



# Health Care Oversight Committee

October 3, 2013

Commissioner Mark Larson

Department of Vermont Health Access

# Agenda



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- Overview
  - Day 3 Updates

Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, and comprehensive health plan.

# Vermonters will:



- 1** Compare health insurance options
- 2** Enroll in a health plan
- 3** Secure financial assistance to help pay for care

# How to Enroll



**Website**  
VermontHealthConnect.gov



**Customer Support Center**  
(855)899-9600



**In-Person Enrollment Assistance**  
Navigator or Broker

# Day 3 Updates

# We're Open!



- Opened at 9am Tuesday, October 1 – on schedule
- Users signing in and signing up for accounts
- Connected to federal data hub

The screenshot shows the Vermont Health Connect website homepage. At the top, there is a navigation bar with the Vermont Health Connect logo and tagline, and several utility links: "Need in-person help? Find an Assister in your community", "Need Help? Call 855-899-9600 TTY/TDD 888-834-7898", and "Contact us". Below the navigation bar is a large blue banner with the text "FIND YOUR HEALTH PLAN." in white. Underneath the banner are three main content cards: 1. "Are you looking for coverage for yourself or your family?" with a "Start Here" button. 2. "Are you getting health insurance through your job?" with a "Start Here" button. 3. "Employers, are you planning to offer health insurance?" with a "Start Here" button. Below these cards are three smaller sections: "WELCOME" with a paragraph about the service, "2014 Health Plans" with a link to learn more, and "Looking for something else?" with a list of links including "Green Mountain Care, Medicaid, Dr. Dynasaur", "Other public programs and benefits", and "How to apply for an exemption".

# Day 3 Updates



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- As of 4pm yesterday:
    - 20,300 unique website users
    - Just over 1,230 user accounts established
    - We have improved the load time for the front pages of the website, and we continue working to improve overall site performance.

# Challenges



- **Topic:** *Deductible/OOPM comparison*
  - Problem: When Vermonters compare plans side-by-side they see premiums, co-pays and co-insurance, but no deductibles and OOP max.
  - Solution Steps: A fix is being developed/tested and it will be fixed shortly
- **Topic:** *Navigator/Broker login*
  - Problem: Many Navigators and brokers have had trouble logging in.
  - Solution Steps: Increasing speed of site should help. Additional training has been provided.
- **Topic:** *Slow process time*
  - Problem: The website is running slowly.
  - Solution Steps: Yesterday, a fix was implemented that has increased processing time for most pages of the website. Additional work is being done to improve overall processing time.

# Day 3 – Positive Feedback



Find the plan that's right for you.



**Andrew Stein**  
@andrewcstein



Navigator and health care advocate Peter Sterling talks to Vermonters at DMV about @VThealthconnect  
[pic.twitter.com/VnCLLCD2iT](http://pic.twitter.com/VnCLLCD2iT)

Reply Retweeted Favorite More



## Families Are Enrolling in Vermont Health Connect

Steph Machado  
10/01/2013 17:22 PM 10/01/2013 20:20 PM Like 29 Tweet 1 Pin it



**SunCommon** Our business fully supports this move towards universal healthcare. SunCommon is growing fast and we're happy to provide our employees and their families with meaningful health insurance. The Vermont Exchange made it easy to compare apples to apples. The day-to-day health expenses for our 30 employees will be less than our current plan, as co-pays will be cheaper. The attractive premium rates mean that we can cover families now too. Coverage for kids until they turn 26. Folks who've been sick can't be denied insurance. We love that so many more Vermonters will get quality health insurance coverage through this new law. Our business is celebrating this important day.

Yesterday at 5:10pm · Unlike · 7



**Martha Welch** I think it is unrealistic to expect things to go without a glitch, given the volume of those trying to access this today. Give it time. Have patience. Things will be better in the end!

22 hours ago via mobile · Like · 3

# Looking Ahead



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## Individual/Families

- October – search and compare
- November – pick a plan and enroll
- December – pay your bill
- January – start enjoying new coverage

## Small Businesses

- October – weigh the options
- November – determine contributions, register, ask employees to enroll
- December – pay your bill
- January – start enjoying new coverage