

Vermont Health Connect Update

House Committee on Health Care

November 5, 2015

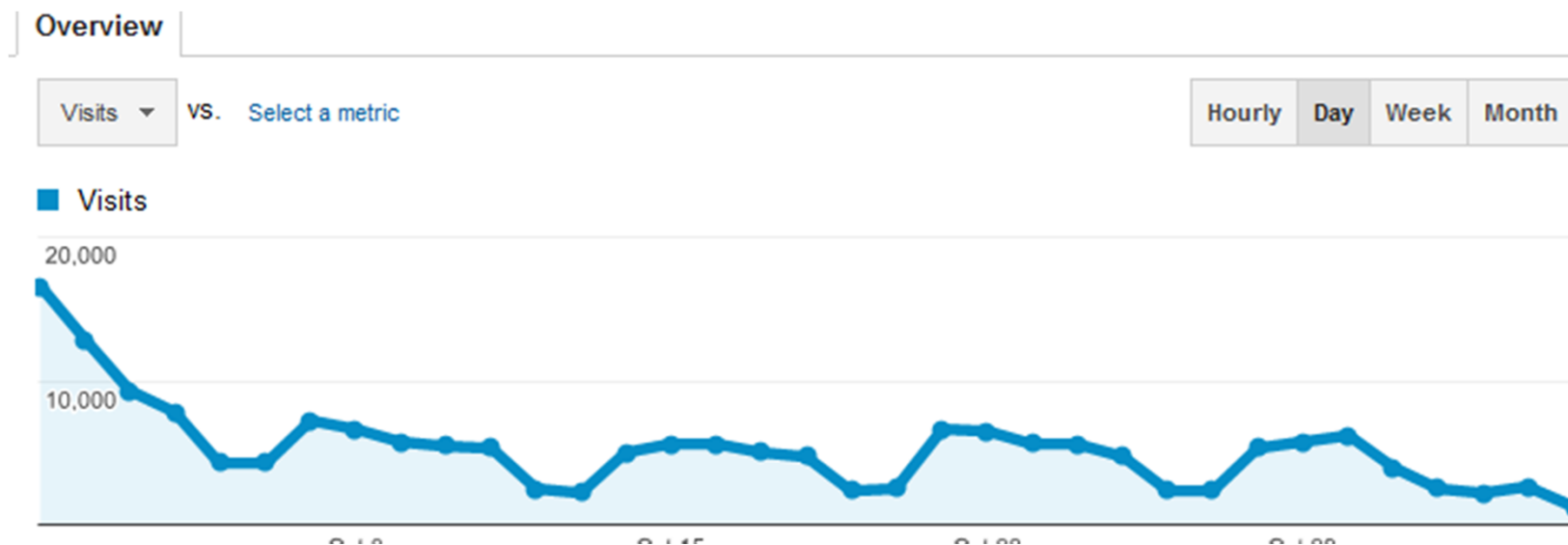
Overview

- Forward Progress – VHC Numbers
- New Options
- Outreach & Education

Vermont Health Connect Numbers

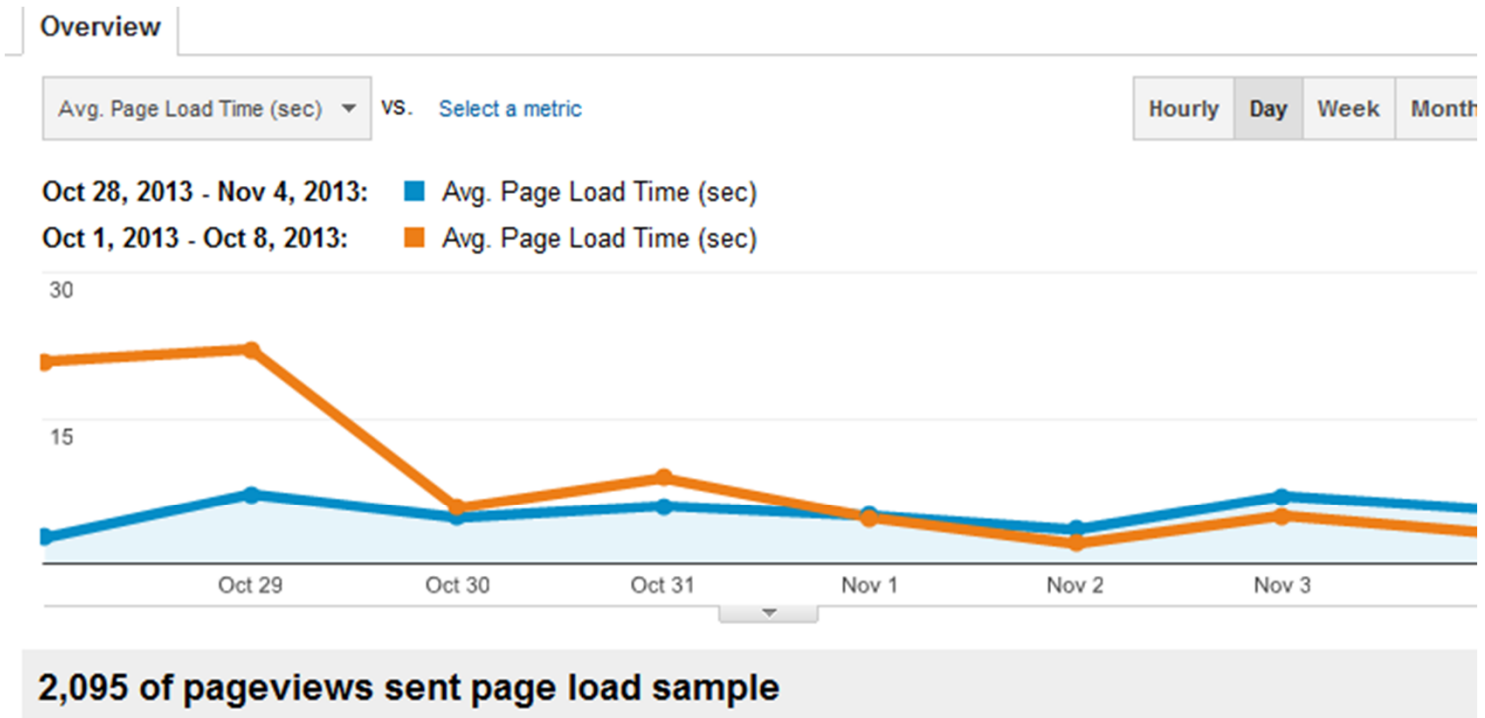
Web Visits (as of 11/4)

- 190,411 Visits
- 113,618 Unique Visitors
- 1,297,743 Page Views



Page Load Times

- 50% improvement in page load times between week 1 and week 4



Avg. Page Load Time (sec)

-49.50%

5.81 vs 11.51



Avg. Redirection Time (sec)

-89.89%

0.15 vs 1.44



Avg. Domain Lookup Time (sec)

-49.91%

0.00 vs 0.00



Application Activity (as of 11/4)

- Accounts Created: 11,074
- Applications Initiated: 6,374
- Number of individual applicants (within the above applications): 10, 154
- Applications submitted: 4,311
- Plans Selected: 2,767

New Enrollment Options

Goals: Expanded Options/More Time

- Ensure Vermonters who have coverage in the individual and small group markets have coverage available on January 1st
- Provide more time and additional options to gain coverage through Vermont Health Connect.

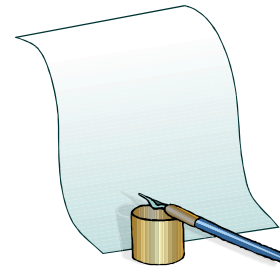
Enrollment Routes



Online
VermontHealthConnect.gov



By Phone
1-855-899-9600 (toll-free)



Mail
Paper Application



In-Person
Navigator or Broker



New Channels/Options

New Options

- Vermonters with health coverage that expires before March 31, 2013 have new options:
 - Small businesses can directly enroll with carriers in a Vermont Health Connect plan for 2014
OR
 - Small businesses and individuals may extend their current coverage through March 2014 and enroll for April 1 coverage through Vermont Health Connect
- All individual/family and small group plans will transition to VHC plans by April of 2014

New Options: Individual/Family

Individuals/Families can:

- continue to enroll in new coverage online, by phone or with a Navigator/Broker

Or

- extend their current coverage through March 2014 and enroll for April 1 coverage at that time

The only way to access financial help is through eligibility determination for 2014 coverage

New Options: VHAP/Catamount

Vermonters with VHAP/Catamount who will transition to a private plan-

Can still enroll in a QHP through the Vermont Health Connect channels by December 31.

Plans for those that do not transition by December 31 will be extended up to March 31.

Must transition to a QHP for coverage beginning April 1.

