

Updated 8/19	Individual Plans Confirmed (checked out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
<b>Individual/Family – QHP</b>			
January – May Start	30,068	28,607	27,735
June Start	1,099	1,004	942
July Start	1,522	1,359	1,176
August Start	1,280	1,097	928
September Start	702	341	412
<b>Small Business - QHP</b>			
As of June 2014	34,883	34,883	34,883
<b>Medicaid</b>			
January – May Start	81,515		80,880
June Start	10,786		10,696
July Start	7,476		7,340
August Start	3,030		2,892
September Start	1,028		946
<b>Total</b>	<b>173,399</b>	<b>67,291 (QHP Only)</b>	<b>168,830</b>

**Medicaid/Dr. Dynasaur Reinstatements:** Reinstatements were completed and legacy system renewal dates continue to be pushed out. Still awaiting word from CMS about when we must restart the legacy system renewals process. We are asking for delay until April.

**Maximus Call Center:**

In August month, call volumes leveled, with a peak of 2,620 calls. September calls have peaked at 2483. On Saturdays, calls tended to range below 300 between 8am and 1pm. The call center was closed on August 15<sup>th</sup> and 16<sup>th</sup> for a State holiday and was closed again on September 1<sup>st</sup> for Labor Day.

The average wait time in August was 18.96 seconds. In September the average wait time is 12.81 seconds. This is consistent with the Contract Service Level Agreement of an average wait times below 24 seconds over a one month period. The State is working closely with the vendor to continue to improve call interval forecasting methodology, and associated scheduling of staff.

Call Center Metric	Month	Number
<b>Avg Call Volume</b>	August	1719
<b>Peak Call Volume</b>	August	2620
<b>Saturday Avg Volume</b>	August	300
<b>Avg Wait Time – in Seconds</b>	August	18.96
<b>Avg Call Volume</b>	Sept 2 - 16	1522
<b>Peak Call Volume</b>	Sept 2 - 16	2483
<b>Saturday Avg Volume</b>	Sept 2 - 16	236
<b>Avg Wait Time – in Seconds</b>	Sept 2 -16	12.81