

Vermont Health Connect

*An Update on Vermont's Integrated System for
Medicaid and QHP Enrollment*

February 24, 2016

Overview

- Updated Metrics
- Outreach and Education
- Medium-term DDI Steps to Improve the Customer Experience
- Enrollment and Plan Selection

UPDATED METRICS

Medicaid Renewals

- **Medicaid for the Aged, Blind and Disabled (MABD)** - Redeterminations began in November 2015 (1K/mo.)
- **Medicaid for Children and Adults (MCA)** –
 - First group of notices to legacy members mailed in early January for February redetermination
 - Followed by reminder notice and closure notice
 - After termination, QHP-eligible customers will have a 60-day special enrollment period, then have to wait until 2017
 - 2nd group mailed in February for March redetermination
 - 3rd and final legacy group mails in early March
 - VHC member groups run May - October
 - 9K/mo. for each group

Change Requests (COC)

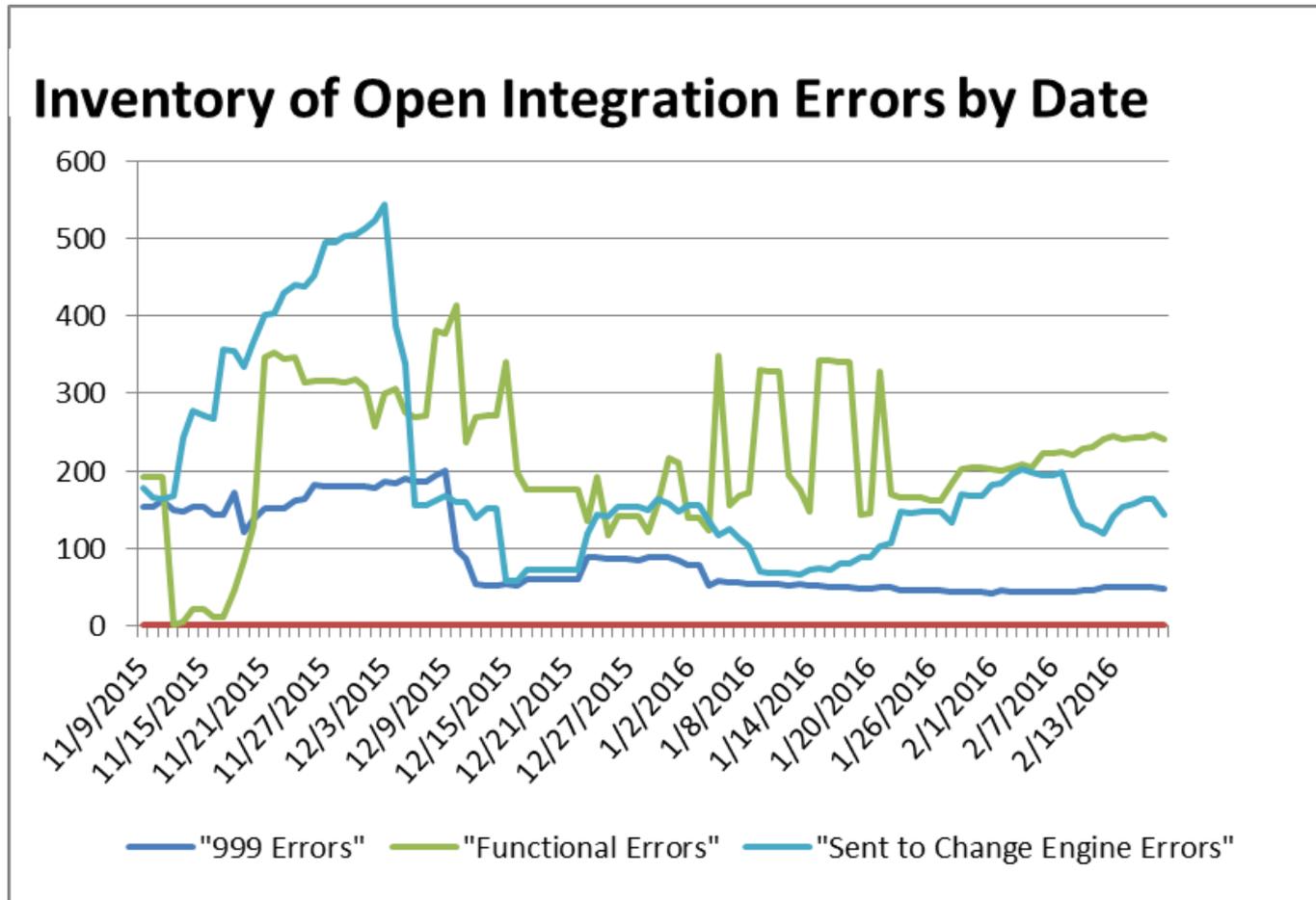
Change request net inventory:

