

Vermont Health Connect Update

Commissioner Mark Larson
Department of Vermont Health Access
February 14, 2014

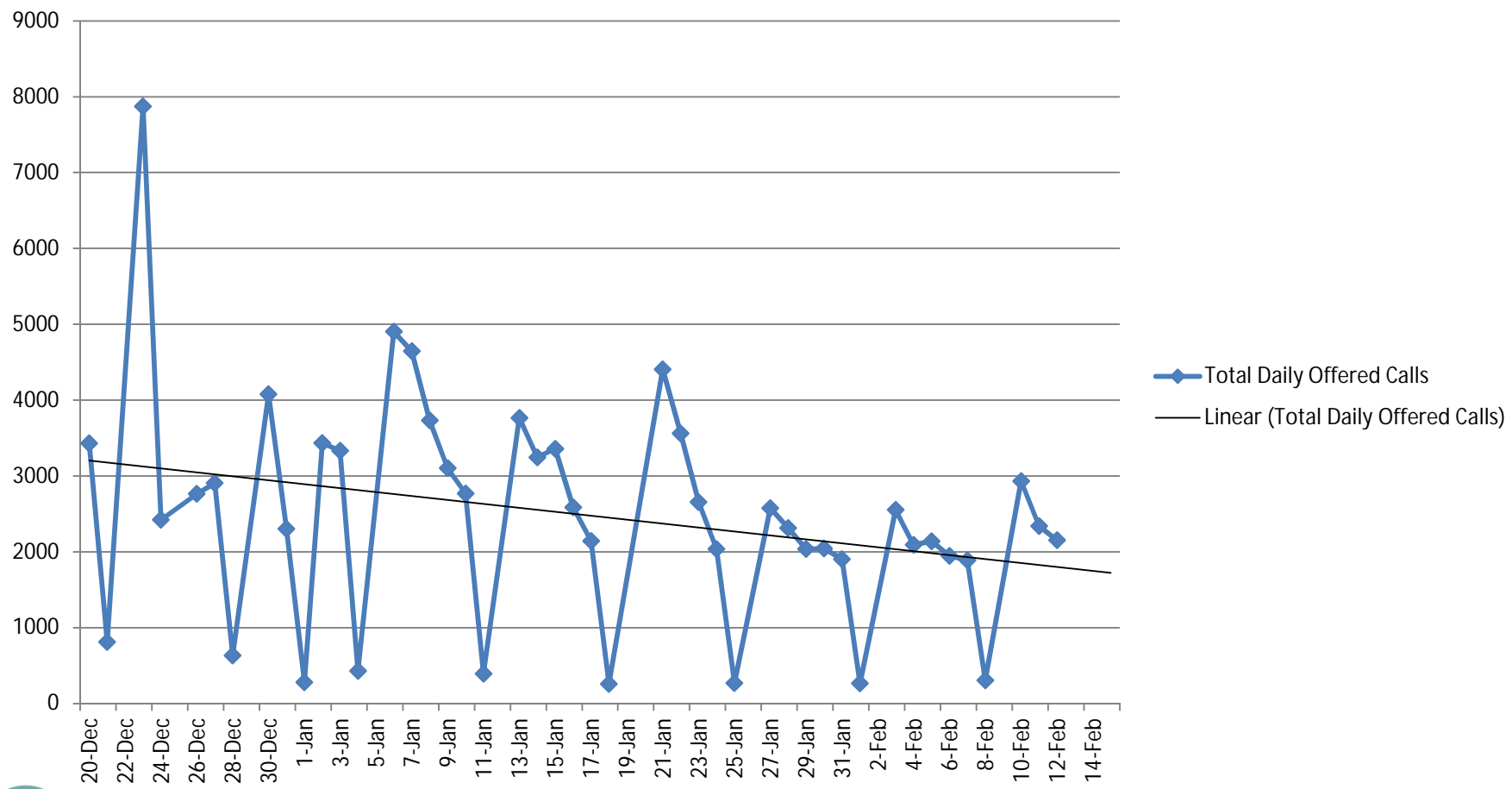


Overview

- Customer Support Center Update
