

Vermont Health Connect Update

Commissioner Mark Larson
Department of Vermont Health Access
March 11, 2014



January – March Coverage Data

Updated 3/11	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Qualified Health Plans			
January Start	12,642	11,843	11,513
February Start	1,976	1,807	1,591
March Start	3,237	2,527	1,500
April Start	5,756	553	220
Medicaid			
January Start	12,133	N/A	11,701
February Start	4,186	N/A	3,979
March Start	1,740	N/A	1,586
Total	41,670	16,730	32,090

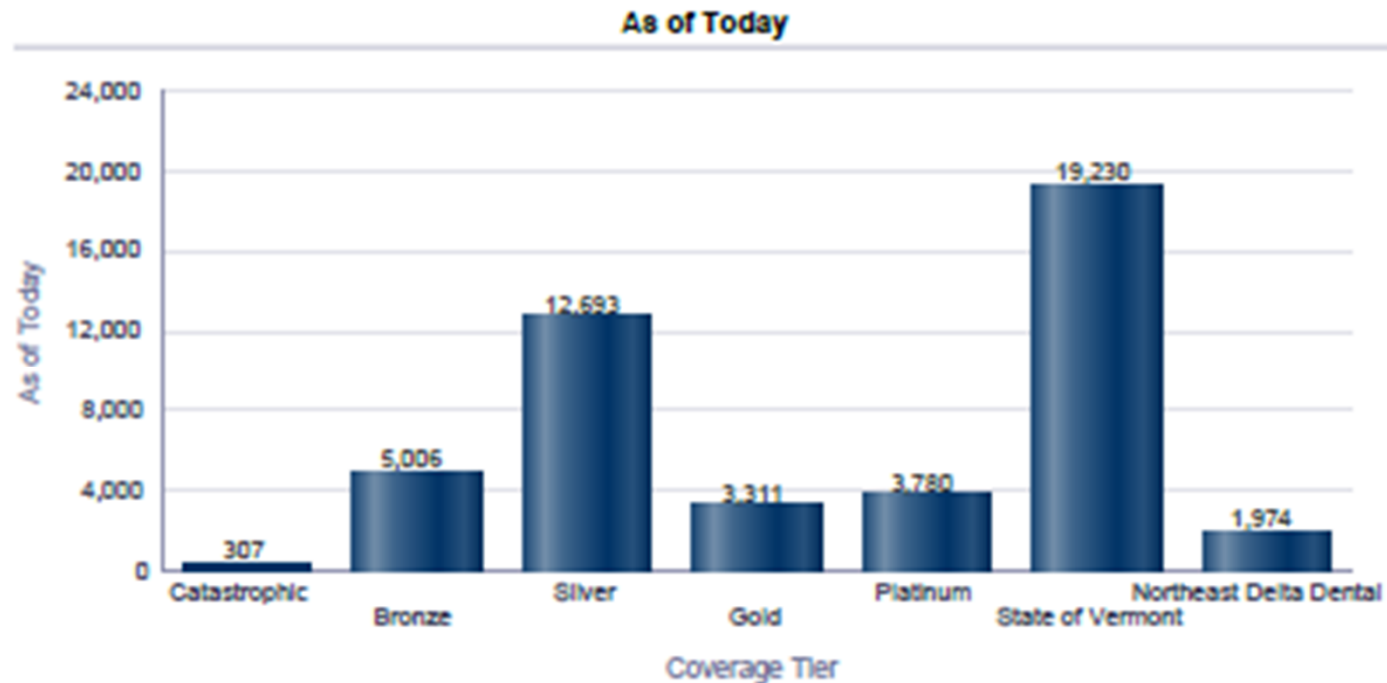
Catamount/VHAP Transition

3/10/2014				2014 VHC Actuals					Percentage of Actuals Applied at VHC (Applied at VHC/Needed Coverage)	Individuals That Have Applied
Program	ACCESS Population			Application		Plan Confirmation				Percentage of Plans Confirmed at VHC (Plan Confirmed/Total Applied)
	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	Outreach Needed to Confirm Plan		
VHAP	36,508	31,574	4,934	2,974	1,960	995	870	1,029	60.3%	62.7%
CHAP	13,105	1,614	11,491	8,163	3,328	1,896	3,903	2,169	71.0%	71.0%
ESIA & VHAP/ESIA	1,398	361	1,037	191	846	35	43	111	18.4%	40.8%
Sunset Total	51,011	33,549	17,462	11,328	6,134	2,926	4,816	3,309	64.9%	68.3%

Application Activity (3/11)

- Accounts Created: 48,052
- Applications submitted (QHP/Medicaid): 34,820
- Number of individual applicants (QHP/Medicaid): 66,028