- 5,577 on Monday 2/1
- 4,081 on Monday 2/22

Note:

- Net inventory is an active work queue.
- VHC receives approximately 125 change requests per day.
- Goal is to get queue below 3,000, a sustainable level for being able to meet prescribed customer service targets.

834 Transactions



In addition to working to resolve these known errors, VHC and carriers continue to work together to make sure other transactions are being integrated across systems as expected.

System Performance

Month	Availability	Avg Page Load Time (seconds)	Max Peak User	Visits
November 2015	99.17%	1.36	85	35,701
December 2015	99.99%	1.93	97	67,068
January 2016	99.86%	2.02	136	67,911

For context:

- SLA calls for Availability of at least 99.9% and Load Time no greater than two seconds.
- January's load time was just over Load Time SLA. Had met Load Time SLA every month since spring upgrades.
- November was first month since spring upgrades in which Availability SLA was missed.

Customer Support Center

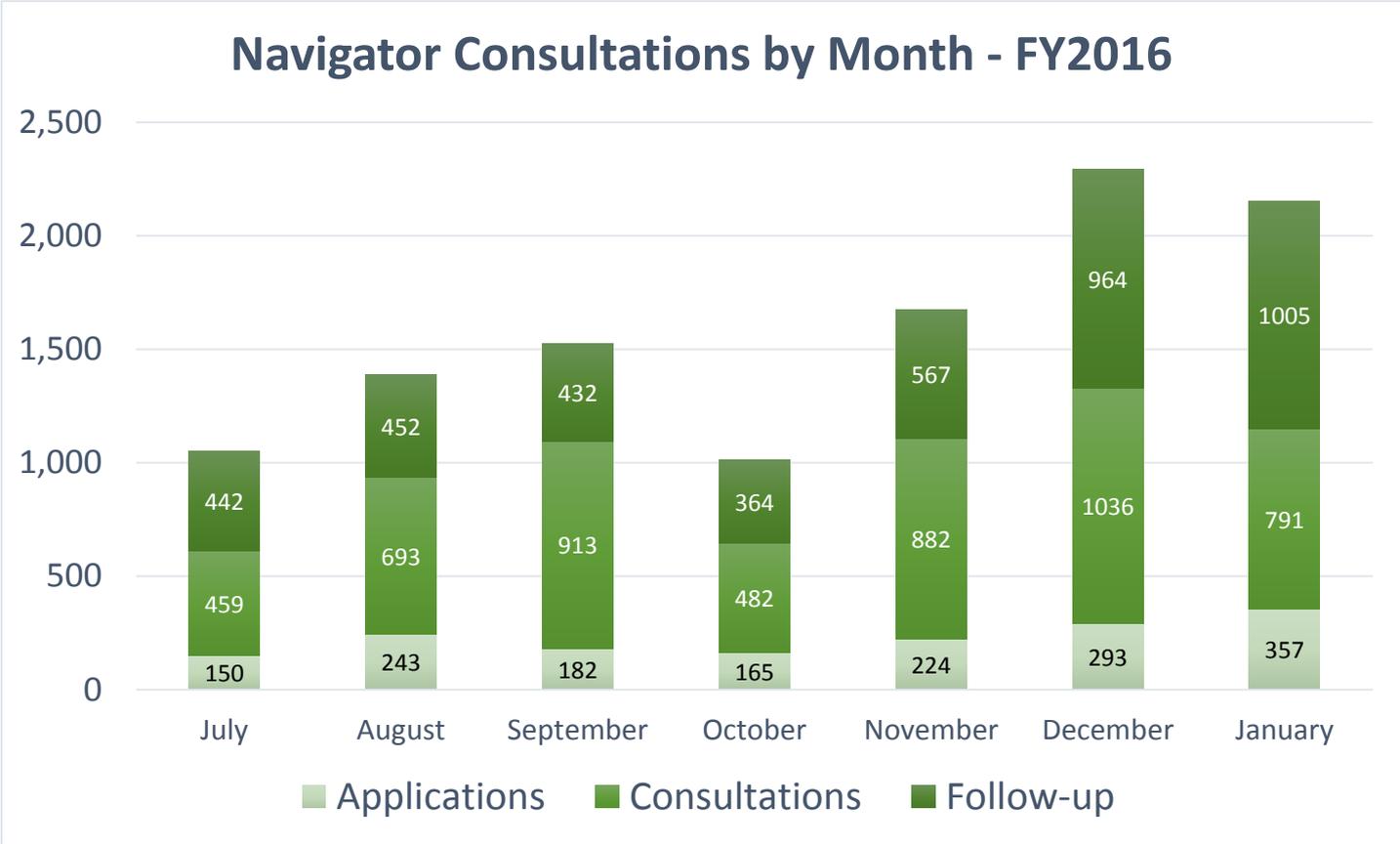
Month	Calls Offered	Answer Rate	Calls Answered	Calls Answered <30 Seconds	Initial Rep. Rate*
November 2015	32,235	89%	28,605	55%	89%
December 2015	38,969	86%	33,416	57%	87%
January 2016	42,769	83%	35,352	33%	90%