- Coverage Data
- Privacy Incidents
- Checks

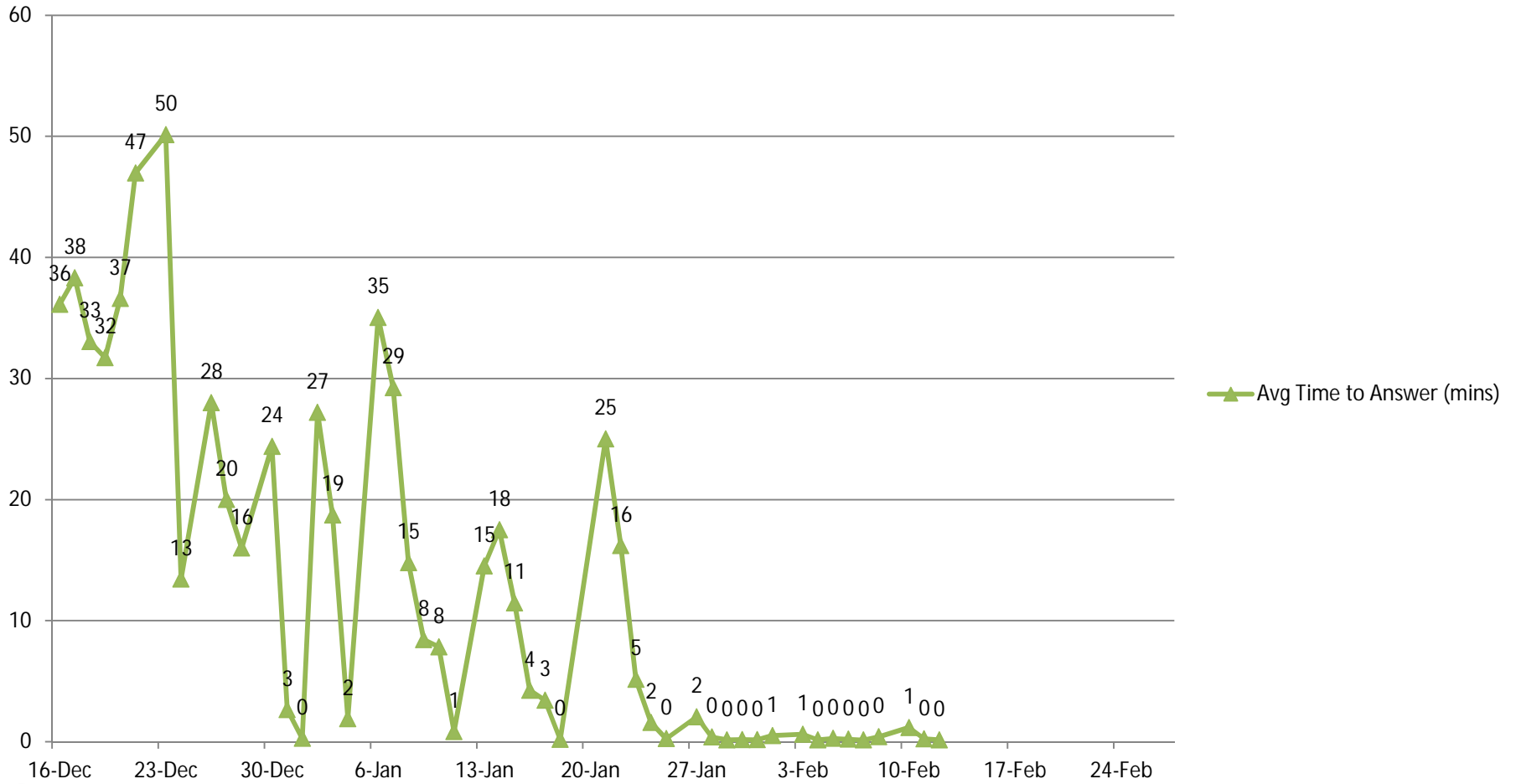
Customer Support Center

Total Daily Offered Calls



Customer Support Center

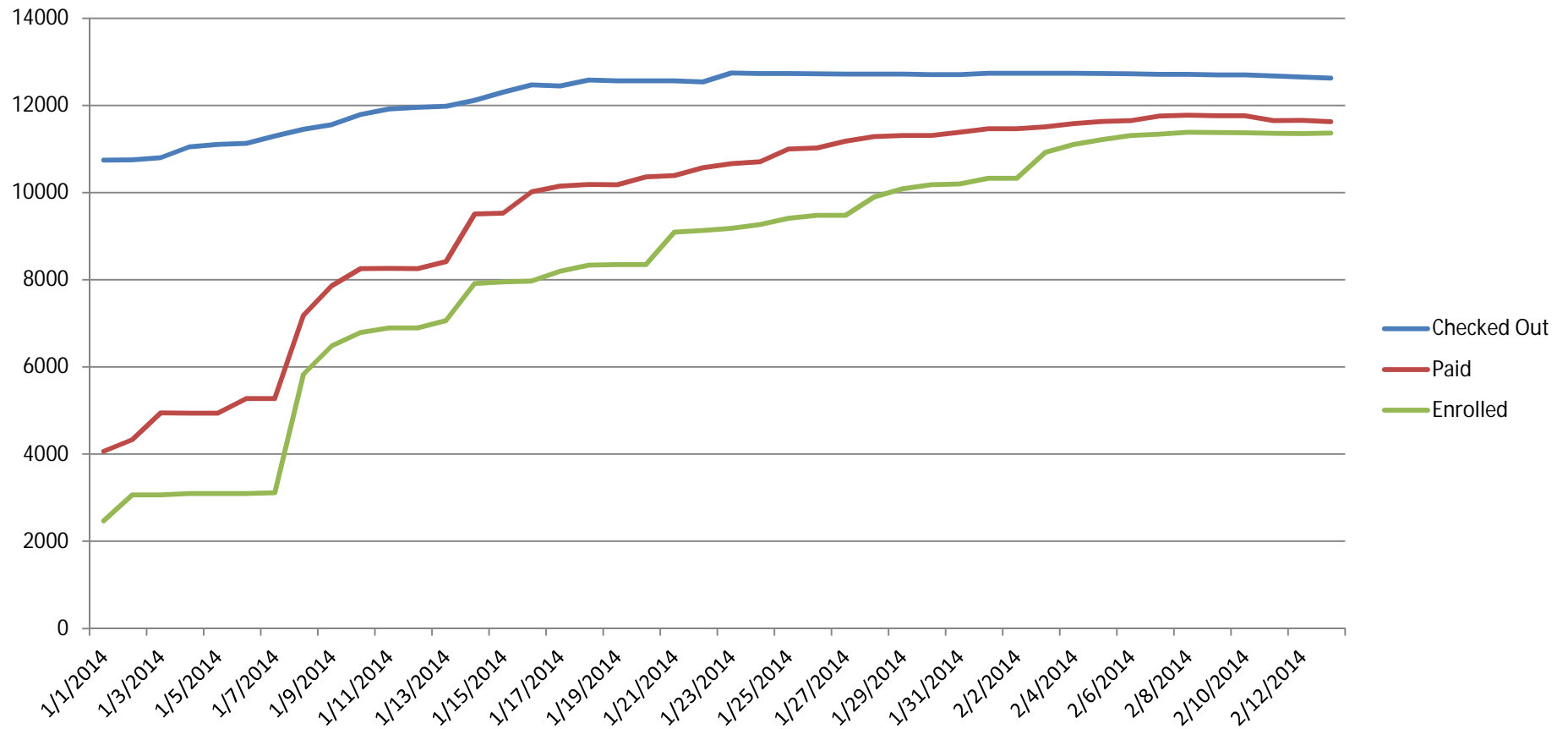
Avg Time to Answer (mins)



Data for January 1 Coverage Effective Date

	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
QHP	12,607	11,635	11,358
Medicaid	12,307	N/A	11,736
Total	24,914	11,635	23,094

