VERMONT HEALTH CONNECT

AN UPDATE ON VERMONT'S INTEGRATED SYSTEM FOR MEDICAID AND QHP ENROLLMENT

HOUSE HEALTH CARE – MAY 3, 2016

Agenda

- Overview: Where We Are

- "M&O Surge"

- Additional Updates

- Operational Metrics

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OVERVIEW: WHERE WE ARE

2015 vs. 2016

QHP Renewals

2015 – Processing completed in May

2016 – Processing completed in January

Medicaid Renewals

2015 – Legacy Medicaid renewals limited to pilot of 3,000 households

2016 – All 26,000+ legacy system households contacted by March, VHC-system households follow

Change Requests

May 2015 – Change request inventory trending up to May high of 10,200

May 2016 – Change request inventory trending down from 3,500 to sustainable levels

Integration

2015 – Heavily reliant on manual interactions with partners

2016 – Automated system improved with defect remediation work

Tax Forms

2015 – More than 34,000 1095 Forms mailed to QHP customers

2016 – More than 153,000 1095 Forms mailed to QHP and Medicaid customers

Security

Oct. 2015 – Well within federal parameters with three high priority items

Apr. 2016 – One high priority item (a document that has been delivered and is being reviewed for sign-off)

Health Coverage

2015 – New enrollments indicate Vermont continues to drive down its low uninsured rate

2016 – New enrollments show increased influx of hard-to-reach "young invincibles"

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"M&O SURGE" UPDATE

Overview

- March deployment of upgrade to support VHC-system Medicaid renewals, last in year-long series of upgrades, allows focus to shift to immediate priorities related to business operations and customer experience

- Partnership between Optum and State of Vermont aligns work streams and resources to improve four top priorities
  - **Medicaid Renewal:** optimize new functionality for enrollees already in system
  - **Integration across all systems:** Carriers, Payment Processor (Evolution1), Legacy Medicaid system
  - **Reconciliation:** on-going monthly reconciliation
  - **Operations:** inventory reduction and process optimization

Goals	**Benefit for Vermonters**

- For each stream, the definition of success includes:
 	
  – Root cause analysis
 	
  – Remediation of existing issues
 	
  – Prevention of future incidents
	- Improve the customer experience
	
	  – More efficient enrollment and renewal experience
	
	  – Increase billing accuracy and reduced consumer inquires on billing
	
	  – Correct coverage

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Root Cause Analysis & Defect Remediation

- Development and release schedule is designed to accelerate defect remediation

  - Weekly: minor M&O releases

  - Every three weeks: Major M&O releases

  - Monthly: CPU patching releases

- Four major releases scheduled from April 20 to June 22

  - Major releases range from 20 – 50 defects per release

  - April 20 release successfully delivered

  - May 11 release on schedule to resolve 50 defects

  - Total of 134 defects currently scheduled for remediation from May 4 to June 22

Release Calendar for VHC

April

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Legend

OS Patching	
M&O major	
M&O minor	

Early Results of M&O Surge

VHC Medicaid Renewals

- Remediated critical issue by cleaning up data on ~1600 cases of renewing customers already in VHC system
- Supported completion of 635 VHC Medicaid Renewals

Reconciliation

- Analyzed top 5 business processes to decrease rate of future discrepancies
- Established Key Performance Indicators (KPIs) for 2016 reconciliation process
- Added enhanced logic to support more frequent reporting
- On track for June launch of monthly reconciliation process

Integration

- Households with known transaction error down >60% since 3/1
- Root cause analysis last week identified and scheduled remediation for >20 integration defects

Operations

- Deployed over 70 people to support data clean-up and inventory reduction
- Supported Maximus and state staff in honing business processes to increase same day completion rate (now ~60% of change requests)

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ADDITIONAL UPDATES

Contracting

Competitive Bidding Process

- The State is committed to being responsible with state resources.
  - Accept and vet multiple bids for future work and evaluate which contractor or contractors can deliver the best future results at the best price.
- Process is in no way a reflection of current contractors.
  - Optum has been a very good partner.
    - Has delivered on deadline after deadline.
    - Has been responsive sending more staff when additional help is needed.

Current Procurement

- **RFQ -** Contract (4/19) and IAPD (4/30) submitted to CMS.
- **Maintenance & Operations (M&O) -** Contract in negotiation, will be submitted when completed.