- The initial representation rate measures the proportion of calls that can be resolved by the customer service representative who answers the phone (no transfer).

For context:

- SLA calls for answer rate of at least 90% and 75% of calls answered within 24 seconds.
- Maximus missed SLA these three months, had met SLA 11 of the previous 12 months.
- Average wait time over the three months of Open Enrollment:
 - Vermont: 5min 3sec
 - Federal: 10min 30sec

Assisters



OUTREACH & EDUCATION

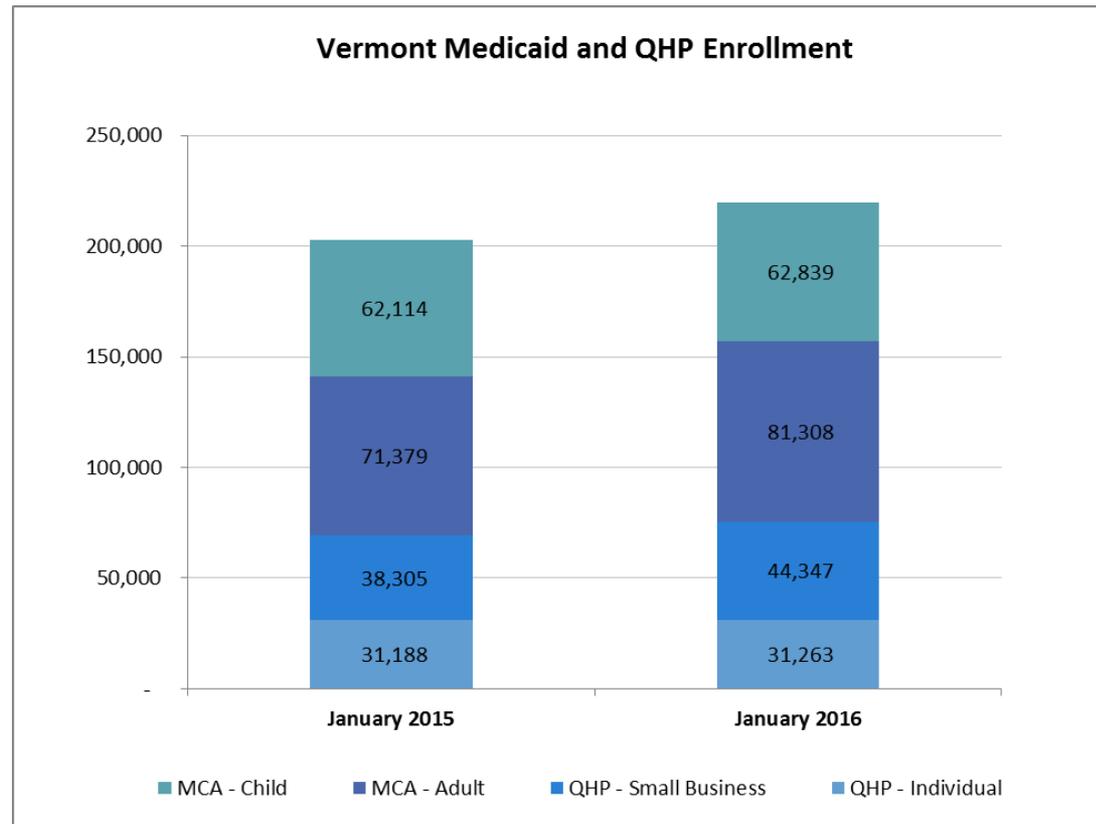
Outreach and Education

- Collaboration with BCBVT, MVP, and HCA on [one-pager](#) explaining how grace periods work
- Communication around Medicaid renewals before, during, and after Town Meeting Day
- Plan Comparison Tool: >14,000 visits and counting

ENROLLMENT AND PLAN SELECTION

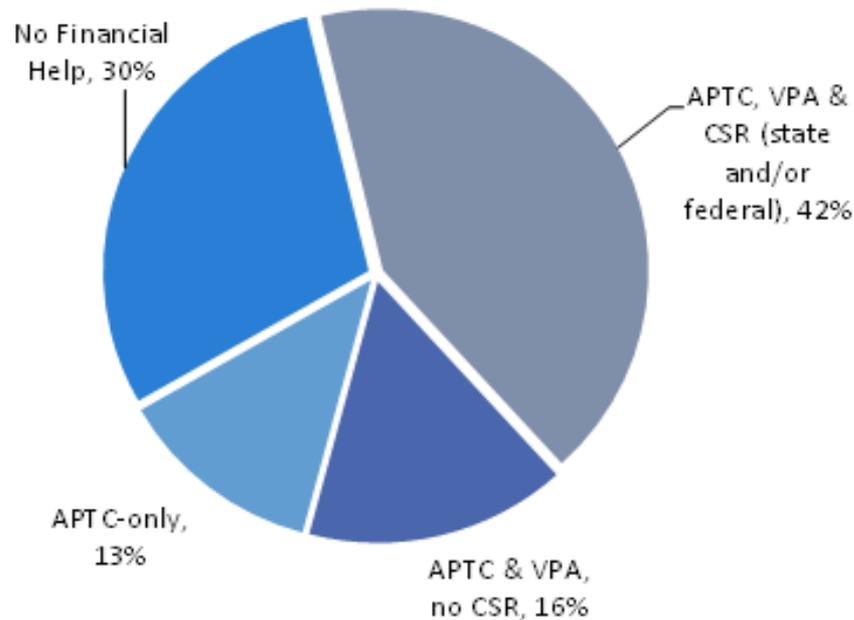
Current Coverage

Nearly 220,000 Vermonters are covered by VHC Qualified Health Plans and Medicaid for Children and Adults



