

# Vermont Health Connect Update

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Commissioner Mark Larson  
Department of Vermont Health Access  
February 6, 2014



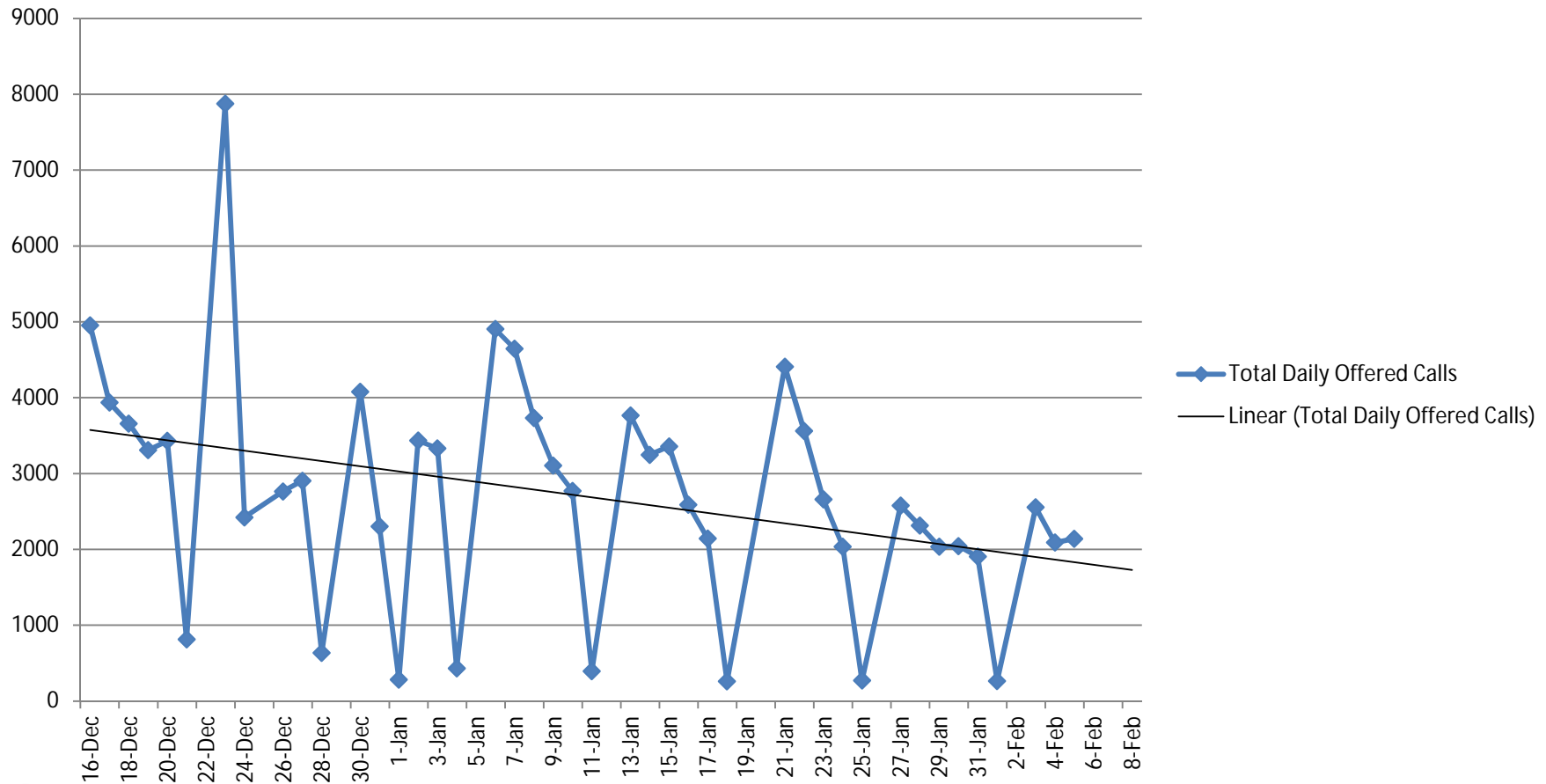
# Overview

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- Customer Support Center Update
- Coverage Data
- CHAP/VHAP Migration
- Outreach & Education