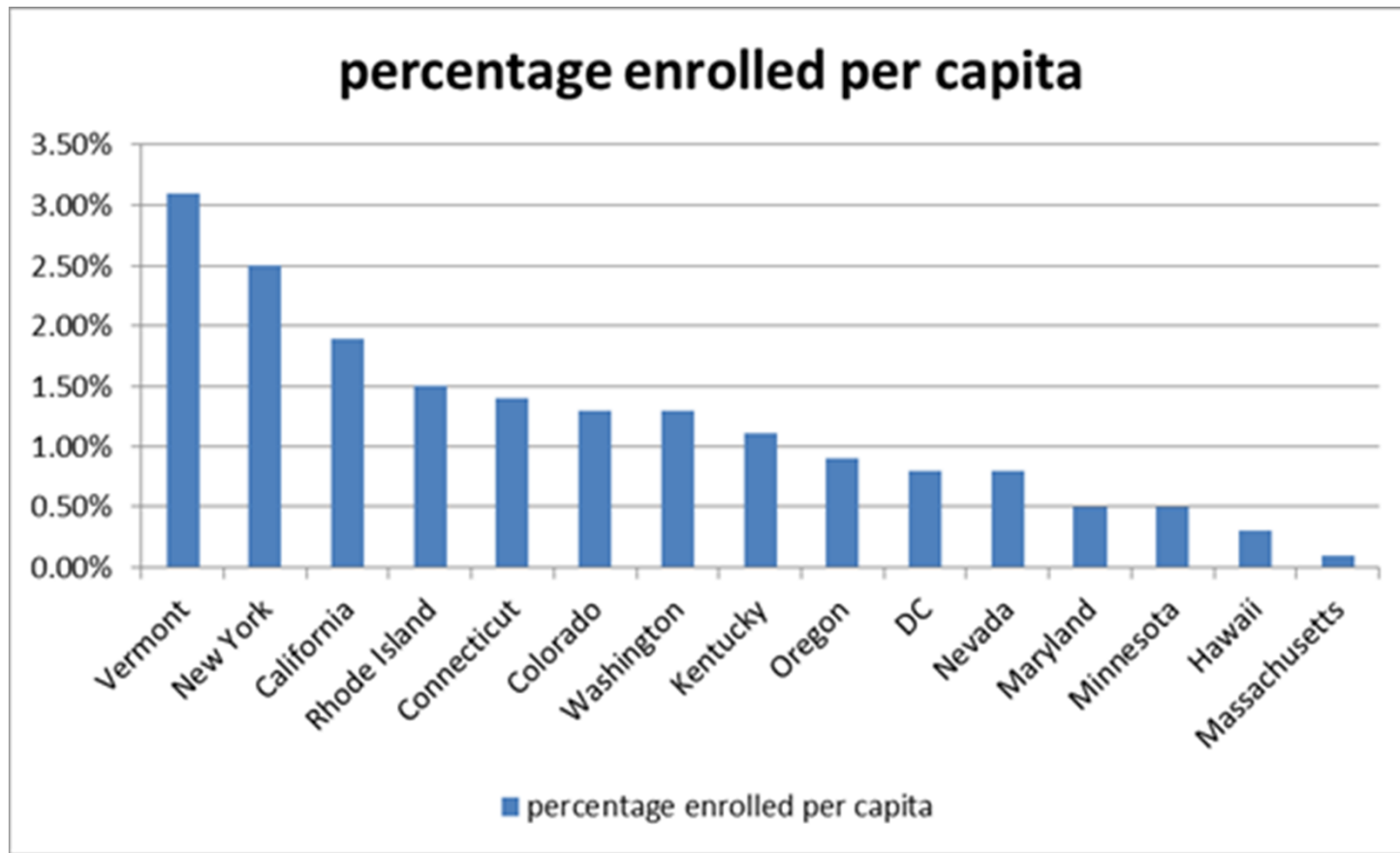
Status of QHPs with January 1 Effective Date



January – March Coverage Data

	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Qualified Health Plans			
January Start	12,607	11,635	11,358
February Start	1,948	1,589	1,480
March Start	2,998	393	310
Medicaid			
January Start	12,307	N/A	11,736
February Start	1,608	N/A	1,508
Total	31,468	13,617	26,392

National Data



Privacy Incident Memo Sent 2/11

- There is a difference between a privacy incident and a security incident. Noted incidents were privacy incidents, and while serious, are isolated in nature.
- We are committed to transparency with the legislature, and that is why these reports go out from time to time. There is no statutory requirement.
- These are serious issues, but they are not reflective of system wide issues. Vermonters should be confident that VHC is secure.

Checks

- Check incidents (all but one) were related to checks sent in without a payment coupon.
- The majority of the cases occurred before 1/1 and early in January.
- Steps taken include:
 - Performed reinforcement education for staff
 - Finalized the technical solution for removing check images