Financial Help

Of Individuals in VHC-Enrolled Individual QHP

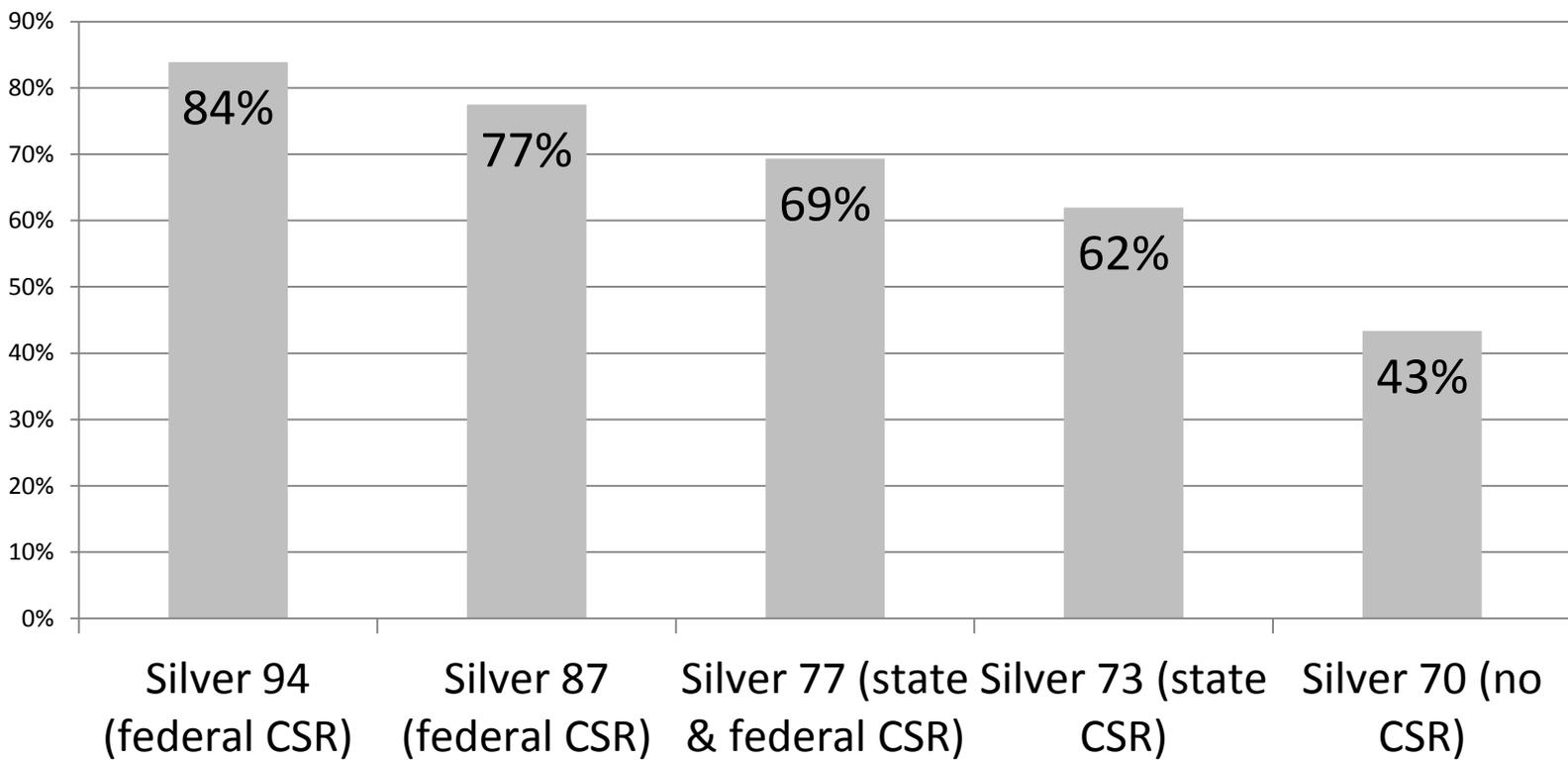


Of VHC-Enrolled Individuals:

- 70% receive premium subsidies
- 58% receive APTC & VPA, 13% receive only APTC (total not 100% due to rounding)

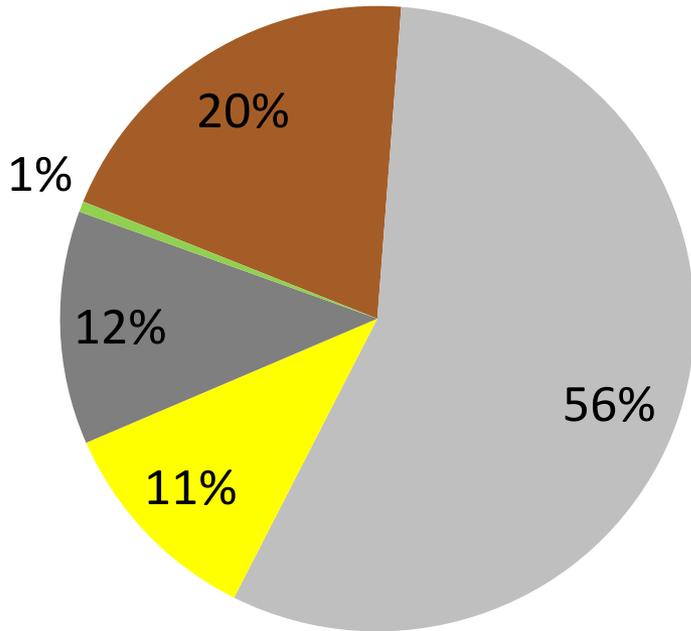
QHP-Individual Enrollment - Feb 2016

Silver Plan Enrollment as % of Eligible Customers in Each Income Bracket

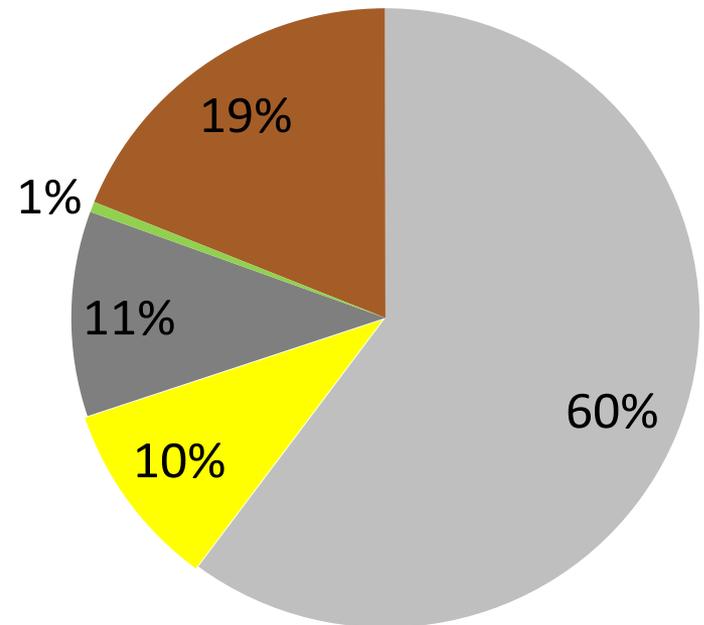


VHC-Enrolled QHP by Metal Level