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Medicaid Renewals

- >4,000 non-responding households had Medicaid coverage closed on April 30
  - o Closure notice and reminder calls in mid-April urged them to apply soon to avoid coverage gap and federal fee
  - o Provider communication will be key to guiding cancelled members to reapply as soon as possible
- Last two groups of legacy system Medicaid households have received initial mailings and will receive additional notices in advance of May 31 and June 30 closure dates
- Mid-April: Initial notices mailed to 9,000 households already in VHC
- This week: Initial notices mailing to 2nd group of VHC system renewals

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Outreach and Education

- Materials to stakeholders and partners
- Sample blurbs for newsletters and local Front Porch Forums posts
- Focus on risks of coverage gap and federal fee for not having insurance
  - Plan Comparison Tool and Assisters promoted as resources for members transitioning to QHP

OPERATIONAL METRICS

Customer Support Center

Month	Calls Offered	Answer Rate	Calls Answered	Calls Answered <24 Sec	Transfer Rate
January 2016	42,769	83%	35,352	32%	10%
February 2016	45,043	81%	36,514	46%	9%
March 2016	41,661	93%	38,678	75%	11%
April 2016	36,774	96%	35,354	79%	11%

For context:
- SLA calls for answer rate of 60% of calls answered within 25 seconds.
  - Met SLA in March and April after missing first two months of the year.
  - Met SLA nine out of 12 months in 2015.
- Average wait time over the three months of 2016 Open Enrollment (Nov-Jan):
  - Vermont: 5min 3sec
  - Federal: 10min 30sec

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Change Requests

- VHC receives 125-150 change requests per day.

- Approximately 60% are now completed the same day.

- Work queue was 3,480 on 5/2. Goal to get down to 2,000 - 3,000 range, sustainable level for meeting prescribed customer service targets.
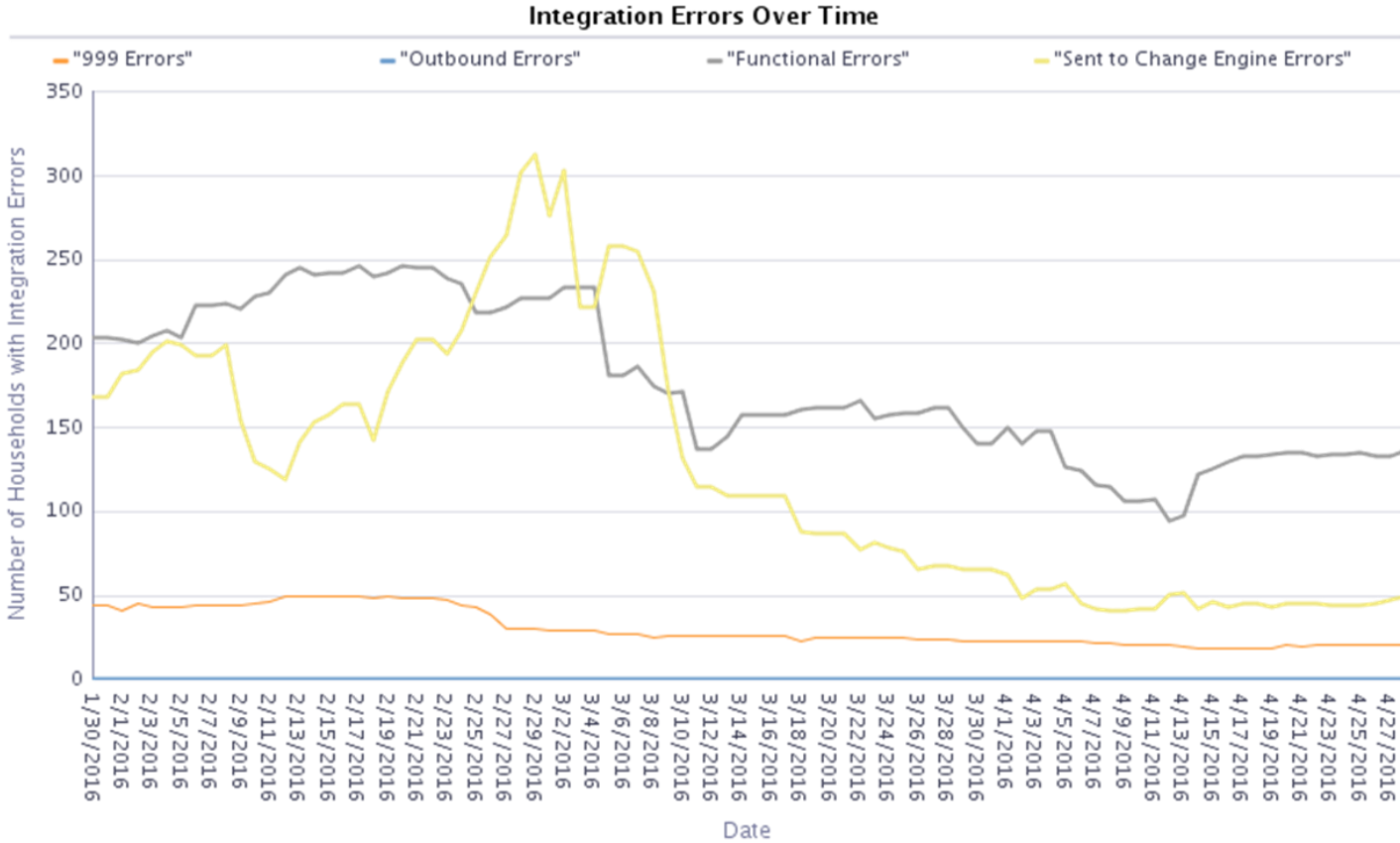
Change Requests

