

LAWRENCE MILLER  
Chief of Health Care Reform



State of Vermont  
OFFICE OF THE GOVERNOR

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TO: HCHC, SCHW, SCF, HROC, JFC  
FROM: Lawrence Miller, Chief of Health Care Reform  
Date: December 1, 2015  
RE: Vermont Health Connect Monthly Report

A handwritten signature in blue ink that reads "Lawrence Miller".

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I am pleased to submit the seventh monthly report in conformance with Section C.106 of the budget bill.

This report serves as the re-cap of key operational and enrollment metrics for October. In order to provide the most up-to-date information available, it also covers project development work and efforts to address the State Auditor's recommendations through November 16.

With the successful deployment of automated change and automated renewal functionality, we are fortunate to be in a far different place than we were a year ago. We now have a system that can support the customer service levels that Vermonters deserve. While work remains, the nature of that work is completely different. Having built the system, we can now focus on fine tuning our operations and, most importantly, on empowering Vermonters to take control of their health insurance decision making.

With few exceptions enrolled Vermonters should expect that their 2016 health plans and subsidies will be clearly stated on their December invoice; that they should be easily able to change plans if they wish to do so during Open Enrollment; that their calls will generally be answered promptly; that their change requests will typically be processed promptly. And they should expect that, when challenges do arise, customer service staff will be on hand to help.

We have Service Level Agreements in place to ensure that those experiences are the rule and not the exception. Our Customer Support Center aims for at least a 90% answer rate and to answer more than three out of four calls within 24 seconds. They have exceeded those targets 11 out of the last 12 months. Our Systems Integrator strives to keep our system online 99.9% of the time and to keep average page loads under two seconds. They have surpassed those targets every month since our spring system upgrades were deployed. Having cleared the backlog of change requests earlier this fall, our Eligibility and Enrollment team will aim to complete new requests submitted in the first half of the month in time to appear on the following invoice, and changes submitted in the second half on one of the following two invoices.

On the empowerment side, we can do more with our insurance carriers, Assister organizations, and other partners to promote health insurance literacy. In the weeks ahead, we will roll out new tools and resources to help Vermonters understand their subsidies, assess how various plan designs and

deductibles could impact their total health care costs, and feel confident in choosing a plan and putting it to use for their family. We will also work with our partners to clearly communicate details about grace periods and the importance of paying bills on time – as well as new payment options which now make it easier for customers to do so.

This Thanksgiving, I appreciate our dedicated state workers and Assistors, our insurance carrier partners and contractors, and all of you.