

# Vermont Health Connect Update

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Commissioner Mark Larson  
Department of Vermont Health Access  
April 3, 2014



# January – May Coverage Data

Updated 4/3	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
<b>Qualified Health Plans</b>			
January Start	12,604	12,060	11,693
February Start	2,001	1,887	1,667
March Start	4,227	3,748	3,060
April Start	11,574	9,135	7,134
May Start	2,242	580	365
<b>Medicaid (Does not include 33,549 automatically enrolled from VHAP/Catamount)</b>			
January Start	12,120		11,801
February Start	4,512		4,358
March Start	9,511		8,892
April Start	235		59
May Start	1,276		1,192
<b>Total</b>	<b>60,032</b>	<b>27,410 (QHP only)</b>	<b>50,221</b>

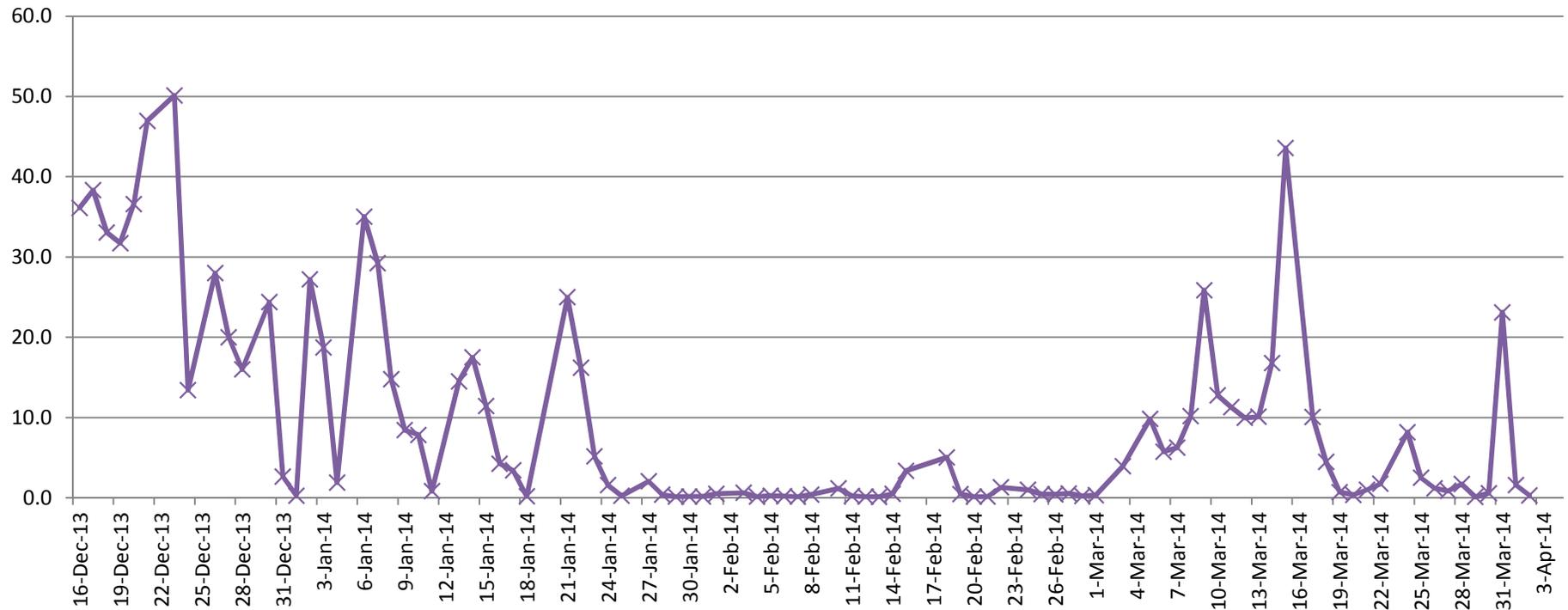
# Catamount/VHAP Transition

4/2/2014				2014 VHC Actuals				Percentage of Actuals Applied at VHC <i>(Applied at VHC/Needed Coverage)</i>	Individuals That Have Applied	
Program	ACCESS Population			Application		Plan Confirmation			Percentage of Plans Confirmed at VHC <i>(Plan Confirmed/Total Applied)</i>	Percentage of Plans Effectuated at VHC <i>(Plan Effectuated/Total Applied)</i>
	Total Enrollment 12/20/13	Changed to Medicaid 12/20/13	Needs Coverage for April 2014	Applied at VHC	Outreach Needed to Apply	Medicaid & Dr. Dynasaur Confirmed	QHP Plan Confirmed			
VHAP	36,508	31,574	<b>4,934</b>	3,953	<b>981</b>	1,385	1,588	<b>80.1%</b>	<b>75.2%</b>	<b>55.9%</b>
CHAP	13,105	1,614	<b>11,491</b>	9,891	<b>1,600</b>	2,467	5,721	<b>86.1%</b>	<b>82.8%</b>	<b>63.8%</b>
ESIA & VHAP/ESIA*	1,398	361	<b>1,037</b>	287	<b>750</b>	51	70	<b>27.7%</b>	<b>42.2%</b>	<b>33.1%</b>
<b>Sunset Total</b>	<b>51,011</b>	<b>33,549</b>	<b>17,462</b>	<b>14,131</b>	<b>3,331</b>	<b>3,903</b>	<b>7,379</b>	<b>80.9%</b>	<b>79.8%</b>	<b>61.0%</b>

