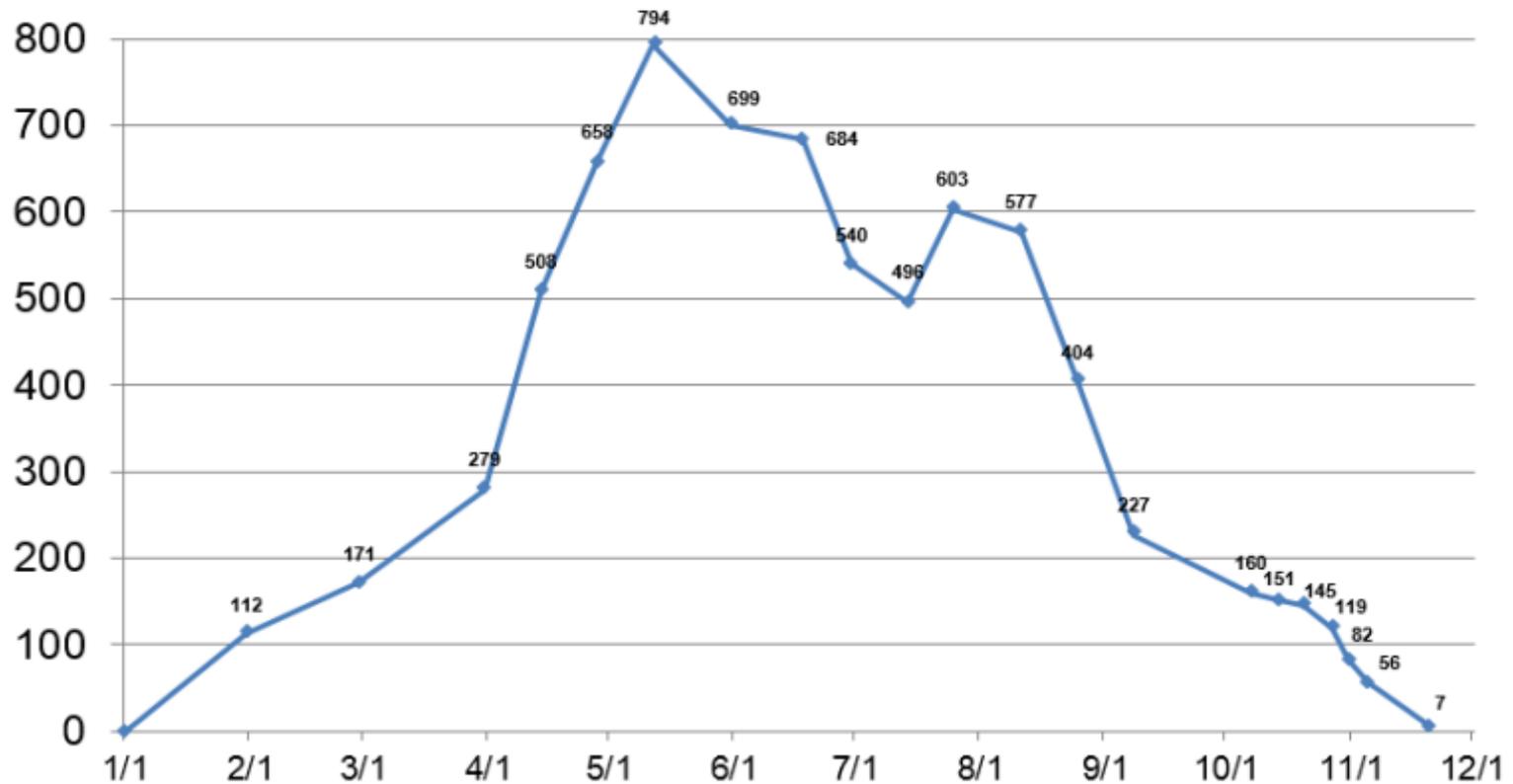
Change of Circumstance Process

	Medicaid Only	Mixed HH	No Active Plans	QHP Only	Grand Total
Backlog	0	683	442	1,797	2,922
Being Worked	6,862	231	1,872	1,165	10,130
Waiting on Customer	17	4	105	6	132
Closed	9,385	1,066	11,335	2,237	24,023
Total	16,264	1,984	13,754	5,205	37,207

As of December 5, 2014

Access to Care

Members on "Shell Plan" - a/o 11/20



Customer Support Center

Week	Total IVR Calls Received	Average Wait Time (Time to Answer) - Seconds	Answers < 30 Seconds (%)	Busiest Day of Calls
November 2nd - 8th	8,567	10.3	97.7%	Friday (11/7) - 1,052
November 9th - 14th	10,325	41.3	86.9%	Friday (11/14) 1,326
November 16th - 22nd	10,196	55	85.8%	Monday (11/17) - 2,016
November 23rd - 29th	6,665	9.1	98.4%	Monday (11/24) - 1,380
November 30th - Dec 6th	10,638	18.1	92.4%	Monday (12/1) - 1,690