

# Vermont Health Connect Update

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Commissioner Mark Larson & Deputy Commissioner Lindsey Tucker  
Department of Vermont Health Access  
March 18, 2014



# January – May Coverage Data

Updated 3/17	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
<b>Qualified Health Plans</b>			
January Start	12,677	11,915	11,577
February Start	1,989	1,842	1,635
March Start	3,268	2,689	2,218
April Start	9,865	1,878	1,104
May Start	1,151	183	0
<b>Medicaid</b> <b>(Does not include 33,549 automatically enrolled from VHAP/Catamount)</b>			
January Start	12,133	N/A	11,704
February Start	4,431	N/A	4,192
March Start	4,961	N/A	4,416
<b>Total</b>	<b>50,475</b>	<b>18,507 (QHP only)</b>	<b>36,846</b>

# Catamount/VHAP Transition

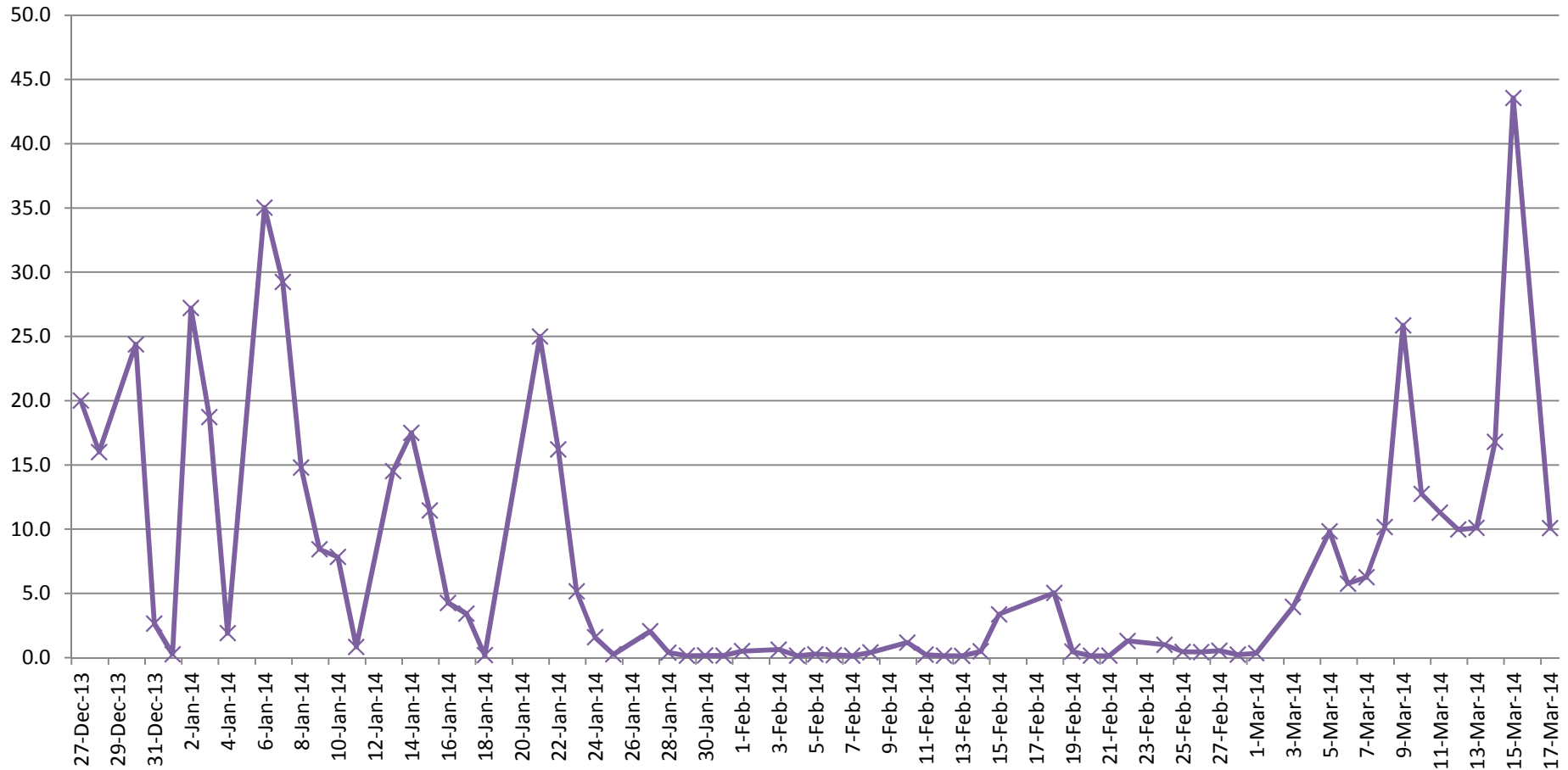
3/17/2014				2014 VHC Actuals				Percentage of Actuals Applied at VHC <i>(Applied at VHC/Needed Coverage)</i>	Individuals That Have Applied	
Program	ACCESS Population			Application		Plan Confirmation			Percentage of Plans Confirmed at VHC <i>(Plan Confirmed/Total Applied)</i>	Percentage of Plans Effectuated at VHC <i>(Plan Effectuated/Total Applied)</i>
	Total Enrollment 12/20/13	Changed to Medicaid 12/20/13	Needs Coverage for April 2014	Applied at VHC	Outreach Needed to Apply	Medicaid & Dr. Dynasaur Confirmed	QHP Plan Confirmed			
VHAP	36,508	31,574	<b>4,934</b>	3,554	<b>1,380</b>	1,217	1,303	<b>72.0%</b>	<b>70.9%</b>	<b>44.3%</b>
CHAP	13,105	1,614	<b>11,491</b>	9,373	<b>2,118</b>	2,255	5,169	<b>81.6%</b>	<b>79.2%</b>	<b>40.5%</b>
ESIA & VHAP/ESIA	1,398	361	<b>1,037</b>	238	<b>799</b>	43	59	<b>23.0%</b>	<b>42.9%</b>	<b>26.1%</b>
<b>Sunset Total</b>	<b>51,011</b>	<b>33,549</b>	<b>17,462</b>	<b>13,165</b>	<b>4,297</b>	<b>3,515</b>	<b>6,531</b>	<b>75.4%</b>	<b>76.3%</b>	<b>41.2%</b>