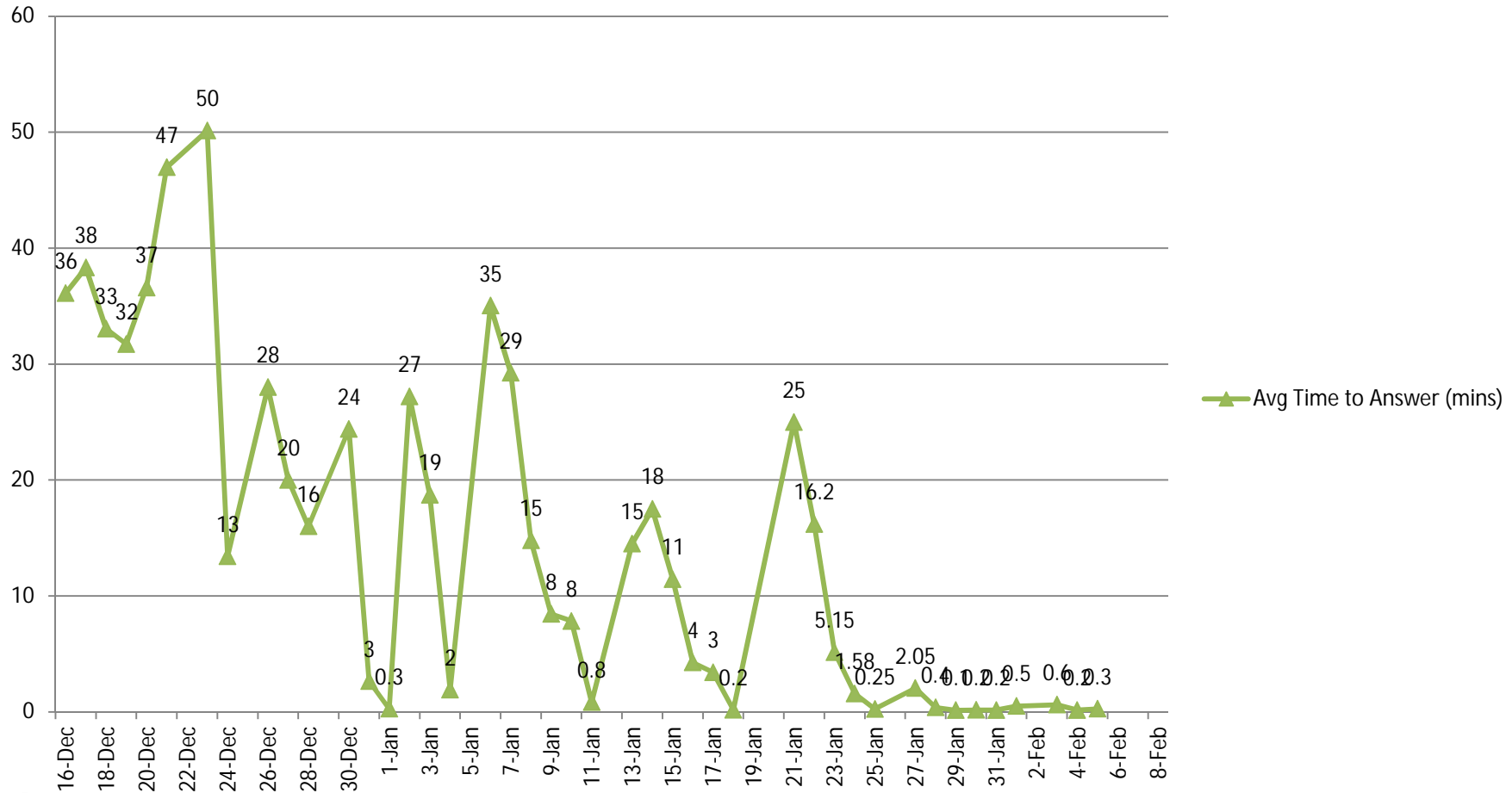
# Customer Support Center

## Total Daily Offered Calls