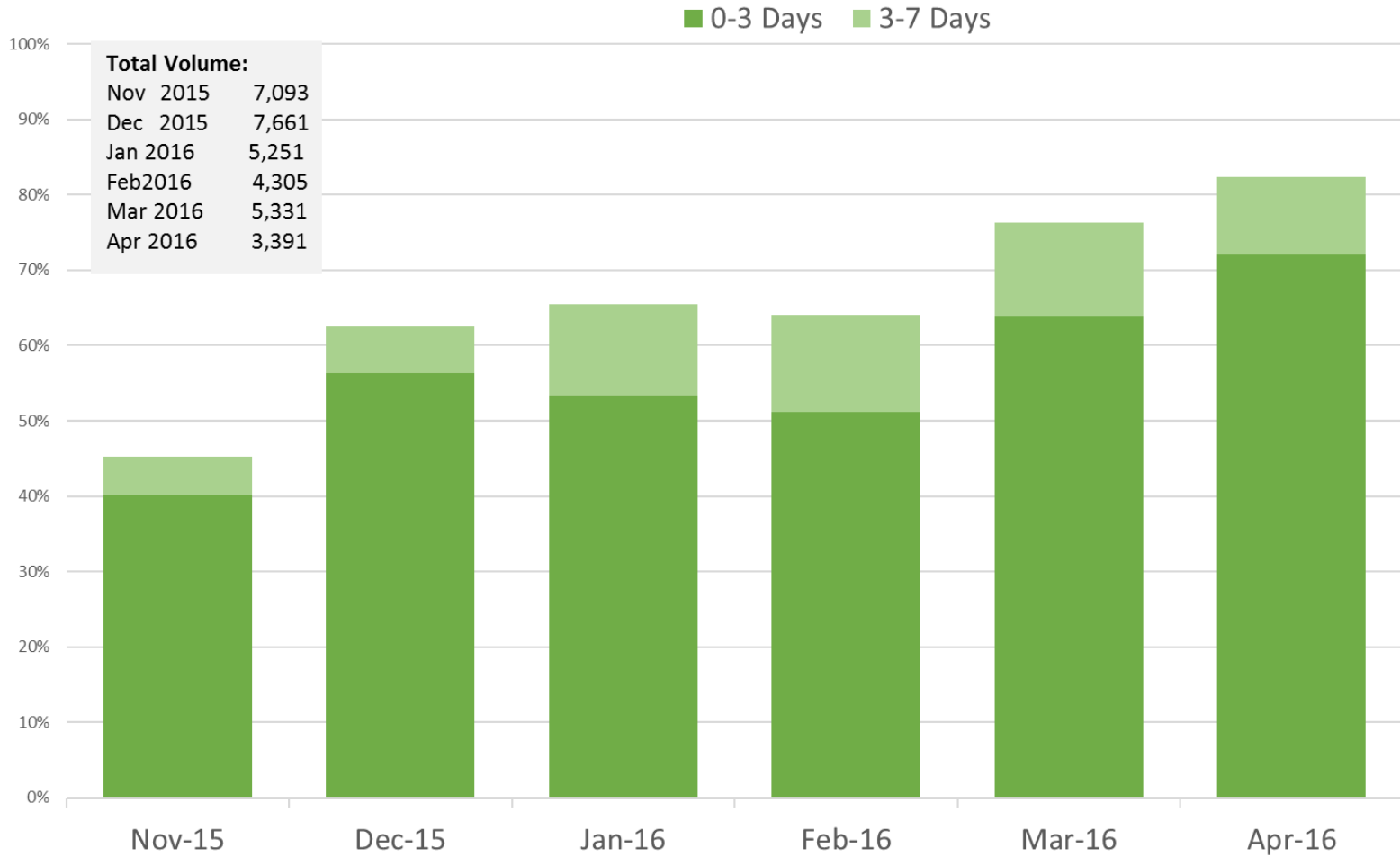Monthly Change Request Volume
and Timely Processing Ratio