# VHC Activity

	Total		Since March 1 <sup>st</sup>	
	Applications	Individuals	Applications	Individuals
Accounts Created	52,362	N/A	8,034	N/A
Applications Submitted	39,943	75,044	9,628	18,914
Plan Selections	32,777	51,971	9,099	14,824

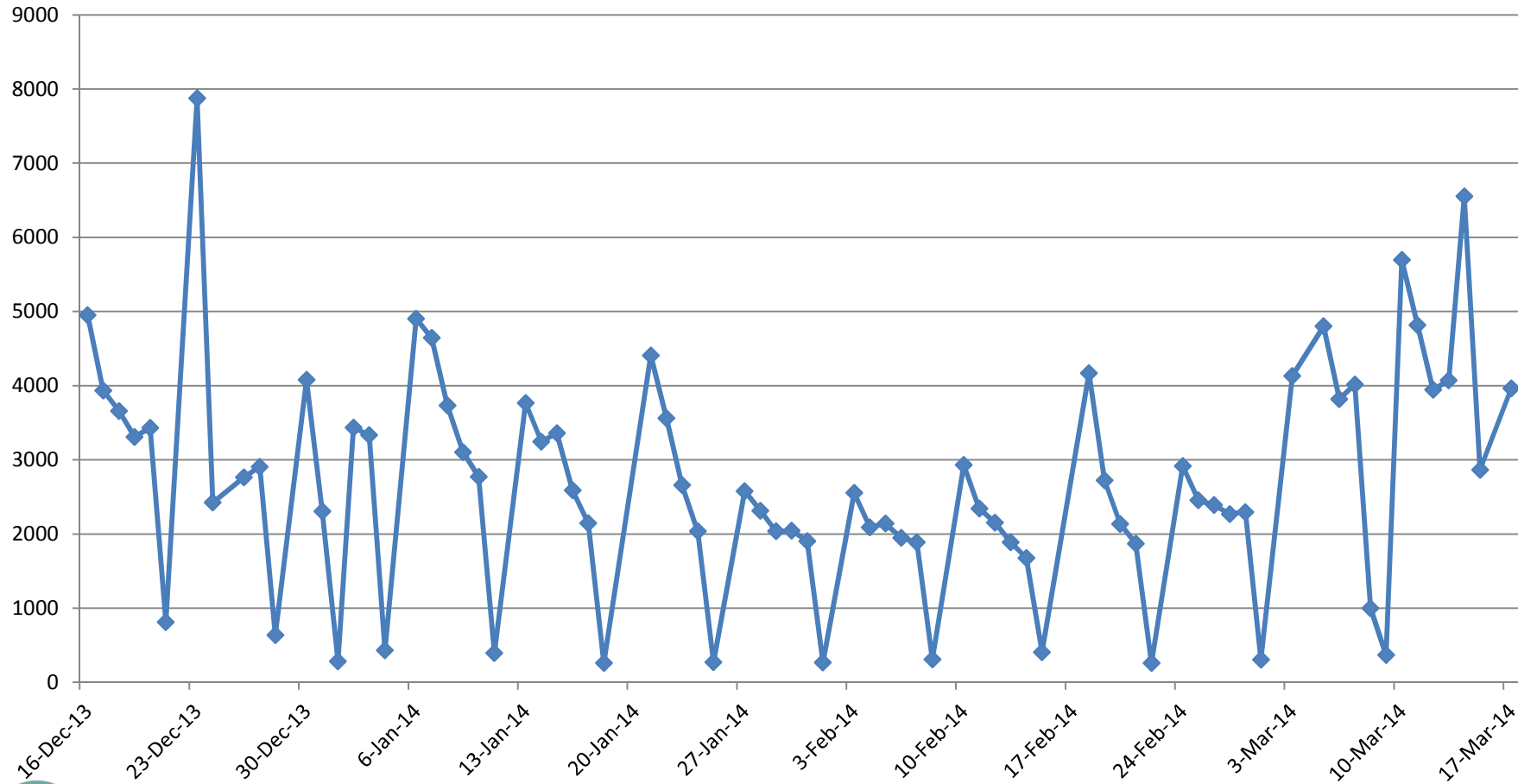
# Customer Support Center

## Avg Time to Answer



# Customer Support Center

## Total Daily Offered Calls



# Electronic Payments

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- **50%** of new customers using e-pay
- **20%** of previous customers chose e-pay

