

# Vermont Health Connect

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

*March 9, 2016*

# Overview

- Updated Metrics
- Additional Updates

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# UPDATED METRICS

# System Performance

Month	Availability	Avg Page Load Time (seconds)	Max Peak User	Visits
December 2015	99.99%	1.93	97	67,068
January 2016	99.86%	2.02	136	67,911
February 2016	99.91%	1.72	168	52,952

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 and January were only two months 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*
December 2015	38,969	86%	33,416	57%	87%
January 2016	42,769	83%	35,352	33%	90%
February 2016	45,043	81%	36,514	47%	91%

- 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 the last four 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

# 1095-A and 1095-B Tax Forms

## 1095-A

- Final main batch mailed last week of January (on target)
- Corrections are being mailed weekly as needed
  - Week of 2/15 - 500
  - Week of 2/22 – 800
  - Week of 2/29 – 1600
  - In Queue – 400

## 1095-B

- Final main batch mailed week of 2/22 (5 weeks ahead of federal deadline)
- Corrections are mailed weekly as needed
  - In Queue – 65

# Change Requests (COC)

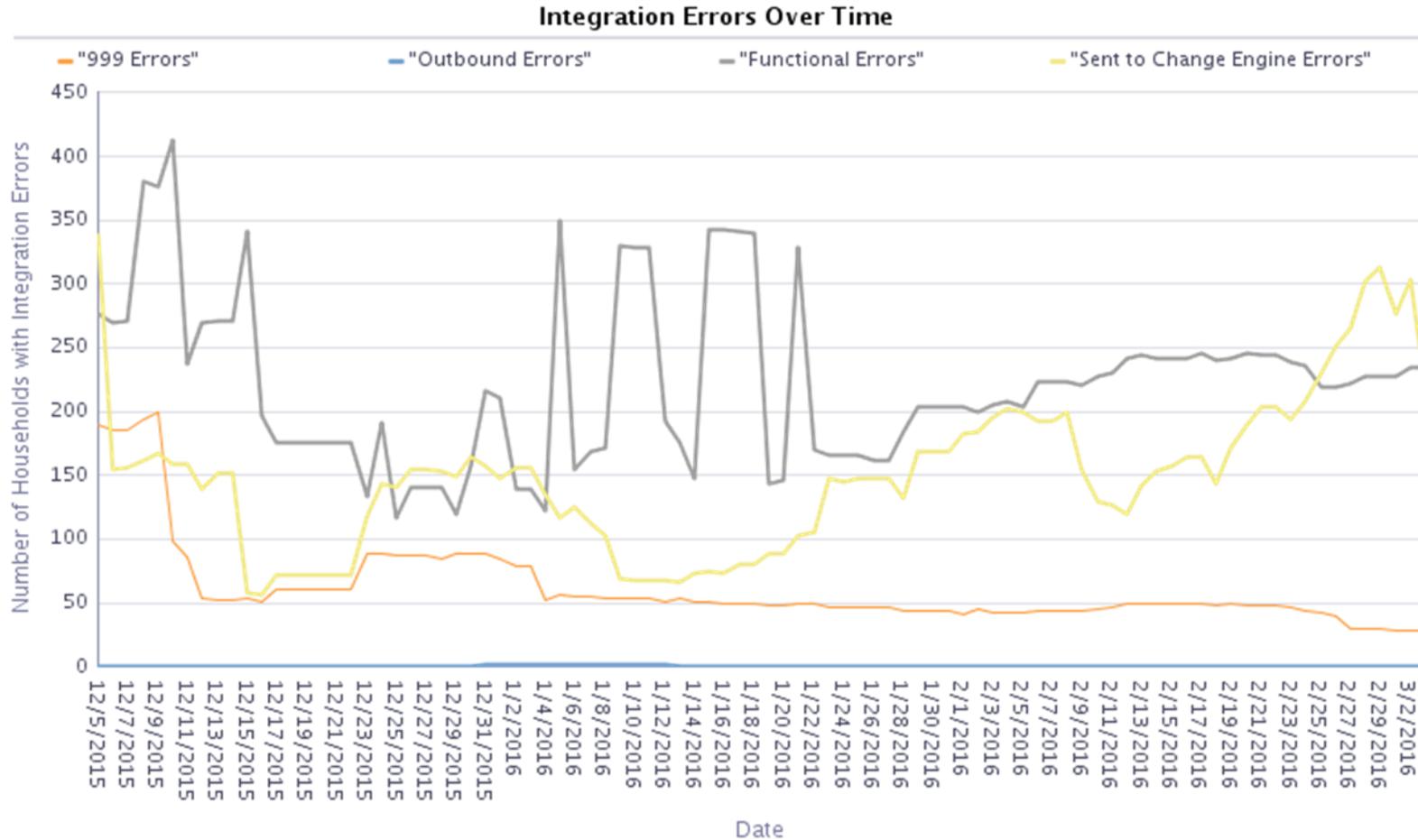
Change request net inventory:

