

Vermont Health Connect Update

Lawrence Miller, Chief of Health Care Reform
Wednesday, July 23, 2014



Overview

- Coverage Data
- Change of Circumstance Update
- Operations Update
- Privacy Update
- Medicaid Renewals & Reinstatements

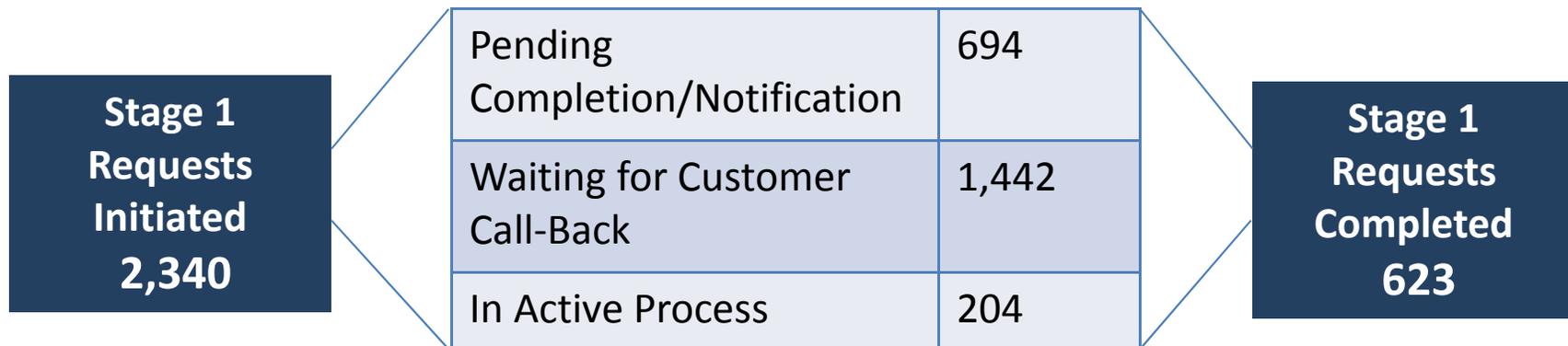
Coverage Data

Updated 7/22	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Individual/Family - Qualified Health Plans			
January – May Start	32,695	31,174	29,832
June Start	1,091	905	758
July Start	1,359	668	470
August Start	517	181	119
Small Business – Qualified Health Plans			
As of June	33,696	33,696	33,696
Medicaid			
January – May Start*	81,217		80,451
June Start	10,452		10,228
July Start	5,051		4,770
Total	166,078	66,624 (QHP Only)	160,324

*This figure includes those who were formerly on CHAP or VHAP and were automatically transitioned to Medicaid in January 2014 based on new eligibility standards.

Change of Circumstance Update

- Total in queue: 14,173
- Total resolved: 6,668



Operations Update

- Optum began by addressing Stage 1 change requests on 6/23
 - They have contacted 97% of affected customers to begin processing their Stage 1 requests
 - Total outbound calls to date: 11,796
- Stage 2 processing began this week (total 5,647)

Privacy Update

- **Issue:** On June 27, one member of the BCBS-VT staff was emailed personal identifying information for MVP and Delta Dental clients
- **Actions:**
 - BCBS-VT staff person immediately informed the State
 - Information was deleted within minutes of receipt
 - Followed security incident protocols by informing CMS and the Attorney General
 - Working to strengthen quality controls to prevent like incidents from occurring in the future

This incident was protected by the privacy agreement between the State and BCBS-VT.

Medicaid Renewals & Reinstatements

- **Issue:** A larger than expected number of members did not renew their Medicaid / Dr. Dynasaur coverage in April, May and June
- **Actions:**
 - Gained federal permission to reinstate those who closed and hold renewals until further notice
 - Began reinstating all who were closed retroactive to last coverage date (targeted completion 7/31)
 - Sending notice of reinstatement to affected members
 - Outreaching to providers and provider associations
 - Investigating what caused unexpected renewal rates