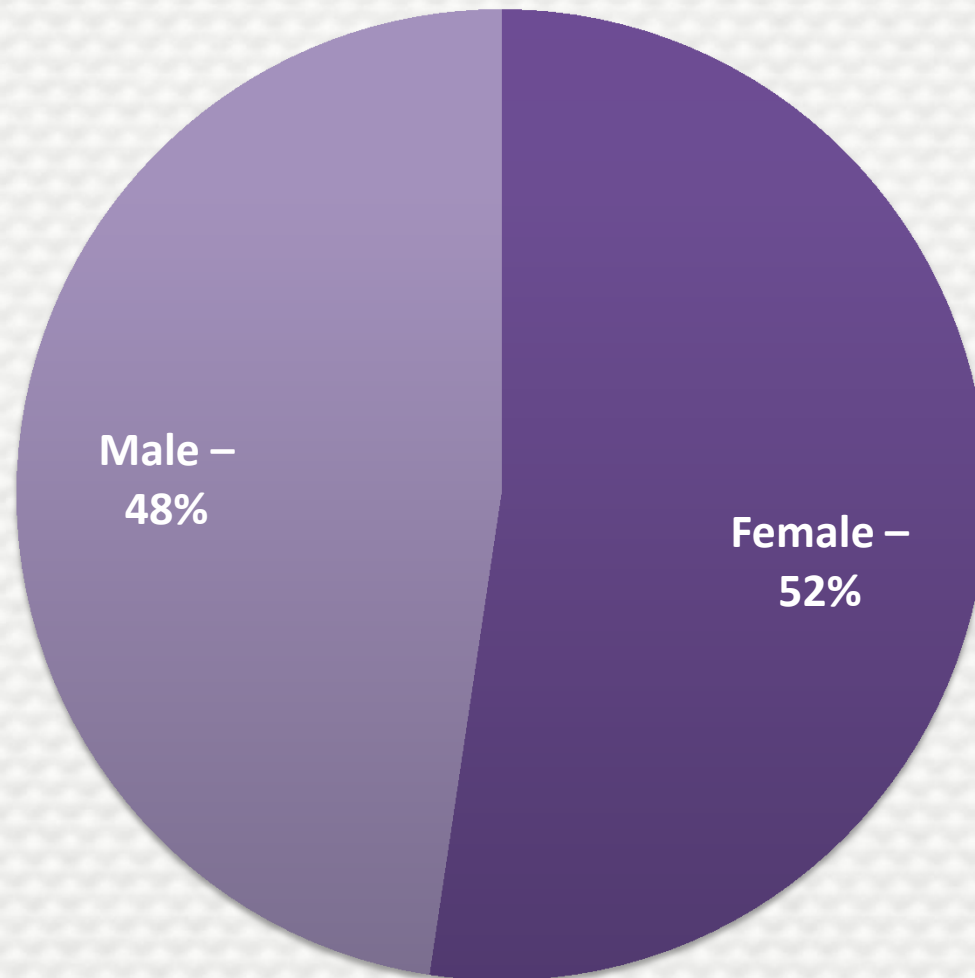
# Demographics

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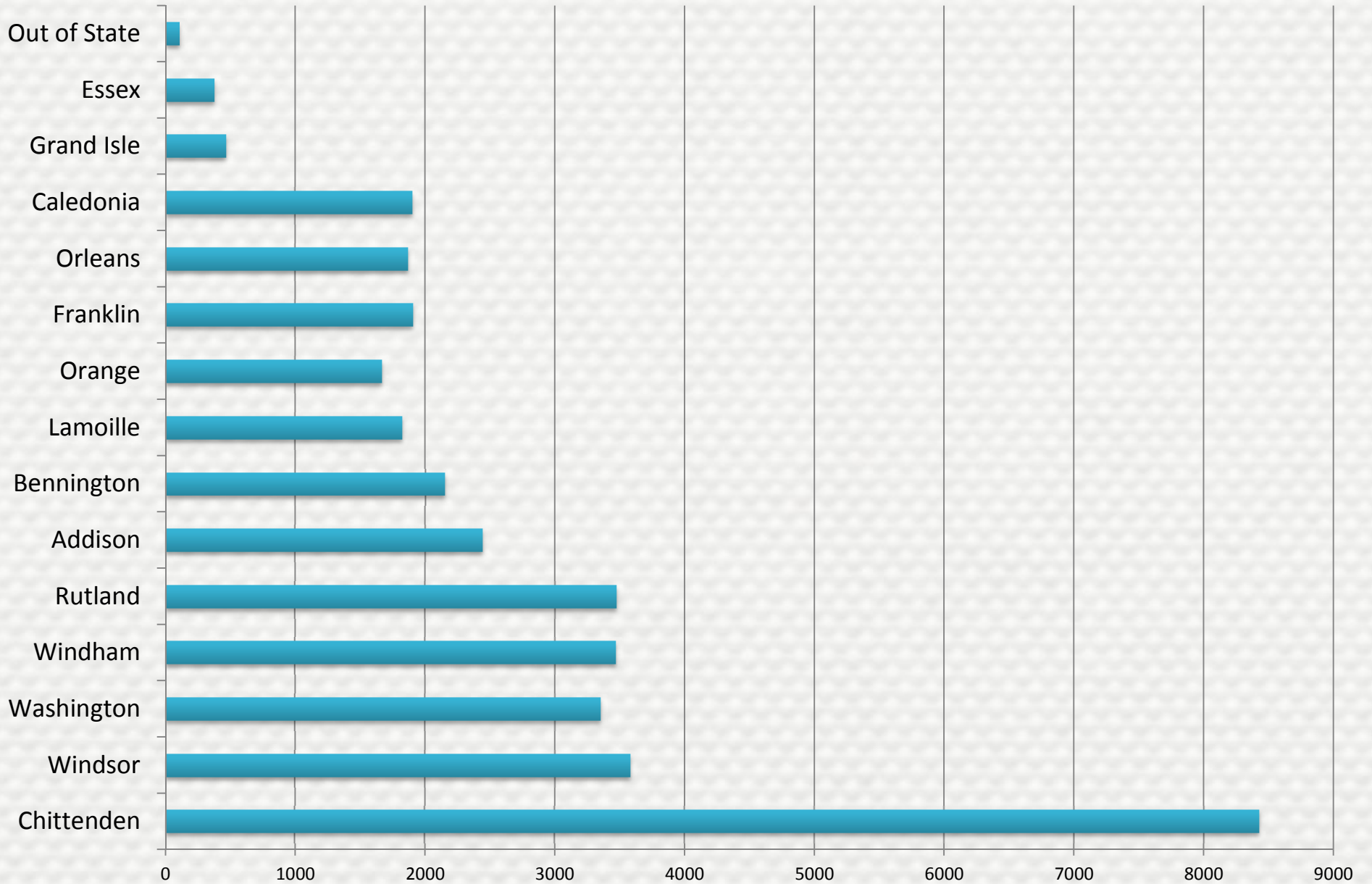
The following is demographic information on those who have enrolled directly through Vermont Health Connect. This information was last updated on **March 17<sup>th</sup>**.