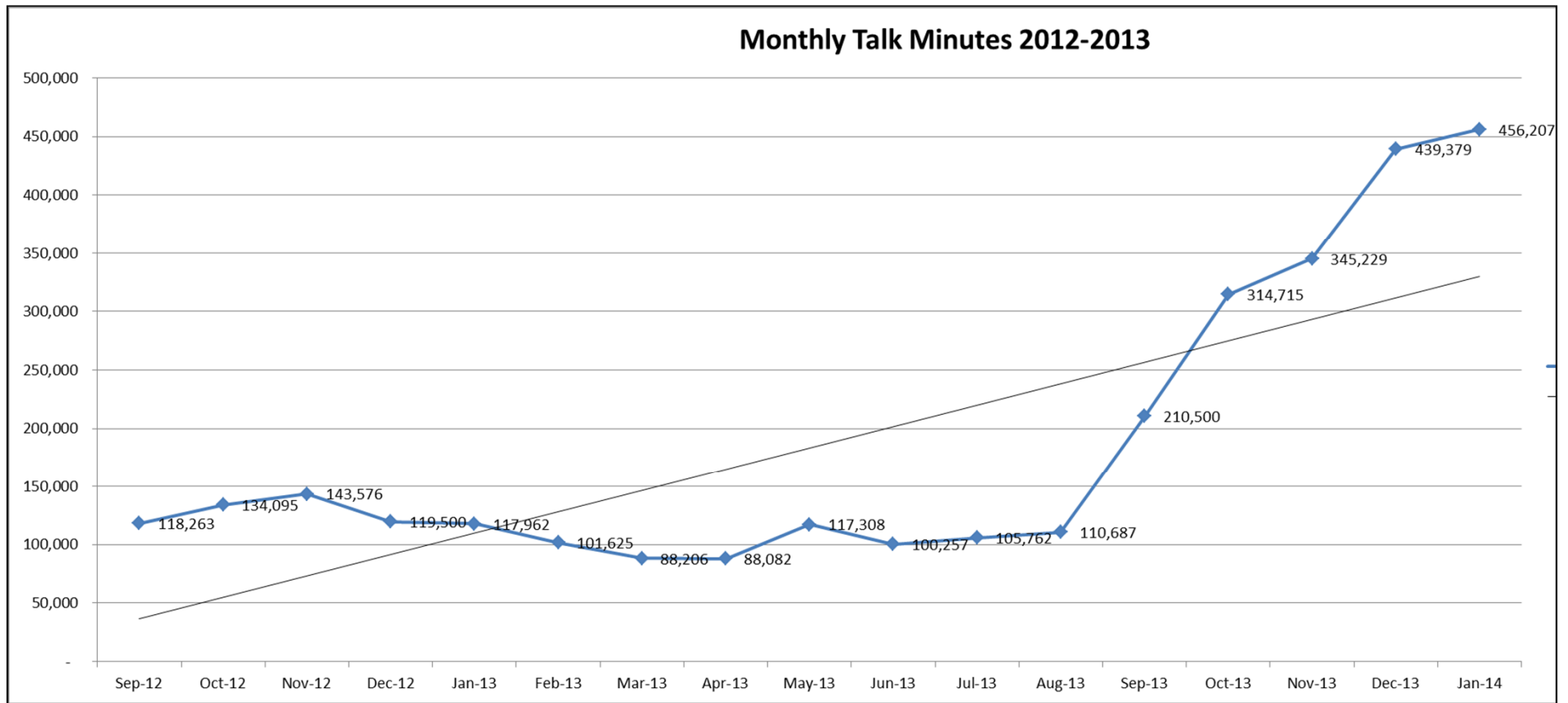


# Customer Support Center

Avg Time to Answer (mins)