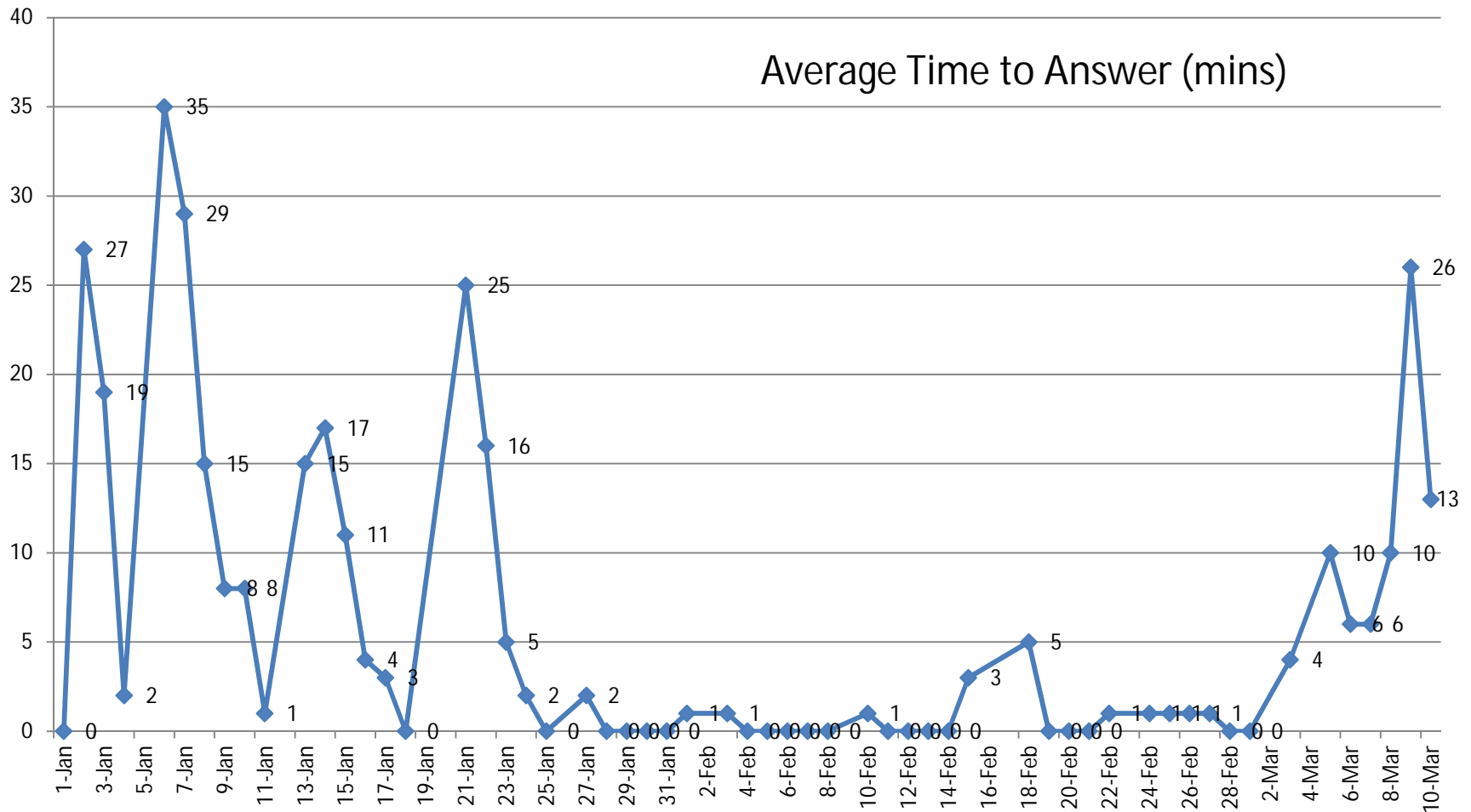
Distribution by Tier (Plan Selected) (3/11)