(month ending on 15th of month)
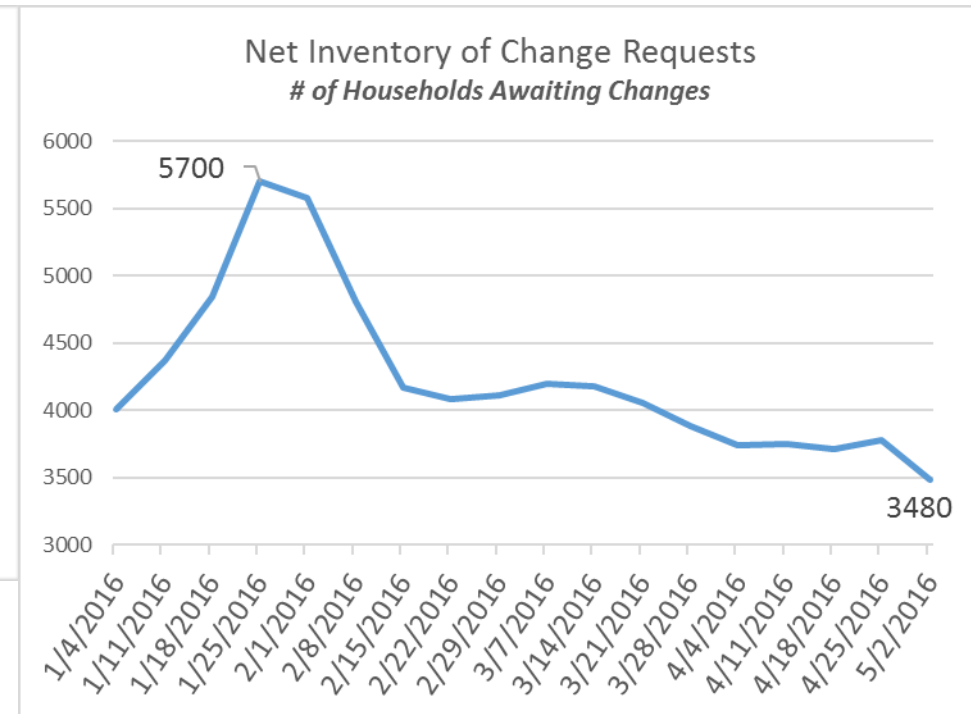