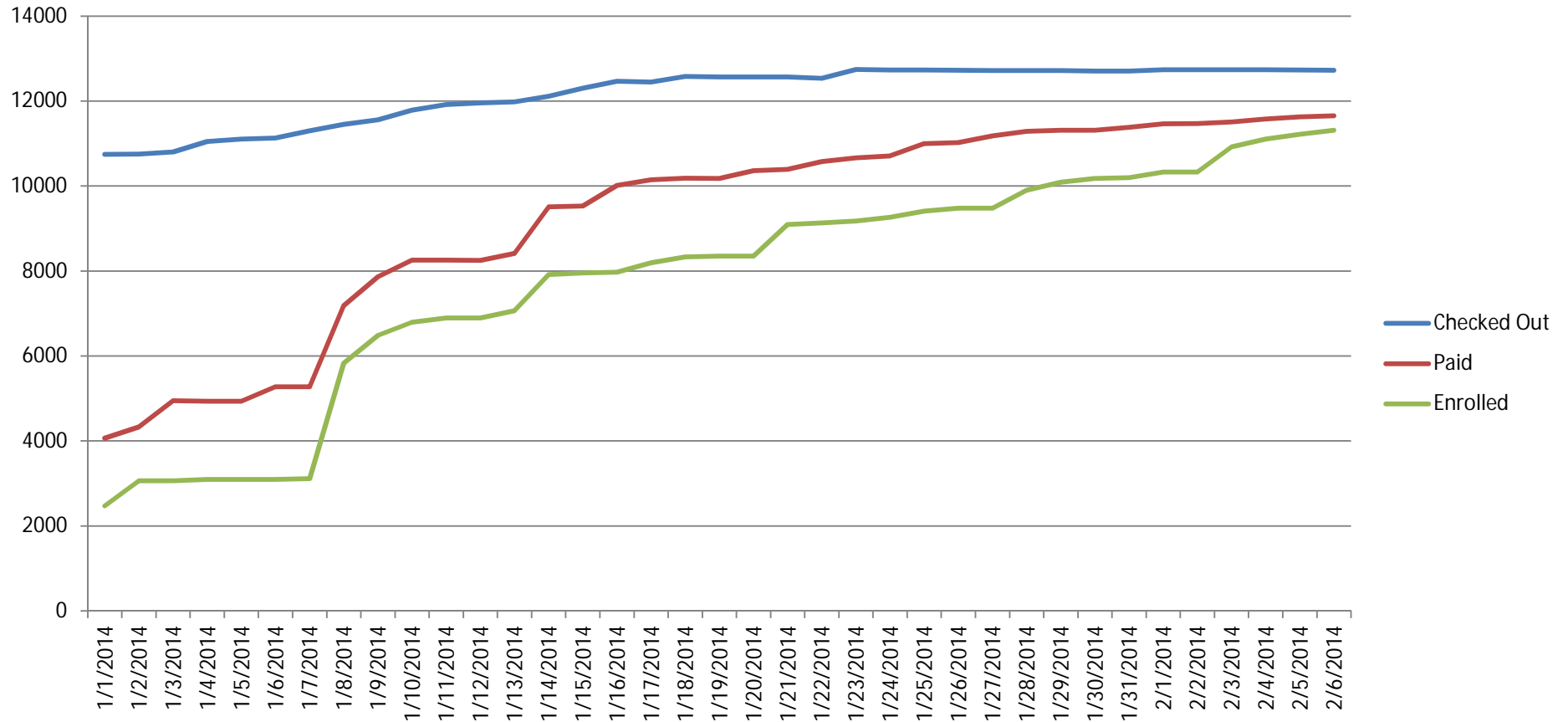
# Customer Support Center



# Data for January 1 Coverage Effective Date

	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
QHP	12,715	11,648	11,325
Medicaid	12,281	N/A	11,672
Total	24,996	11,648	22,997

# 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	12,715	11,648	11,325
February Start	1,955	1,501	1,375
March Start	1,913	254	192
Medicaid			
January Start	12,281	N/A	11,672
February Start	532	N/A	498
Total	29,396	13,403	25,062