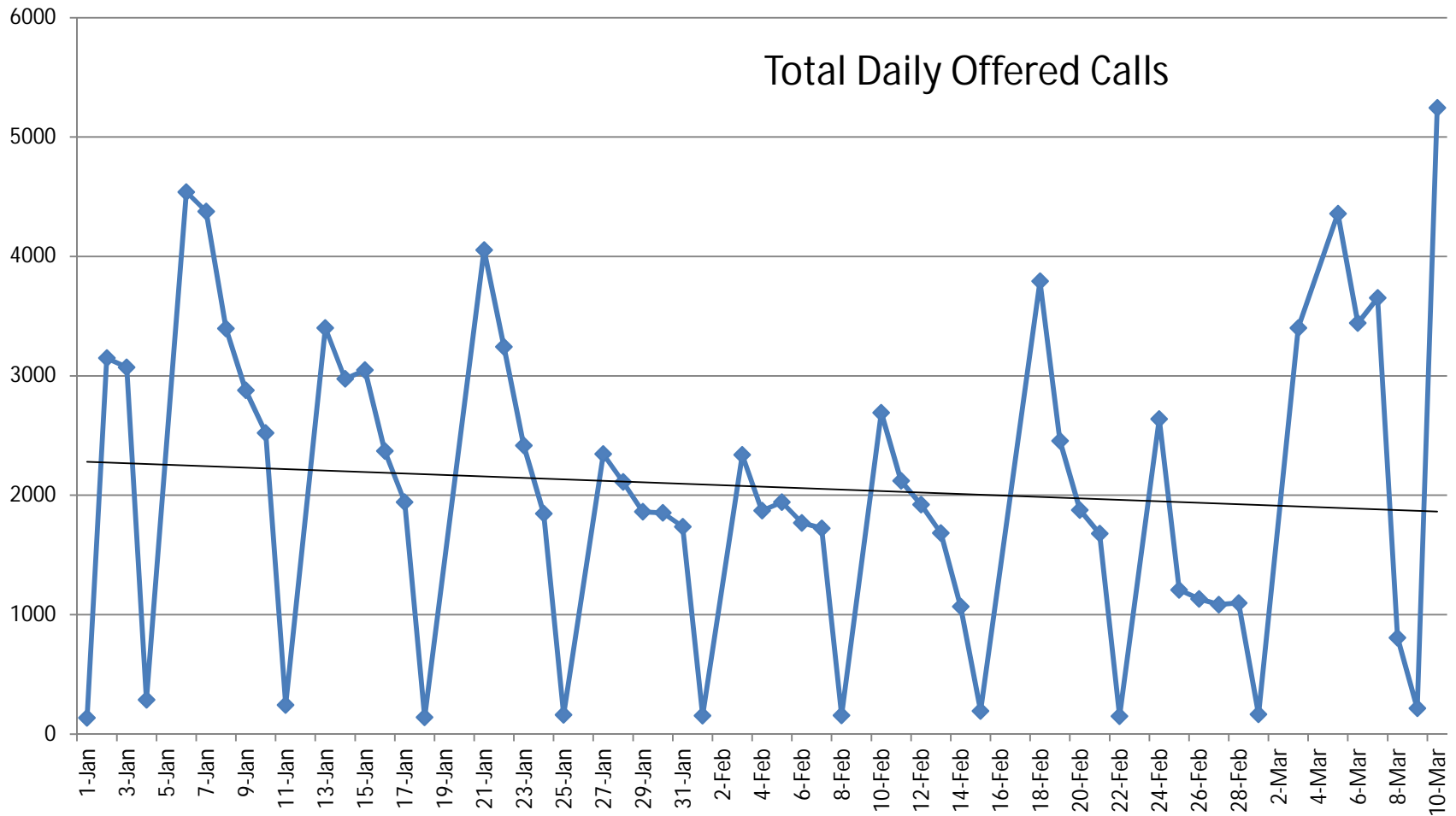
Customer Support Center

- Vermonter Health Connect has extended Customer Support Call Center hours last weekend and next:
 - Saturday, March 8 – 8 am to 5 pm
 - Sunday, March 9 – 11 am to 5 pm
 - *Monday, March 10 to Friday March 14 – 8 am to 8 pm (regular hours)*
 - Saturday, March 15 – 8 am to 8 pm
- There are 29 additional staff taking applications

Customer Support Center



Customer Support Center



Vermonters with Enrollment Challenges

- Vermonters with an application “in-process” when open enrollment ends:
 - VHC will continue to work to provide coverage for those who submitted an application during the open enrollment period and were not able to complete the enrollment process
 - APTC, VPA and Cost-Sharing Reductions will be available on a retroactive basis
 - Retroactive coverage will be available to the date on which coverage would have been effective based on Application date.
 - Individuals will be responsible for their portion of the payment back to the effective date identified

Sunsetting Programs Outreach Activities

Direct Outreach Activities			
	February 24 – March 1	March 3 - 8	March 10 - 15
MAIL			
State of Vermont			
• Transition Notices	X	X	
• Enrollment Event Postcards	X	X	X
• "ACT NOW" Postcard			3.10 & 3.11
Carrier			
• BCBS Catamount Notice	X		
PHONE CALLS			
State of Vermont – Auto Dial			
• Applied, Plan not yet Confirmed (650 HH)	X		
• Not yet Applied (6,600 HH)		3.6 & 3.7	3.12 & 3.13
State of Vermont - Live Dial			
• Not Yet Applied (2,000 HH)		3.6 & 3.7	3.10 – 3.14
E-MAIL			
• Applied, Plan not yet Confirmed (638 HH)		3.6	
• Not Yet Paid (Plan Confirmed prior to 2.15 – 306 HH)			3.10 – 3.14
Enrollment Events			
State of Vermont			
• Rutland County		3.4	
• Franklin County		3.4 & 3.5	
• Addison County		3.5	
• Washington County (E. Montpelier & Waitsfield)		3.8	
• Windham County		3.8	
• Lamoille County			3.15
• Chittenden County (to be confirmed)			3.15
Navigators			
• Number of Enrollment Events across State	25	22	30
• Number of Locations for Navigator Appointments	78	78	78
• Number of Locations with Certified Application Counselors	29	29	29