\*This population had, and likely still has, employer sponsored insurance. The expectation is that very few from this population will enroll through VHC because they have coverage from another source.

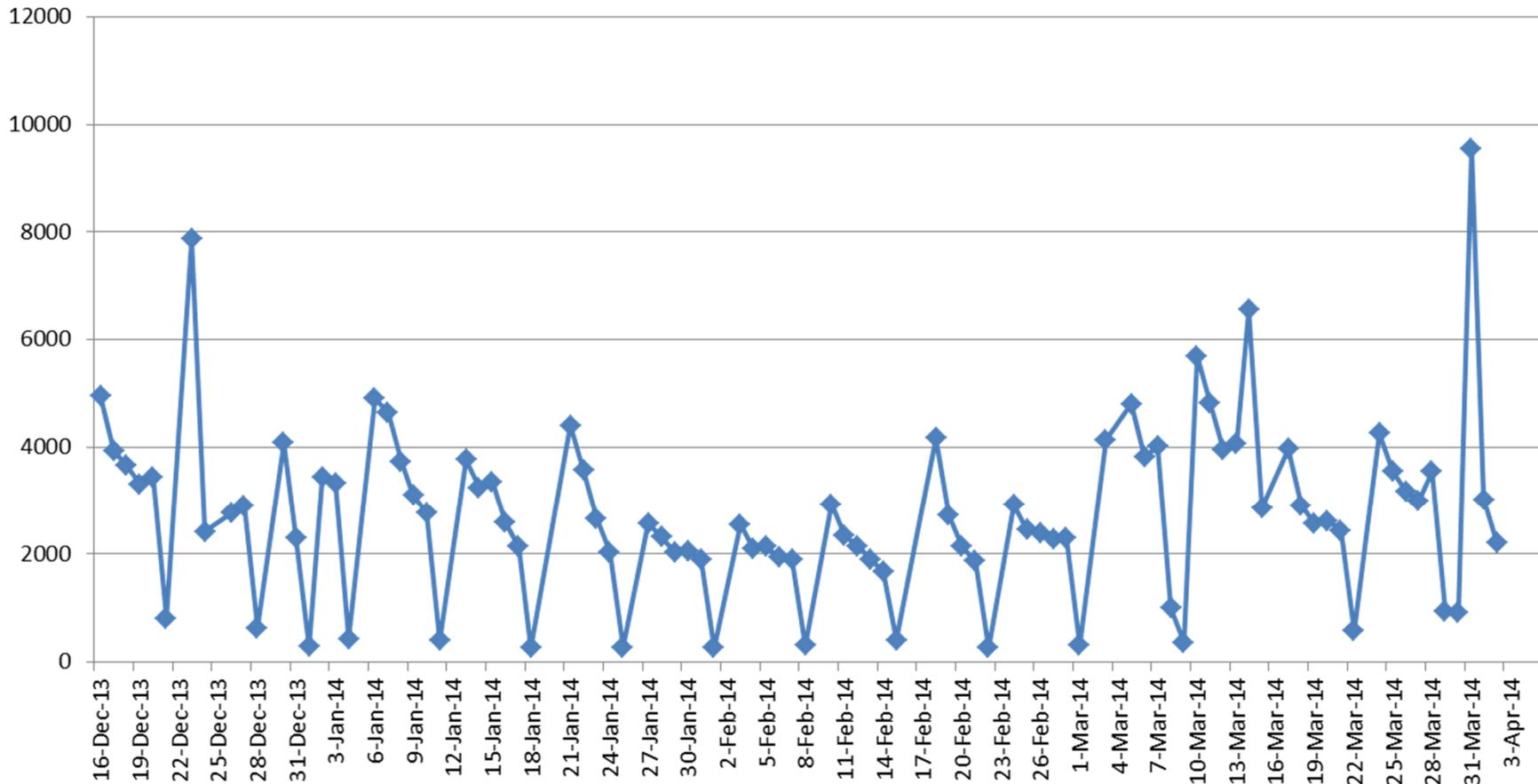
# Customer Support Center

## Average Time to Answer



# Customer Support Center

## Total Daily Offered Calls



# Customer Support Center

## Payment Line Calls

