

Vermont Health Connect Update

Deputy Commissioner Lindsey Tucker
Department of Vermont Health Access
February 26, 2014



January – March Coverage Data

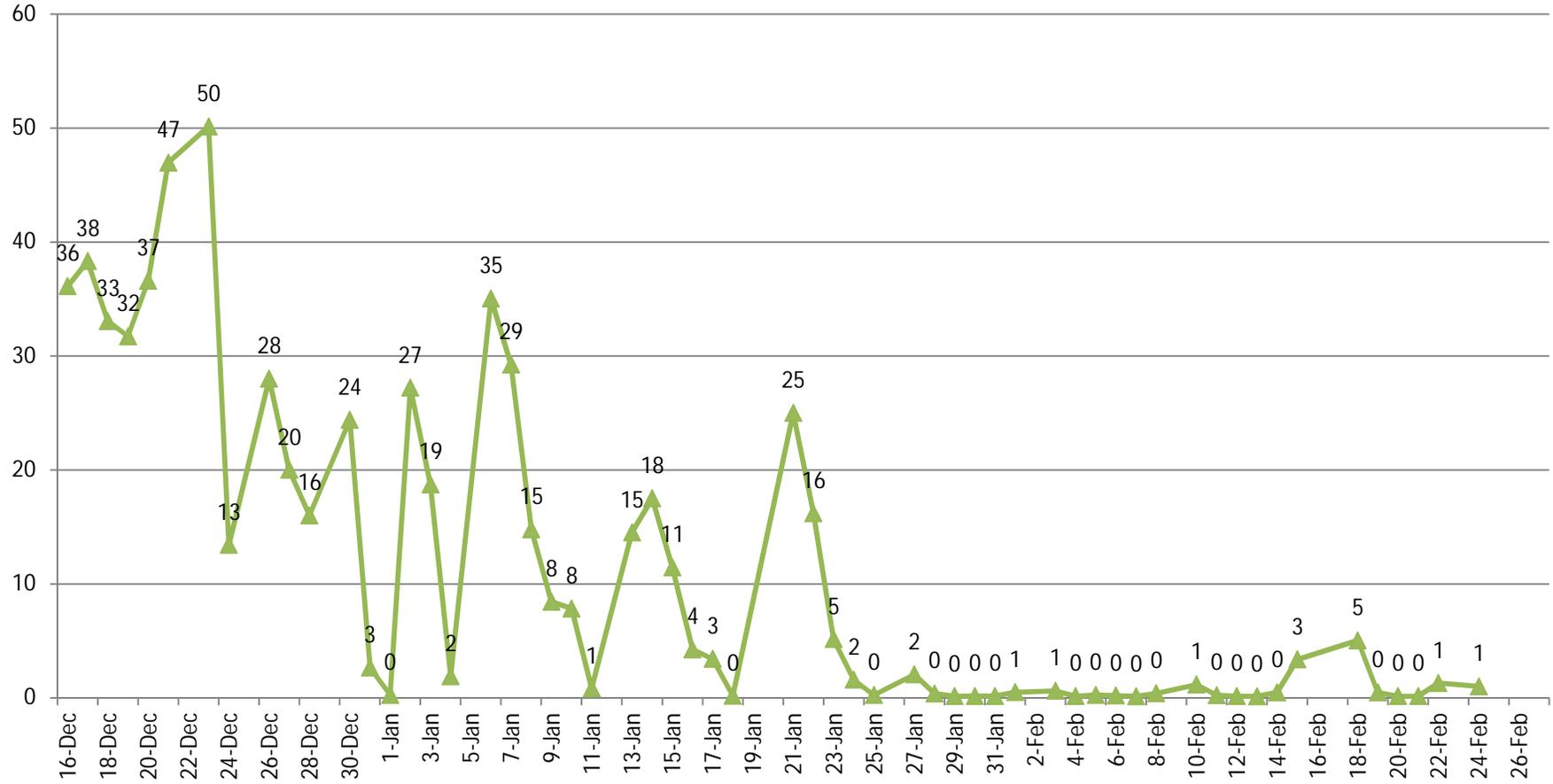
	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Qualified Health Plans			
January Start	12,650	11,754	11,467
February Start	1,984	1,679	1,521
March Start	3,213	909	719
Medicaid			
January Start	12,215	N/A	11,730
February Start	3,229	N/A	3,049
Total	33,291	14,342	28,486