Sunsetting Programs Outreach Activities

Indirect Outreach Activities			
	February 24 – March 2	March 3 - 9	March 10 - 15
Radio			
State of Vermont			
• Live Radio Reads for Enrollment Events	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• Time to Enroll Advertising	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• Extended Hours at Customer Support Center		3.7 – 3.9	3.14 – 3.15
Carrier			
• Here to Help	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
Television			
State of Vermont			
• VHAP/Catamount Ad	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• Get Started	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• 10 Day Countdown to 3/15 Station Break		3.3 – 3.9	3.10 – 3.15
• Across the Fence with Navigator		3.5	
Carrier			
• BCBS Here to Help Ad	2.24 – 3.1	3.3 – 3.9	3.10 – 3.15
Navigator			
• People's Health & Wellness – Cable Scroll	2.24 – 3.1	3.3 – 3.9	3.10 – 3.15
Digital			
State of Vermont			
• Local News; Hulu; Jumptap; MediaMax; Infinity PreRoll; Google; YouTube; Facebook & Twitter	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• Front Porch Forum – Statewide Ads & Posts	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
Carrier			
• BCBS – Front Porch Forum	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• BCBS – Various Digital Outlets	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15

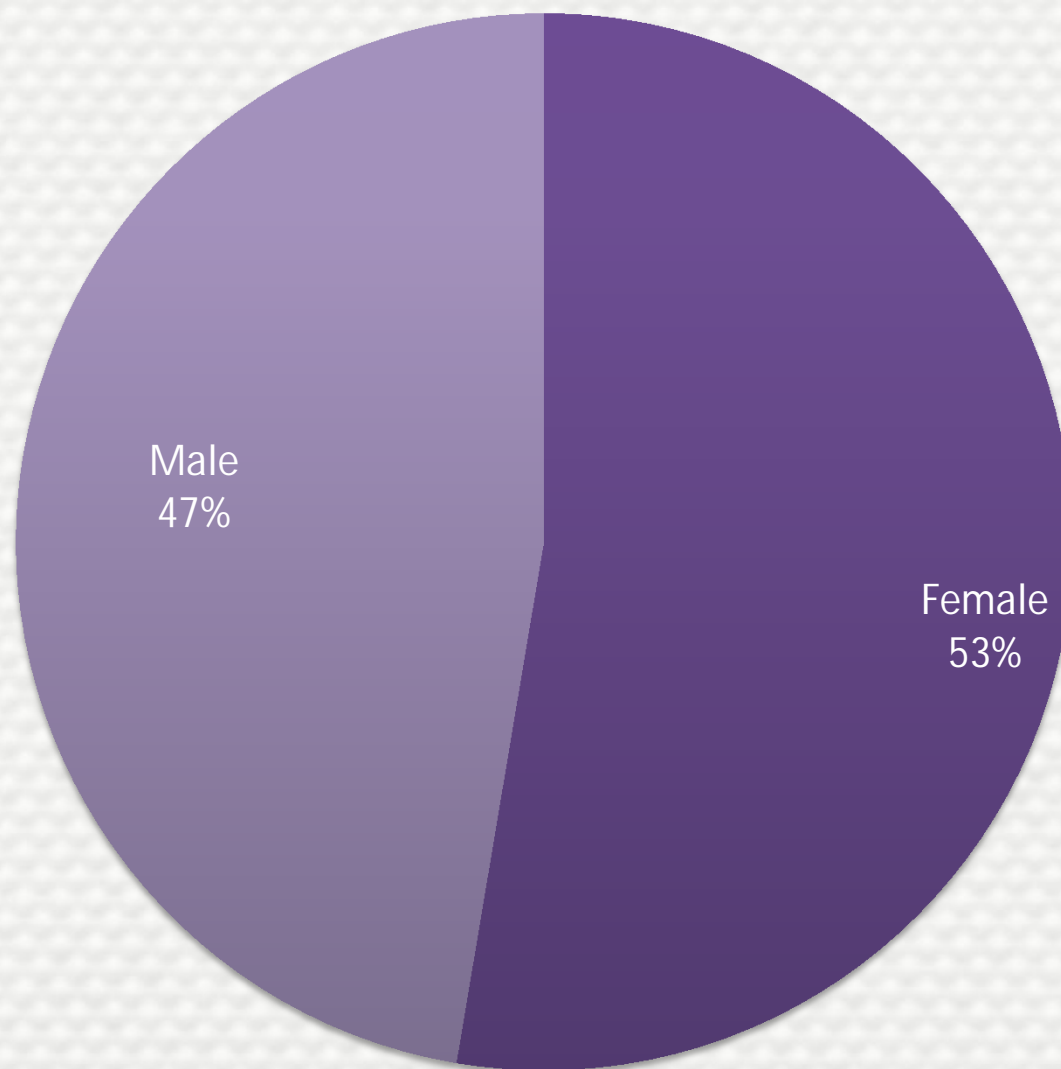
Sunsetting Programs Outreach Activities

Indirect Outreach Activities (Continued)			
	February 24 – March 2	March 3 - 9	March 10 - 15
Print			
State of Vermont			
• Randolph Herald Article	X		3.10 – 3.15
• Calendar Event Placements	2.24 – 3.2		
Navigators (as reported)			
• Local Calendar Event Placements	2.24 – 3.2	3.3 – 3.9	3.10 – 3.15
• FAHC – 7 Days AD	2.26	3.5	3.12
• Peoples Health & Wellness Center (PHWC) - Hardwick Gazette	X		
• PHWC – Montpelier Bridge	X		
• PHWC – Valley Reporter	X		
• PHWC – Times Argus	X	X	
• Stowe Reporter – Library Events	X		
• Gifford Medical Center – The World	X		
• Gifford Medical Center – Northfield News	X		
• Gifford Medical Center – Randolph Herald	X		

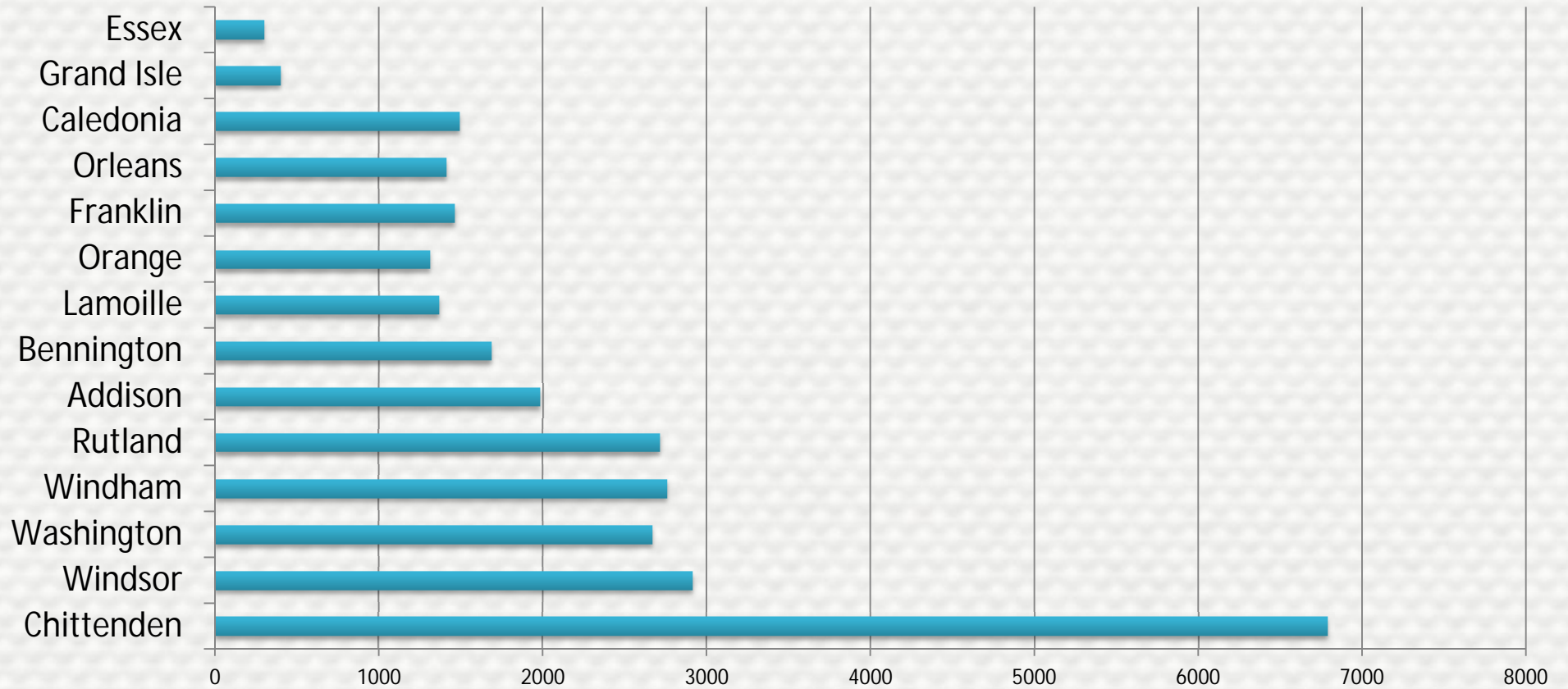
Demographics

The following is demographic information on those who have enrolled directly through Vermont Health Connect. This information was last updated on February 28th.

