

Vermont Health Connect Update

Commissioner Mark Larson
Department of Vermont Health Access
January 15, 2014



Overview: Focus Areas

- Small Business Enrollment
- Individual/Family Invoicing and Enrollment
- Information Sharing
- Customer Support Center
- Data
- Notices
- Independent Review

Update on Small Business Enrollment

- Small businesses that extended coverage will directly enroll with insurance carriers into a Vermont Health Connect Qualified Health Plan
- Goal: to provide clarity and ensure the smoothest transition possible
- Most remaining small businesses are covered by enrollment options announced in November

Individual/Family: Invoicing & Enrollment

- Payments are still being accepted for January 1 coverage
- Premiums can be mailed (in full) to: Vermont Health Connect, PO Box 1840, Williston, VT 05495-1840
- Vermonters are being directly contacted if they have not paid their invoice
- VHC and carriers committed to preventing gaps in coverage – Vermonters can call with questions

Pre-Payment Information Sharing

- VHC and insurance carriers have a process in place to allow Vermonters to cover medical services before their policy has been fully executed
- VHC and insurance carriers can provide policy information before cards arrive

Customer Support Center

- Toll-Free Call Center – (855)899-9600
- Bringing in new staff and establishing an overflow center to meet increased demand
- Wait times have been reduced by half
- Staff will grow from 84 to 160 by early February
 - 32 new staff members began today (current total is 116)

1/1 Coverage Data

	Individual Plans Confirmed	Payment Received	Enrollment Processed (834 transmitted)
QHP	12,621	9,642	7,939
Medicaid	9,607	N/A	8,887
Total	22,228	9,642	16,826

Notices

- This week: Notices of Decision
 - Eligibility already determined online or via phone
- Late February: Incomplete Application Notices
- Ongoing:
 - Cancellation
 - Renewal
 - Verification of Pending Items

Independent Review

- Engagement of an independent third-party to conduct a thorough review of the Vermont Health Connect rollout.
- The review will ask how the State can change its approach, staffing and management structure going forward to improve implementation of future projects to assure success, and what specific lessons can be learned.
- The findings from this review will be shared publicly.
- *See memo submitted Tuesday, January 14*