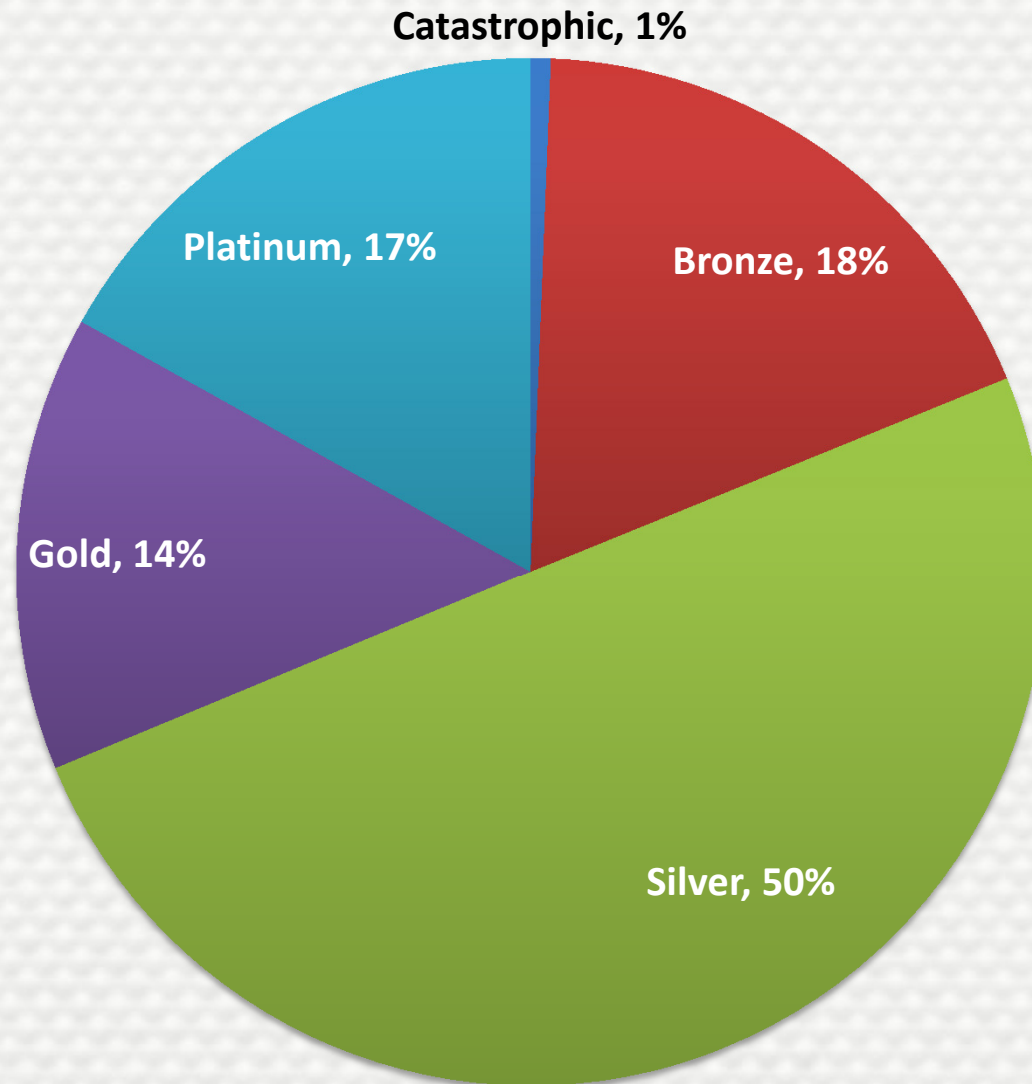
# QHP & Medicaid Enrollments by Gender (3/17/14)