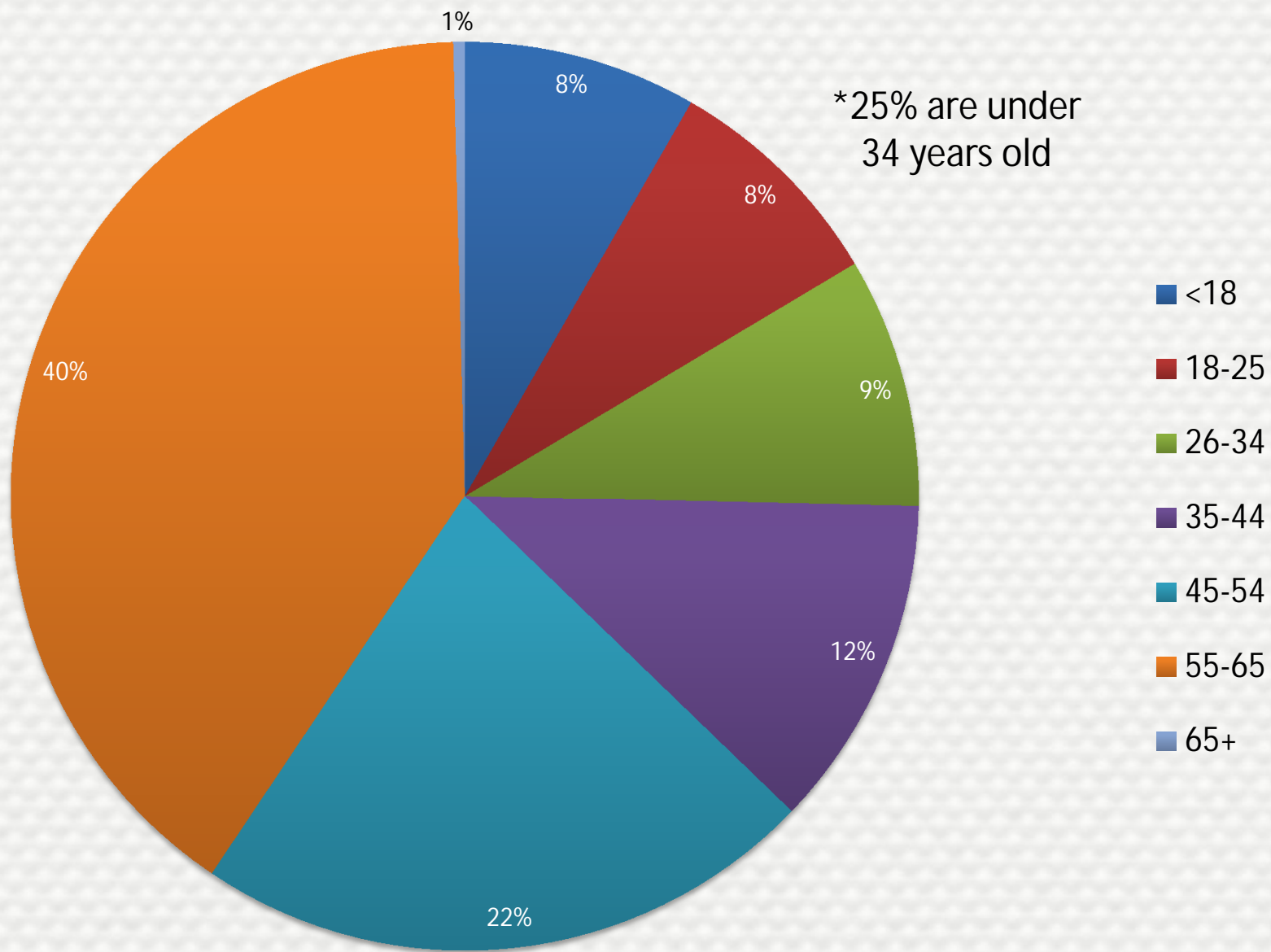
QHP & Medicaid Enrollments by Gender



QHP & Medicaid Enrollments by County

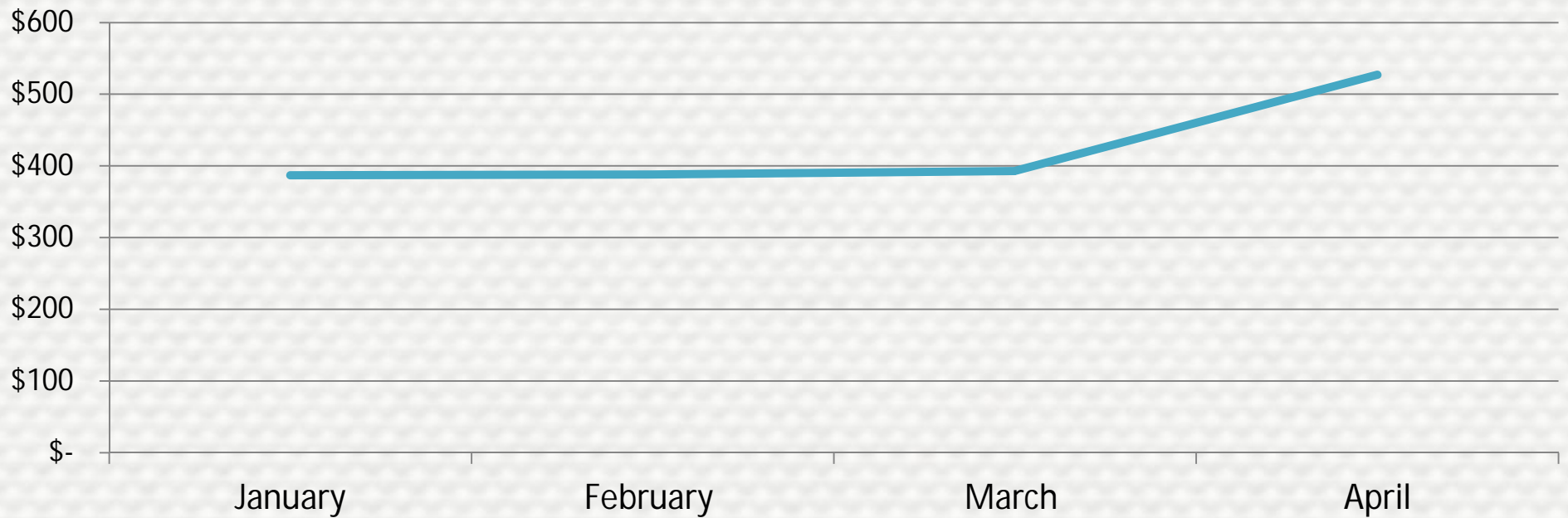


QHP & Medicaid Enrollments by Age

