

# Vermont Health Connect Update

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Commissioner Mark Larson & Deputy Commissioner Lindsey Tucker  
Department of Vermont Health Access  
March 26, 2014

# Reminders

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- **Open enrollment ends Monday, March 31**
  - Does not apply to Medicaid beneficiaries and those that have a qualifying event
  - Vermonters who apply now are enrolling in coverage that will start May 1
- **Premiums are due at the end of each month**
  - The sooner premiums are paid, the sooner policies are processed
  - Electronic payment is now available as soon as plan is confirmed; payment can also be made by phone

# January – May Coverage Data

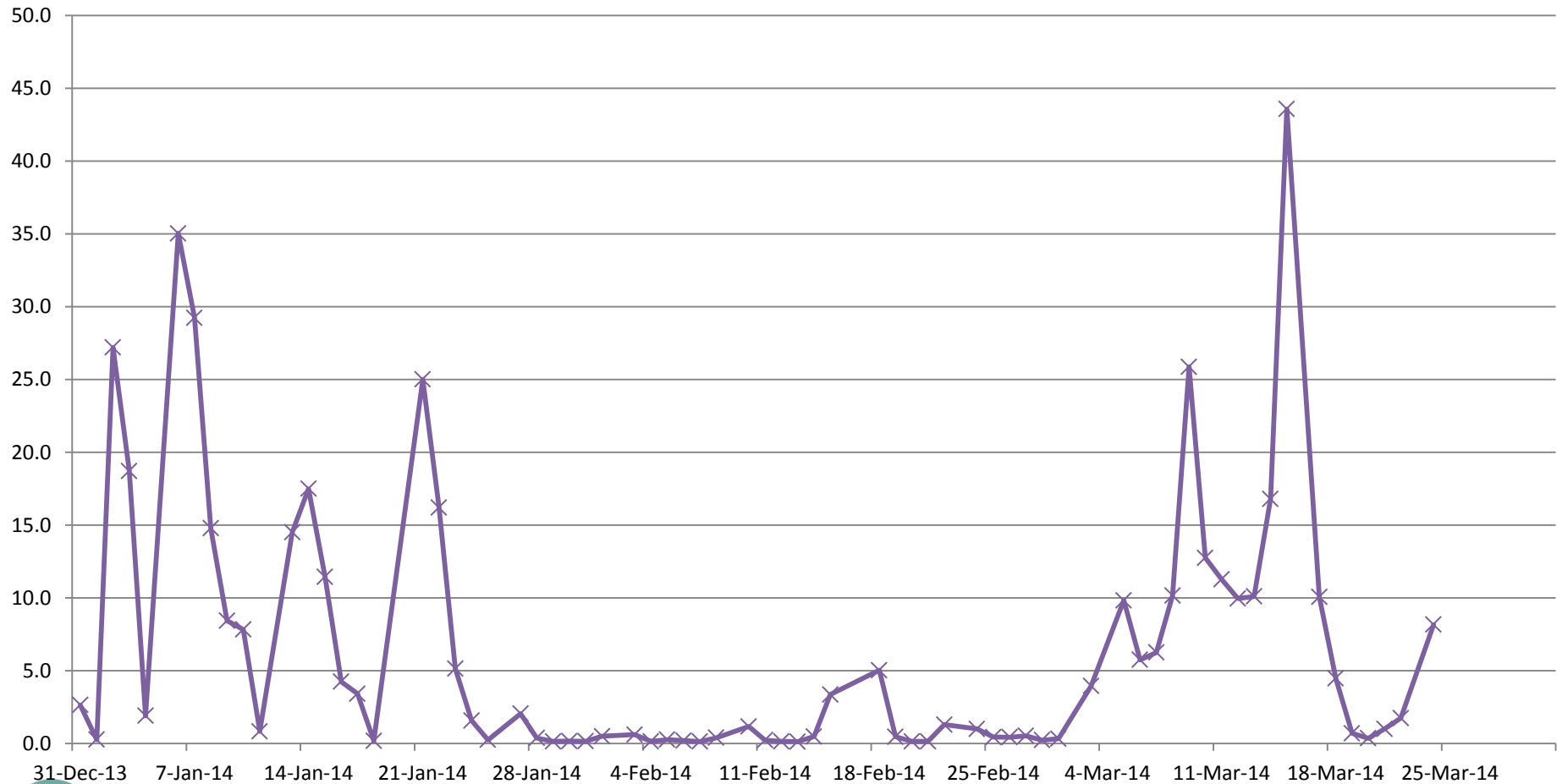
Updated 3/17	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
<b>Qualified Health Plans</b>			
January Start	12,635	11,962	11,622
February Start	2,002	1,876	1,667
March Start	3,282	2,835	2,346
April Start	10,026	4,932	3,858
May Start	1,968	437	302
<b>Medicaid</b> (Does not include 33,549 automatically enrolled from VHAP/Catamount)			
January Start	12,115		11,721
February Start	4,467		4,253
March Start	6,416		5,849
<b>Total</b>	<b>52,911</b>	<b>22,042 (QHP only)</b>	<b>41,618</b>