	2012 Population	2014 Migration	
		Medicaid	Private Plans
VHAP	38,602	28,587	10,015
Catamount	11,427	2,294	9,133

New Options: Small Businesses

- Small Businesses are encouraged to enroll online, by phone or through an assister for January coverage.
- Small Businesses may opt to enroll in the Vermont Health Connect plan for 2014 directly through an insurance carrier.
- For those that want additional time, they may choose to extend their current plans through March 31.

Next Steps

Meetings this week with DVHA/DFR/carriers to:

- Finalize extension parameters
- Review any special circumstances
- Define noticing timelines
- Provide information to further operationalize new options
- Develop process for Broker payment and small business access to financial assistance

VHAP and Catamount Transition Update

VHAP and Catamount Outreach

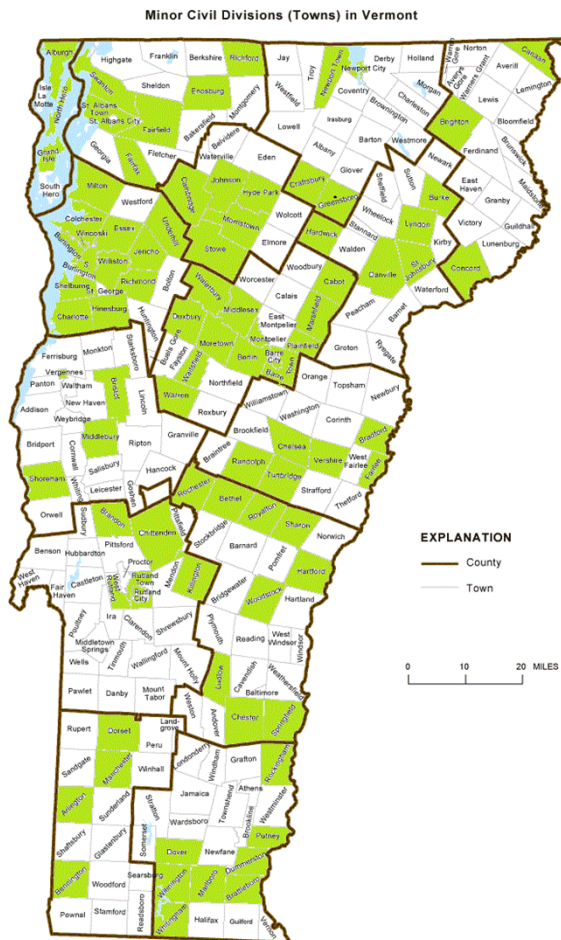
- Transition outreach notices
 - Were set to mail this week
 - New notices being prepared to address new options
 - Notices will begin mailing second week in November
- Direct Outreach
 - Calls will be made to all >138 FPL who have not made a QHP choice by 12/1
 - Customer Support team working together to determine best approach

Outreach & Education

Partnerships

- Moving partnerships forward with:
 - Comcast
 - Kinney Drugs
 - Vermont Libraries
 - Vermont Hospitals and DHMC
 - Department of Education (with VDH Liaison)

VHC Events as of November 4



- Small business and Individual & Family events have been held in every county.
- Partnering with Kinney Drugs to hold events in pharmacies across the state. Locations and dates TBA.
- VPIRG organizing a campus tour to outreach to ‘invincibles.’
- Plan to target outreach to farmers through UVM extension farms and producer associations.
- Navigators partnering with libraries to hold enrollment events across the state.

Statewide Enrollment Events November 9

Caledonia

- Caledonia Home Health and Hospice, St. Johnsbury, 10am-1pm. Health screening, refreshments, health fair and a stop in by Governor Shumlin.

Chittenden

- Community Health Centers of Burlington, Burlington, 8:30am-12pm. Walk in or by appointment.

Lamoille

- Community Health Centers of the Lamoille Valley, Stowe, 9am-1pm. By appointment only.

Rutland

- Community Health Centers of the Rutland Region, Rutland, 9am-1pm. Drop in help.

Windsor

- VCCU Good Neighbor Health Clinic navigators will be on hand at Wilder Center, Wilder to answer questions at *Music is Medicine* from 5:30pm to 9pm.

Washington

- The Health Center, Plainfield, 9am-12pm. By appointment.

Orange

- Little Rivers Health Care, Bradford, 10am-2pm. By appointment.

Windham

- VCCU Putney Family Services/Putney Walk in Clinic, Putney, 9am-12pm. By appointment.

Assister Enrollment Support

- Instant Updates
- Training Alerts
- On-line Navigator forum
- One on One website training with VHC and Contractor staff
- ~Weekly Conference Calls with Deputy Commissioner