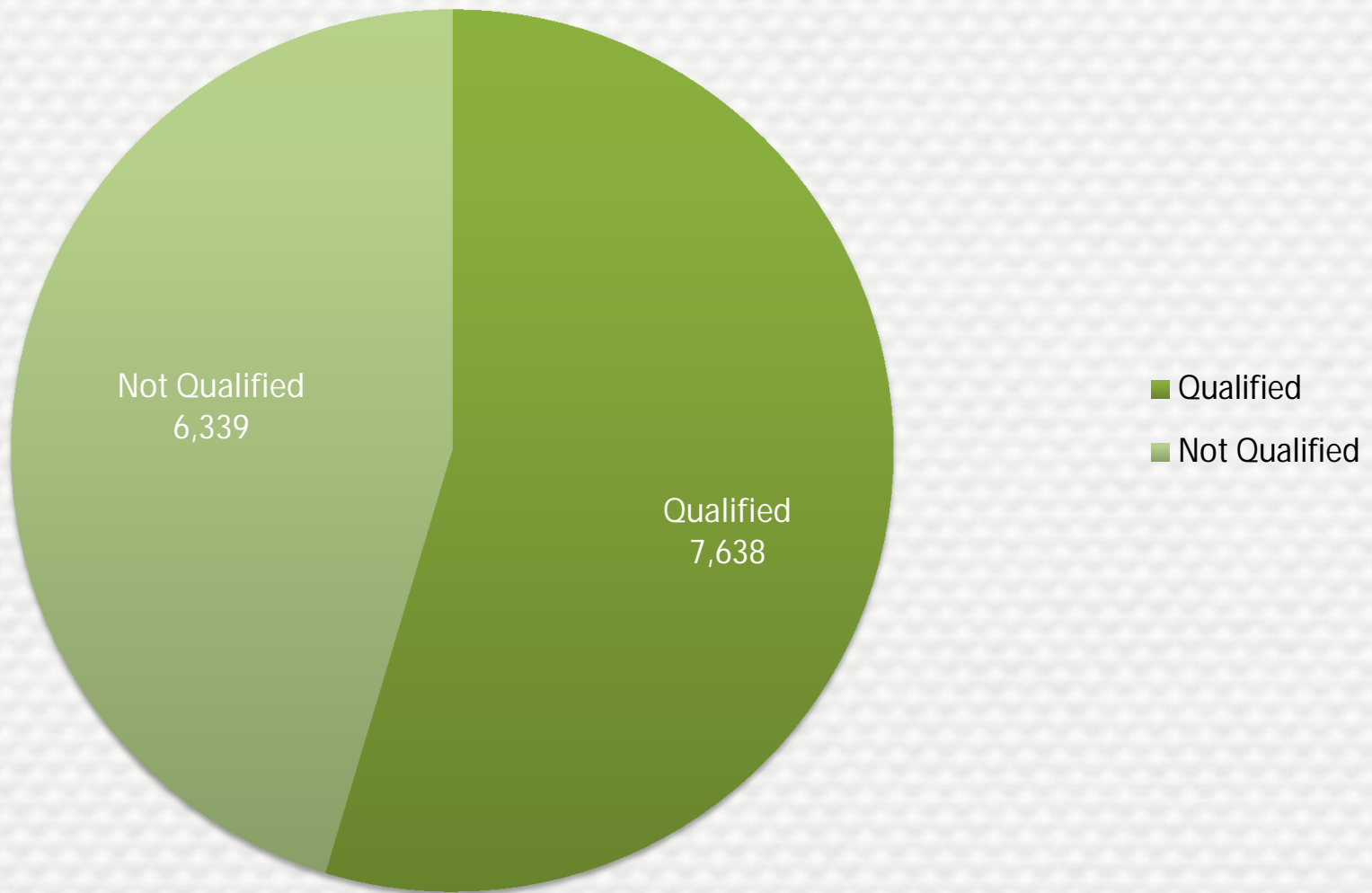


The median amount of financial help
Vermonters are getting to make their
Qualified Health Plans more affordable is
\$454.50/month

Median Amount of Financial Help by Month Enrolled