December 2015

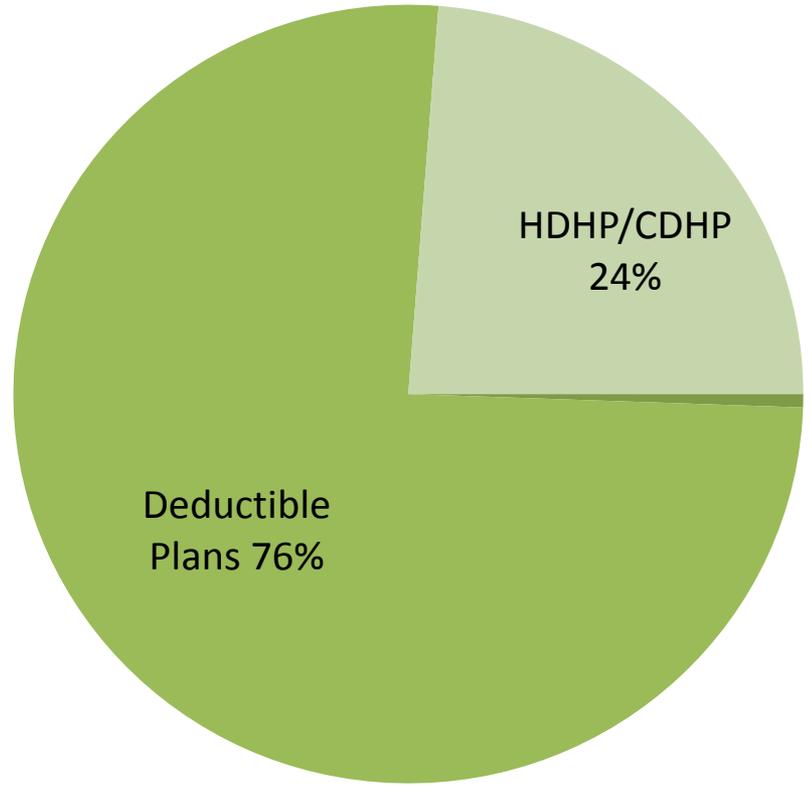
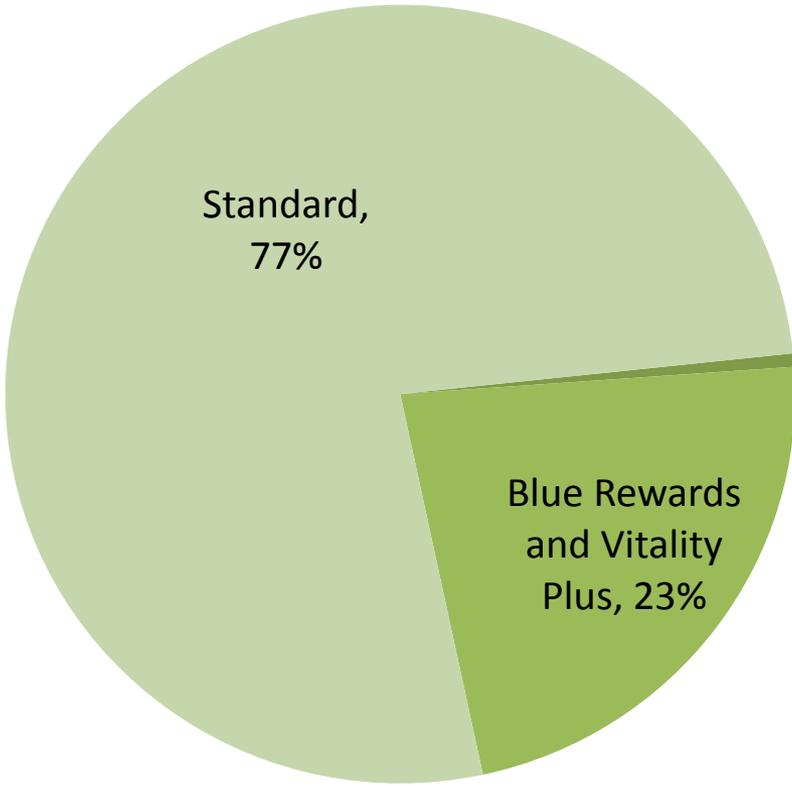


February 2016



- Bronze
- Silver
- Gold
- Platinum
- Catastrophic

QHP-Individual Enrollment – Feb. 2016



QHP-Individual Enrollment – Feb. 2016

	Deductible Plans	HDHP / CDHP
Standard Plans	59%	18%
Blue Rewards/ Vitality Plus	17%	6%