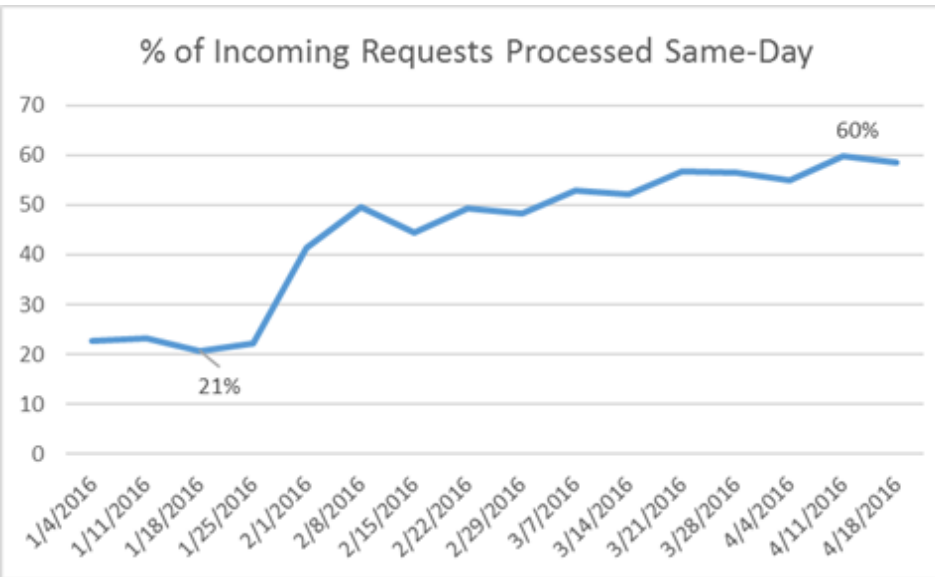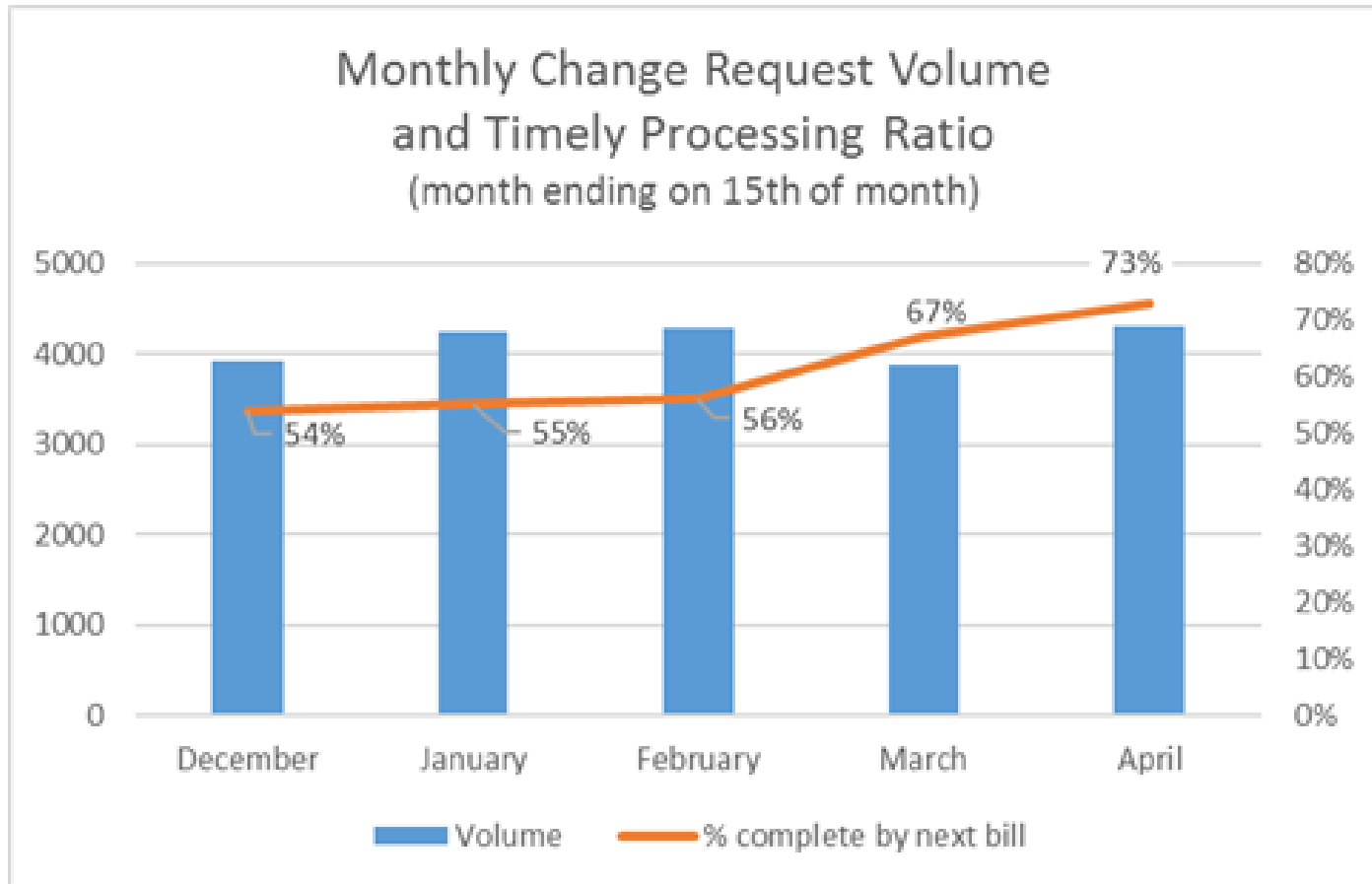
834 Transactions