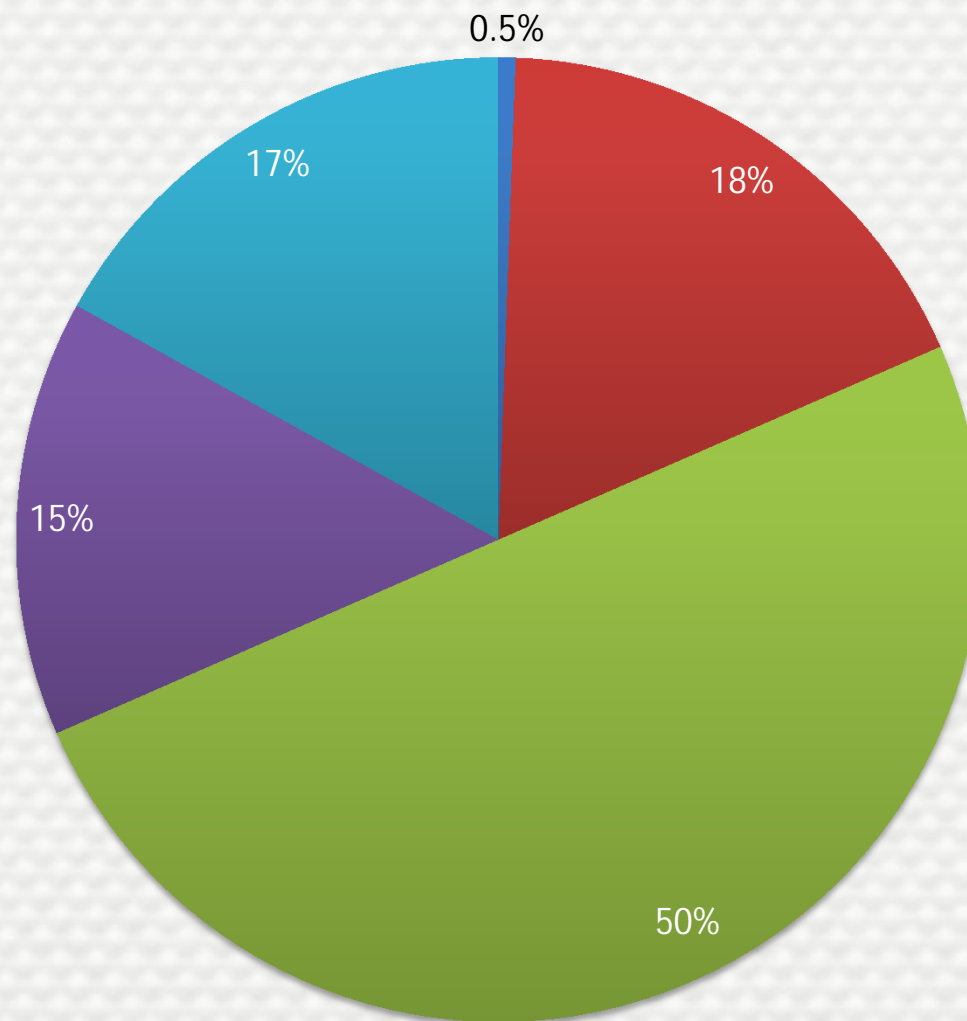


QHP Financial Help Eligibility



QHP Enrollments by Type

■ Catastrophic ■ Bronze ■ Silver ■ Gold ■ Platinum



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