# CHAP/VHAP Migration

Program	2013 ACCESS Enrollment Status			2014 VHC Actuals 1/23/14				
	Changed to Medicaid 12/20/13	Not Changed to Medicaid 12/20/13	Total Enrollment 12/20/13	Applied at VHC	OHP Plan Confirmed	OHP Effectuated	Medicaid & Dr. Dynasaur Confirmed	Sent to ACCESS (MMIS/PBM)
VHAP	31,574	4,934	36,508	1,556	295	175	281	273
CHAP	1,614	11,491	13,105	4,243	1,348	854	427	413
ESIA & VHAP/ESIA	361	1,037	1,398	114	21	14	8	8
Sunset Total	33,549	17,462	51,011	5,913	1,664	1,043	716	694

VHC Medicaid Eligibles	9,958
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# Outreach to Catamount/VHAP Beneficiaries

Direct Outreach	
Activity	Timeframe
<p>Phone Outreach Phase I</p> <p>Objective: Encourage enrollment (on own or through assistance channel) via targeted phone calls</p>	Begins February 16th
<p>Navigator Library Tour</p> <p>Objective: Hold application support “office hours” in libraries throughout Vermont</p> <p>-Events confirmed in at least 32 libraries across Chittenden, Addison, Orleans, Franklin, Caledonia and Washington Counties. More to come!</p>	January – March
<p>Targeted Emails</p> <p>Objective: Email those who have not finalized plan selection with information about the deadline, how to enroll and how to find assistance</p>	Ongoing through February
<p>Mailed Transition Notices</p> <p>Objective: Inform beneficiaries about sun-setting plans and ways to enroll through VHC, including local Navigator information</p>	Early – February & Early – March

# Outreach to Catamount/VHAP Beneficiaries

Direct Outreach	
Activity	Timeframe
<p>Navigator Webinar &amp; Summit</p> <p>Objective: Continue training to ensure Navigators successfully focus on Catamount/VHAP beneficiaries and sole-proprietors during this period</p>	<p>January 23; February 20</p>
<p>Host Enrollment Events</p> <p>Events will be held in areas with the largest need – Chittenden, Rutland, Washington and Windham</p> <ul style="list-style-type: none"> <li>-Events in Essex and Rutland 2/8</li> <li>-Event in Brattleboro 2/15</li> <li>-Event in Waitsfield 3/6</li> <li>-More events in planning stages for 2/22-3/15</li> </ul>	<p>February &amp; March</p>
<p>Phone Outreach Phase II</p> <p>Objective: Directly call those who have not completed their application to expedite plan selection and enrollment</p>	<p>Late-February – March</p>

# Outreach to Catamount/VHAP Beneficiaries

Indirect Outreach	
Activity	Timeframe
Digital and Traditional Media Advertising (online ads, social media, etc.) Objective: Garner interest and understanding through popular media channels	February – March
Live Radio Reads Announcing Enrollment Events Objective: Reach eligible groups through radio reads, which have proven effective	February – March

# Postcard Sent to VHAP/Catamount Beneficiaries



## Is your health plan ending? Join us this Saturday in Rutland!

If your current health insurance plan ends March 31st, now is the time to find a new plan. March 15th is the deadline to select a health plan that will start on April 1st.

Avoid the March rush and check “getting health insurance” off your to-do list this Saturday. Certified Navigators will be on hand to help you access financial help, compare health plan options, and sign up.

<b>When?</b> Saturday, February 8, 9am – 2pm	<b>Where?</b> Rutland Regional Medical Center, CVPS/Leahy Community Health Education Center, 160 Allen St., Rutland
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[www.VermontHealthConnect.gov](http://www.VermontHealthConnect.gov) / 855-899-9600

# Mailed with VHAP/Catamount Notices



## How to Find In-Person Help – Navigators and Brokers

Do you prefer real people to websites and telephones? More than 300 trained Navigators and brokers are ready to support you in learning about new health care options. These Assistants can help you find a health plan that meets your needs and budget, complete an application, and, if you qualify, access financial help.

This brochure lists contact information for the Navigator Organizations that provide assistance in each of Vermont's 14 counties. To find a registered broker, please view our directory and map at <http://info.healthconnect.vermont.gov/find> or call us toll-free at 1-855-899-9600.