- **Inventory of known errors down more than 60% since March 1**
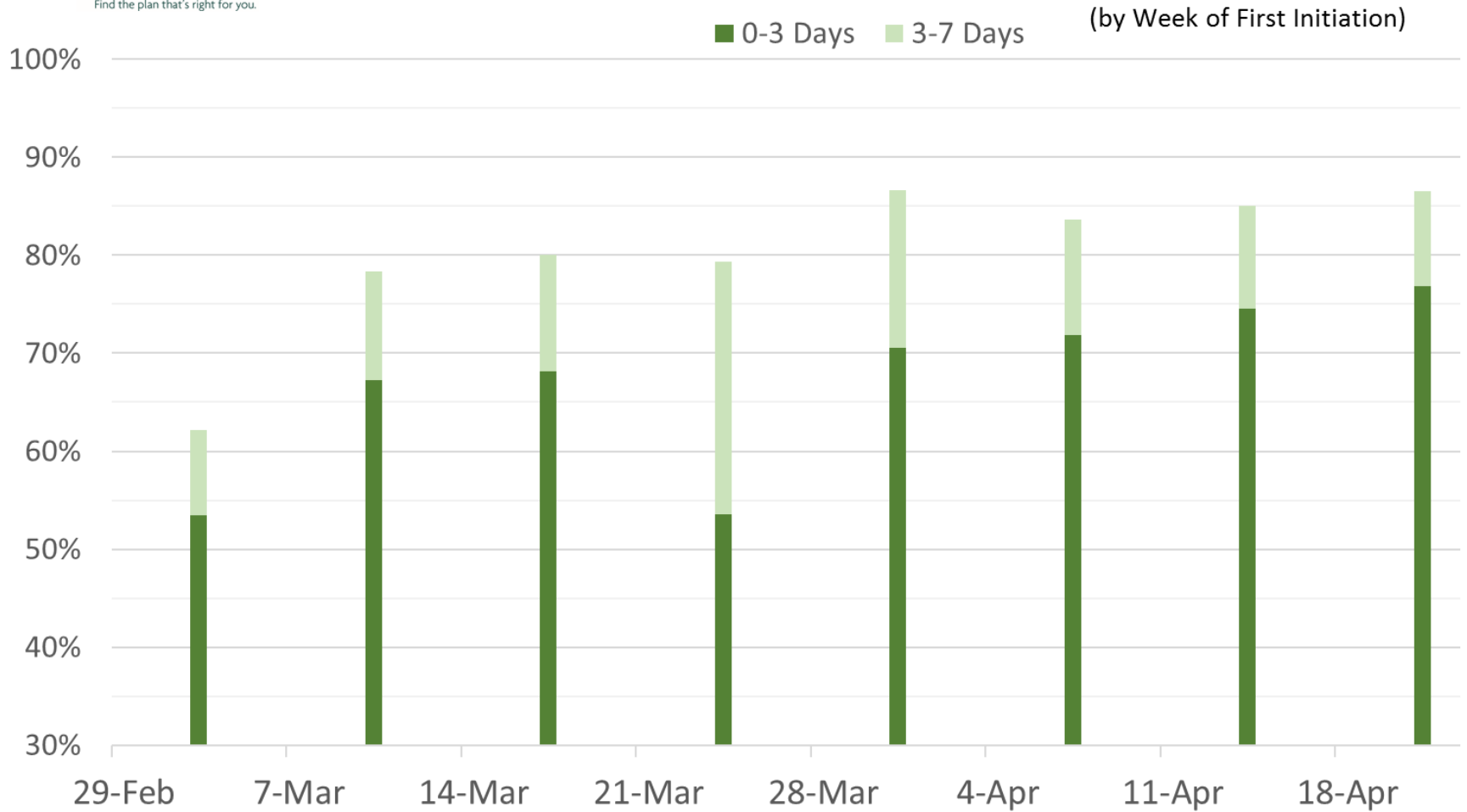