Catamount/VHAP Transition

2014 ACCESS Enrollment Status 1/6/14				2014 VHC Actuals 2/23/14							Percentage of Actuals Applied at VHC (<i>Applied at VHC/Total Enrollment</i>)
Program	Population			Application	Plan Confirmation			Processing			
	Total Enrollment 12/20/13	Changed to Medicaid 12/20/13	Needs Coverage	Applied at VHC	Medicaid Eligible	Medicaid & Dr. Dynasaur Confirmed	QHP Plan Confirmed	Sent to ACCESS (MMIS/PBM)	Paid Initial Premium	QHP Effectuated	
VHAP	36,508	31,574	4,934	3,914	1,614	1,502	764	1,496	390	410	79.3%
CHAP	13,105	1,614	11,491	6,784	1,744	1,610	2,374	1,580	1,198	1,226	59.0%
ESIA & VHAP/ESIA	1,398	361	1,037	170	48	44	24	42	14	16	16.4%
Sunset Total	51,011	33,549	17,462	10,868	3,406	3,156	3,162	3,118	1,602	1,652	62.2%

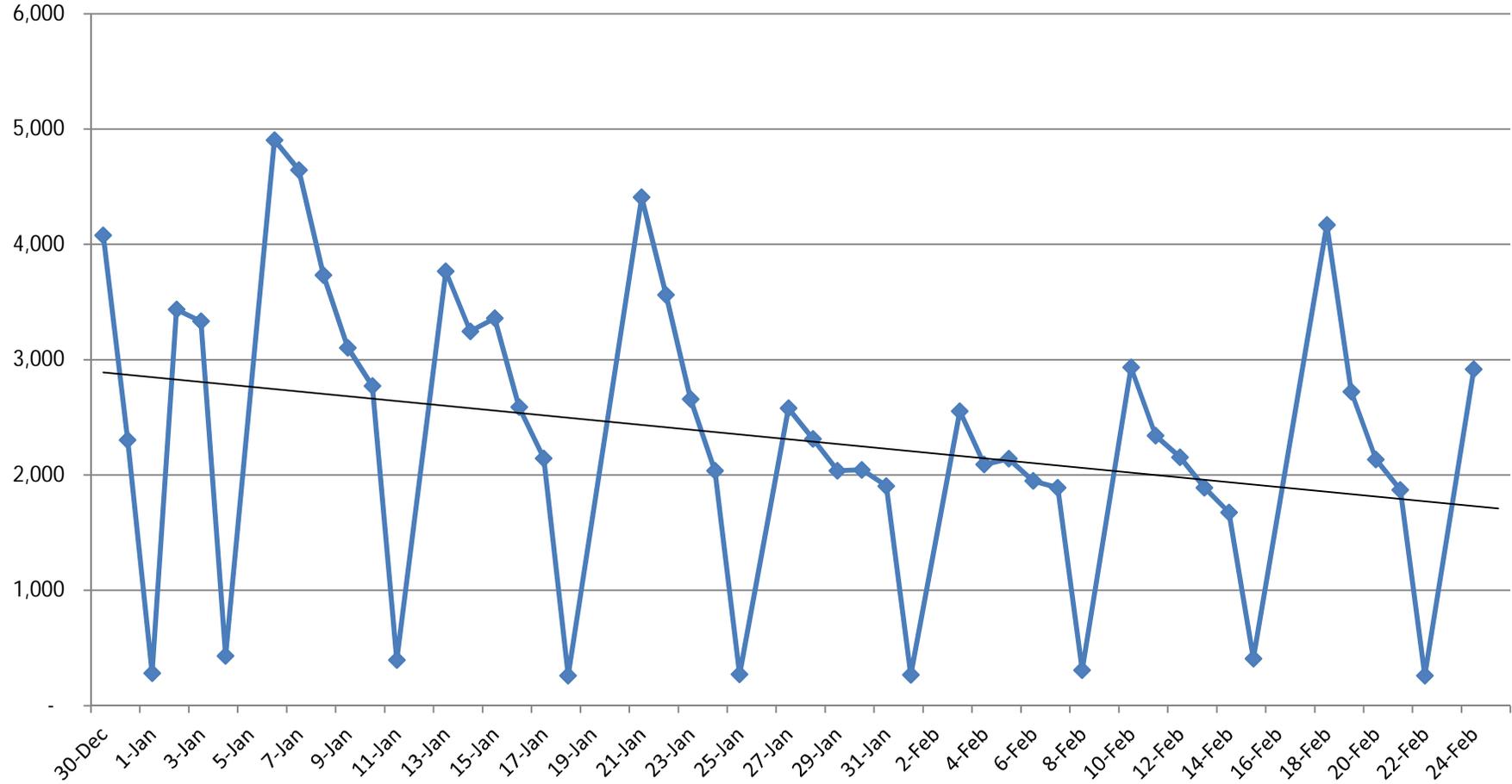
Customer Support Center

Avg Time to Answer (mins)



Customer Support Center

Total Daily Offered Calls



Premium Processing

- It takes approximately 3-5 days from the point the check is received in the PO Box for the policy information to be transmitted to the carrier.
- We continue to gather data on processing issues. There are small numbers of unprocessed items that are generally cleared with a couple of days if not within a day of when they are discovered.