# Catamount/VHAP Transition

3/25/2014				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)	Percentage of Plans Effectuated at VHC (Plan Effectuated/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			
VHAP	36,508	31,574	<b>4,934</b>	3,691	<b>1,243</b>	1,277	1,405	<b>74.8%</b>	<b>72.7%</b>	<b>50.2%</b>
CHAP	13,105	1,614	<b>11,491</b>	9,576	<b>1,915</b>	2,346	5,385	<b>83.3%</b>	<b>80.7%</b>	<b>55.1%</b>
ESIA & VHAP/ESIA	1,398	361	<b>1,037</b>	253	<b>784</b>	47	63	<b>24.4%</b>	<b>43.5%</b>	<b>30.8%</b>
<b>Sunset Total</b>	<b>51,011</b>	<b>33,549</b>	<b>17,462</b>	<b>13,520</b>	<b>3,942</b>	<b>3,670</b>	<b>6,853</b>	<b>77.4%</b>	<b>77.8%</b>	<b>53.3%</b>

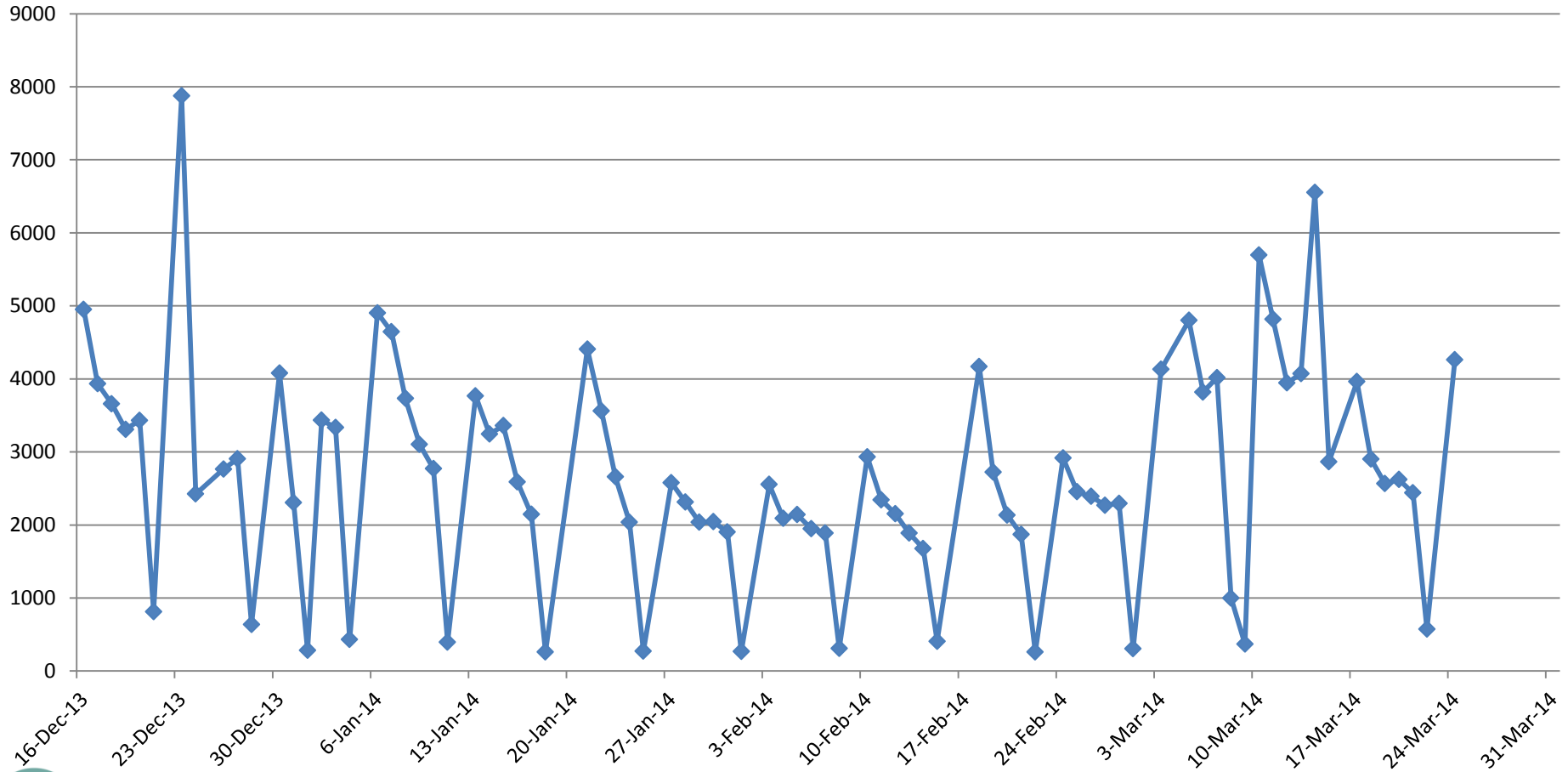
# Customer Support Center

Average Time to Answer (mins)