- 5,577 on 2/1
- 4,141 on 3/1
- 4,195 on 3/7

Note:

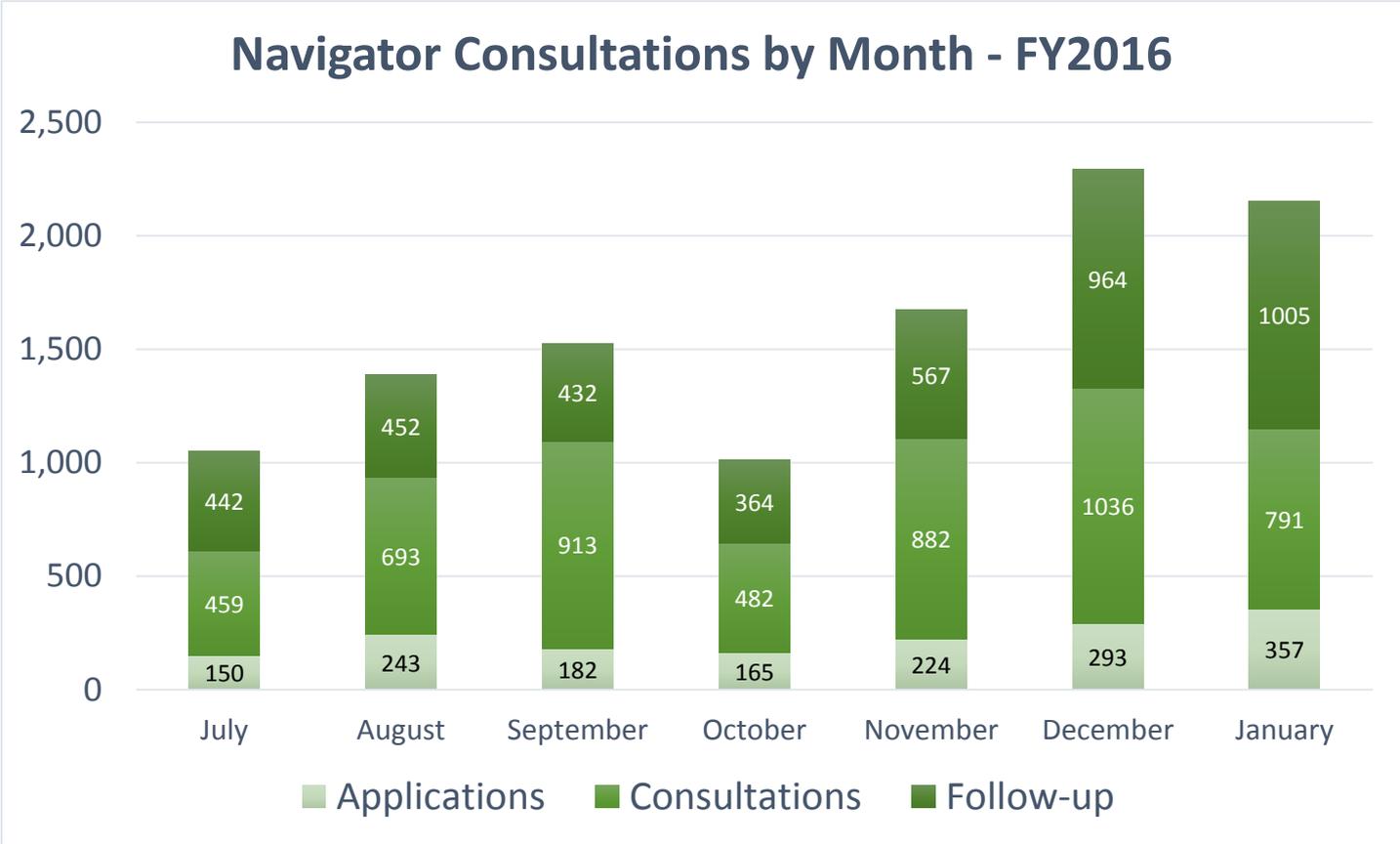
- Net inventory is an active work queue.
- VHC receives approximately 125 change requests per day.
- Inventory steady in late February/early March.
- Goal is to get queue below 3,000, a sustainable level for being able to meet prescribed customer service targets.

# 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.

# Assisters



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# ADDITIONAL UPDATES

# Staffing Update

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- March 7 - 10 temporary Eligibility and Enrollment staff began work with the Legacy Medicaid Renewal team
- March 9 – the first of 30 new staff at Maximus Customer Support Center begin onboarding

# Medicaid Renewal

- Updates to support VHC Medicaid renewals successfully deployed this past weekend.
- Closure notices attracting attention, driving volume.
- Outreach from Assisters, partners, and legislators reinforcing:
  - Medicaid enrollees need to take action when they receive notices;
  - There is a federal fee for not having health insurance and it is increasing;
  - Enrollees who miss a deadline should still call as soon as possible.