# QHP & Medicaid Enrollments by County 3/17/14



# QHP Enrollment by Metal Level

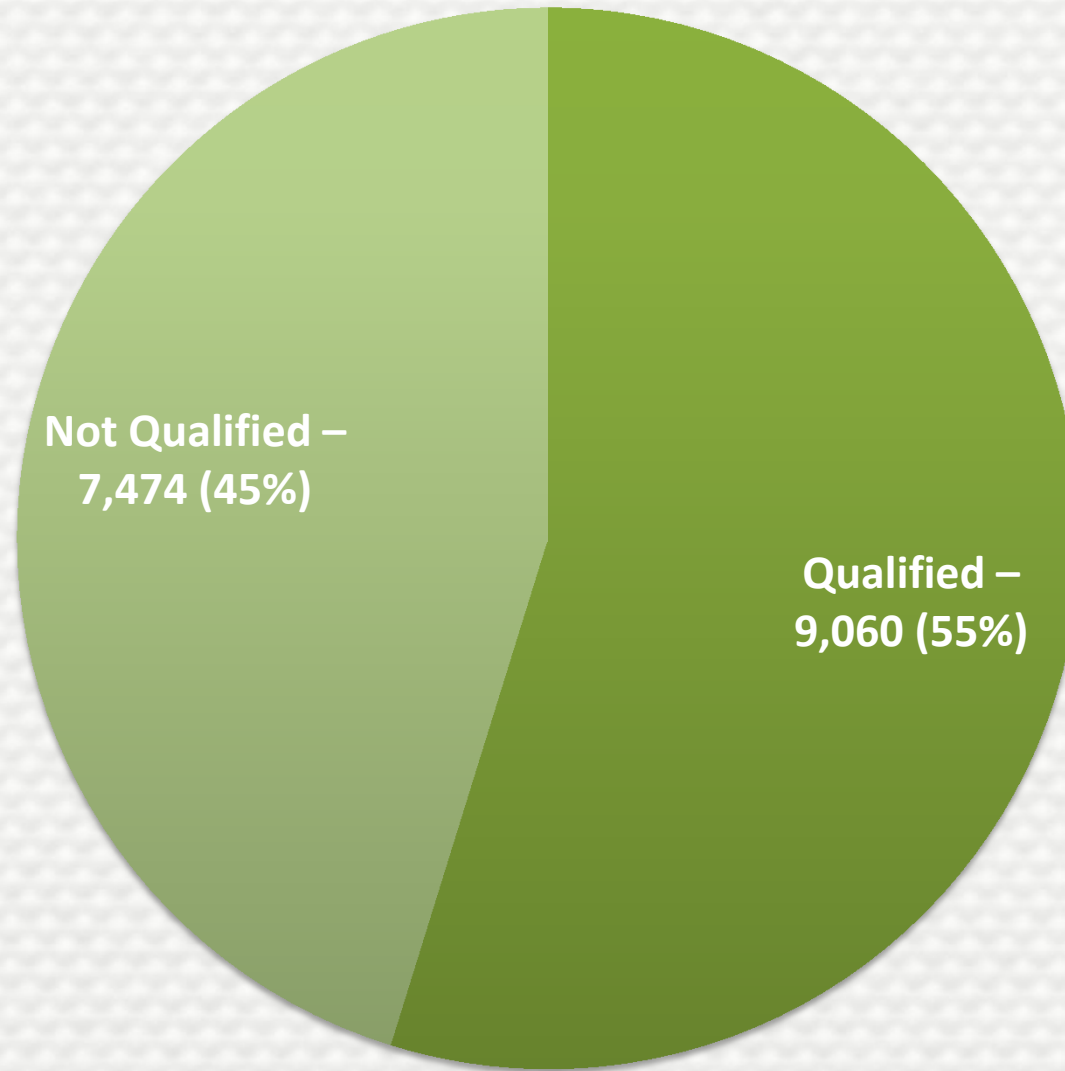


\*Out of the 7,092 people who are CSR eligible and in effectuated QHPs, 4,632 (or 65%) have Silver plans

■ In order to receive cost-sharing reductions, individuals must enroll in a Silver plan.

3/17/14

# QHP Financial Help Eligibility



# Data Requests

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- 38% of those who enrolled are under 30 years old (includes QHP & Medicaid)
- 18% of those who enrolled are between 18 and 30 years old (includes QHP & Medicaid)

# Small Business Options

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- Vermont has received approval from CMS to continue direct carrier enrollment through open enrollment for 2015 plans
  - This means small business will have the options to enroll in VHC plans on the website, by phone, with an assistor or directly through a carrier.
- CMS is committed to employee choice and small business tax credit eligibility.

# Outreach 3/15-3/31

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- Radio, digital and social media advertising
- Direct mail to Sunsetters who did not begin the enrollment process with information on the Special Enrollment process
- Direct call, email, and letter to those confirmed and not yet paid (3/19 and 3/26)
- 53 enrollment event opportunities throughout the state (more added daily)
- Countdown to 3/31 for Station Identifications/online (TBD)