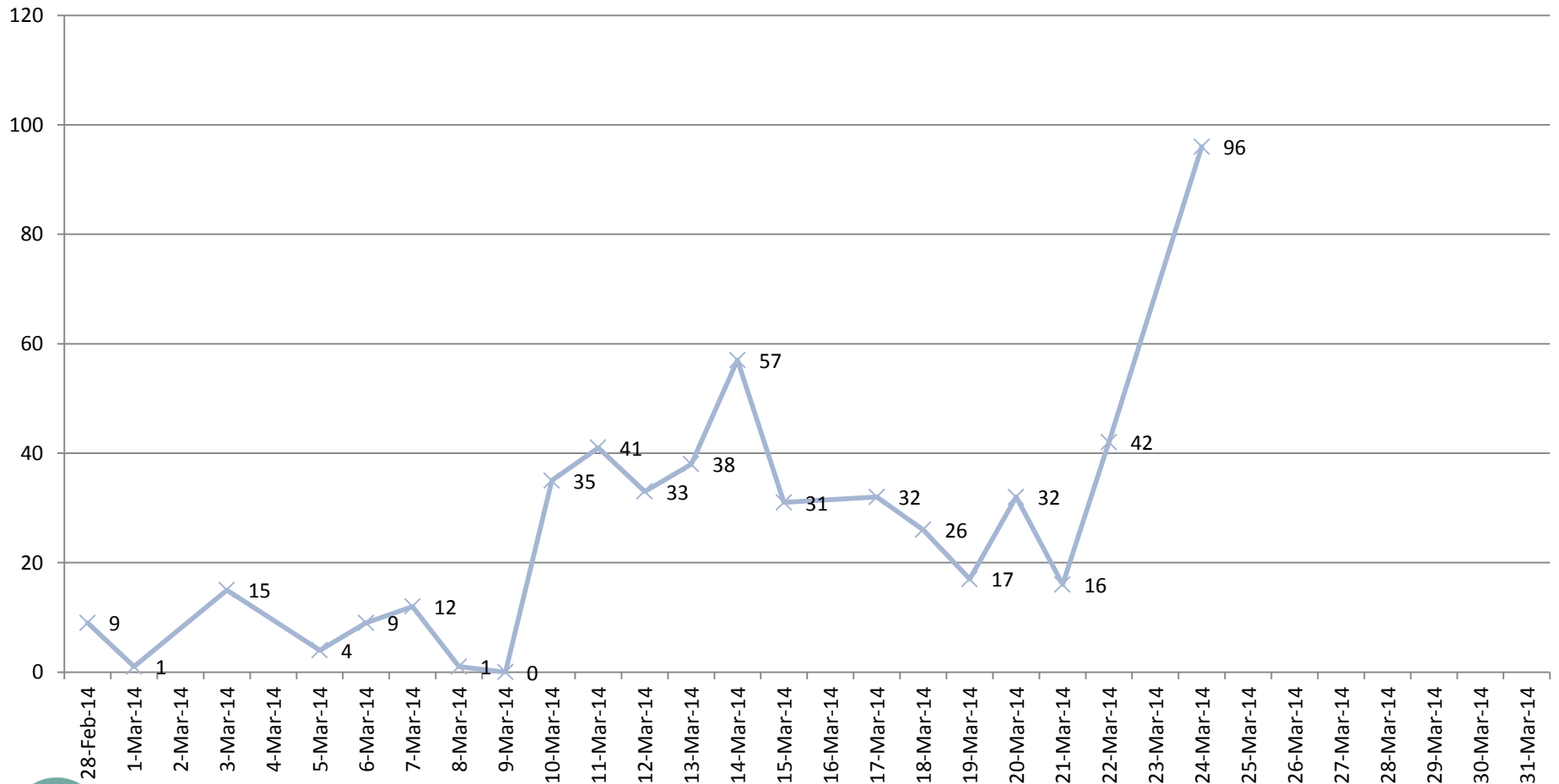
# Customer Support Center

## Total Daily Offered Calls



# Customer Support Center

## Payment Line Calls



# Extended Call Hours

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- Saturday, March 29 – 8am – 4pm
- Sunday, March 30 – 11am – 5pm
- Monday, March 31 – 8am – 8pm (regular hours)