### ADDISON

**Addison County Chamber of Commerce**  
93 Court St., Middlebury  
802-388-7951

**Blueprint Community Health Team**  
108 Porter Dr., Middlebury  
802-388-5625

**Champlain Valley Office of Economic Opportunity**  
700 Exchange St., #107, Middlebury  
802-388-2285

**Open Door Clinic**  
100 Porter Dr., Middlebury  
802-388-0137

### BENNINGTON

**Bennington Chamber of Commerce**  
100 Veterans Memorial Dr., Bennington  
802-447-3311

**Bennington Free Clinic**  
601 Main St., Bennington  
802-379-0149

**Blueprint Community Health Team**  
100 Hospital Dr., Bennington  
802-440-8013

**Community Action in Southwestern VT (BROC)**  
332 Orchard Rd., Bennington  
802-447-7515

### CALEDONIA

**Blueprint Community Health Team**  
55 Sherman Dr., St. Johnsbury  
802-748-7526

**Northeast Kingdom Chamber of Commerce**  
2000 Memorial Dr., St. Johnsbury  
802-748-3678

**Northeast Kingdom Community Action (NEKCA)**  
115 Lincoln St., St. Johnsbury  
802-748-6040

**Planned Parenthood of Northern New England**  
501 Portland St., St. Johnsbury  
802-751-7821

**Vermont Campaign for Health Care Security**  
Walden  
802-563-2046

### CHITTENDEN

**Association of Africans Living in Vermont**  
20 Allen St., Burlington  
802-985-3106

**Blueprint Community Health Team**  
128 Lakeside Ave., #106, Burlington  
802-847-1601

**Champlain Valley Office of Economic Opportunity**  
255 S. Champlain St., #9, Burlington  
802-860-1417 x115

**Community Health Centers of Burlington**  
617 Riverside Ave., Burlington  
802-264-8124

**Fletcher Allen Health Assistance Program**  
128 Lakeside Ave., #106, Burlington  
802-847-6984

**Lake Champlain Lifelong Learning Fund (Chamber of Commerce)**  
60 Main St., #100, Burlington  
802-863-3489



## TIPS: USING VERMONTHEALTHCONNECT.GOV TO FIND A HEALTH PLAN

For those who do not get health insurance through a job, Vermont Health Connect is a new way to find and compare health coverage options and, for many, to get financial help to make coverage more affordable.

Vermont Health Connect is available online, by phone or through in-person assistance. If you're using [www.VermontHealthConnect.gov](http://www.VermontHealthConnect.gov) to find the plan that's right for you and your family, here are a few tips that can help you along the way.

1. One of the first things you will do after you register your account is provide information about you and your family members. Make sure to include everyone who lives in your household, even if they do not need a health plan through Vermont Health Connect. To add a family member, click the **ADD** button before you hit **Next**.

2. Financial help is available to thousands of Vermonters to help make health coverage more affordable. The amount of financial help you can get is based on your income, which is why you may be asked specific questions about what you earn. To provide your current income, make sure to click the **ADD** button and write in your income. If you have questions about this section of the application, please call the toll-free Customer Support Center at 855-899-9600, email us at [vhconnect@state.vt.us](mailto:vhconnect@state.vt.us) or consult a tax professional.

3. In order to be eligible for financial help, you cannot currently be offered affordable health insurance from another source such as a job or Medicare. You will be asked about coverage for members of your family. Answer this question about the time period your new Vermont Health Connect health plan will cover. For example, if you're currently on Catamount or VHAP you would answer 'no' because you're looking for a plan that starts after your current plan ends.

4. After you have entered your information, compared plan options, and selected the plan that is best for you, the final step is to confirm your plan selection. To do this, first select **Enroll**. Then, you will be taken to a page to confirm your selection. Review this information, scroll to the bottom of the screen, sign your name in the box, and select **Confirm**. Follow the prompts through all of the confirmation pages. Select **Continue** to return to your Self Service page after you have reviewed your confirmation.