Integration Errors Over Time

In addition to working to resolve these known errors, VHC and carriers continue to work together to make sure transactions are being initiated and integrated across systems as expected.

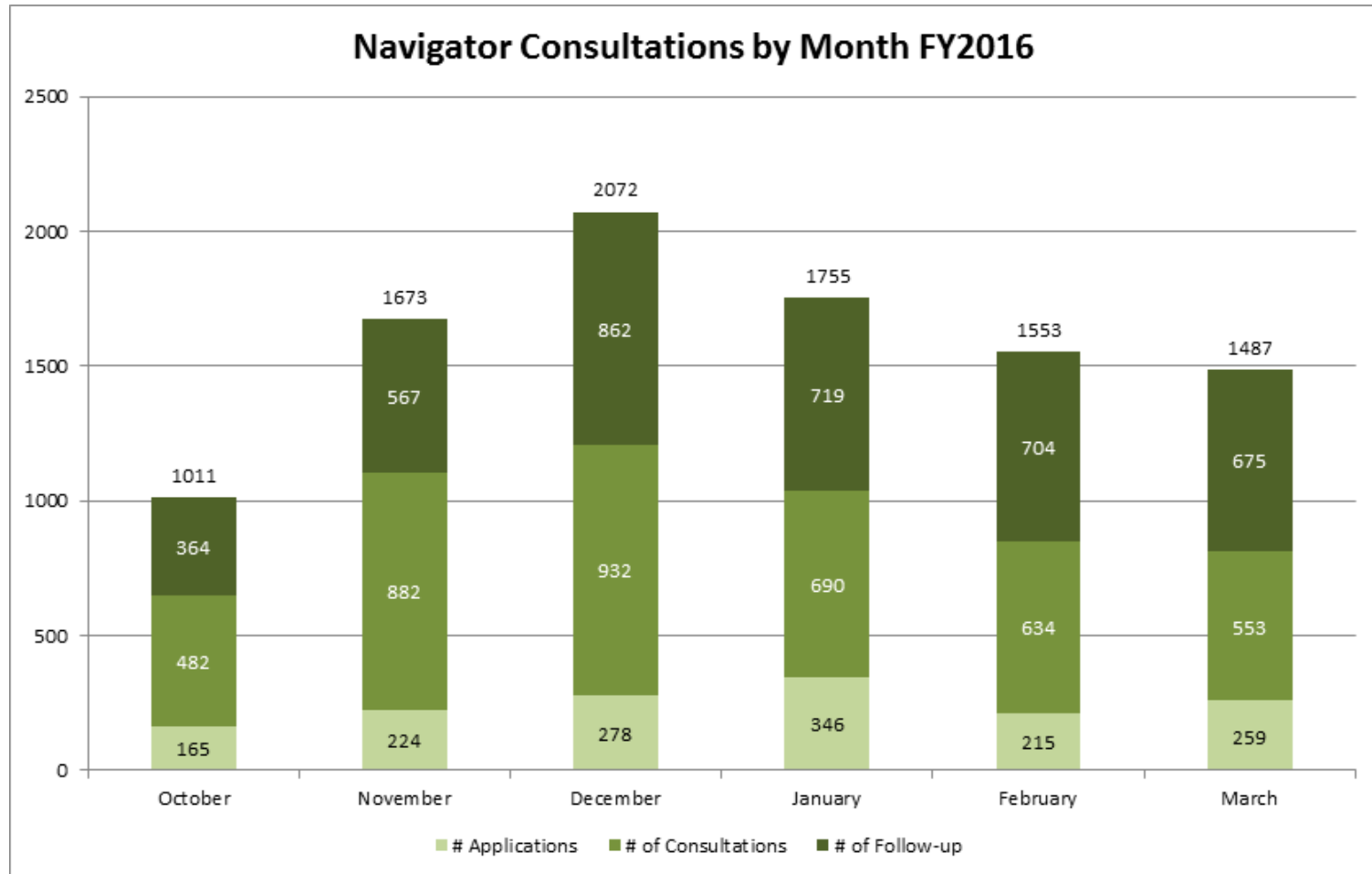**Automated 834 Files Successfully Transmitted and Confirmed within One Week**

Legend: ■ 0-3 Days ■ 3-7 Days

Total Volume:
Nov 2015   7,093
Dec 2015   7,661
Jan 2016   5,251
Feb2016   4,305
Mar 2016   5,331
Apr 2016   3,391

Assisters

Active Assisters

CACs 70
Brokers 79
Navigators 53
Total 202

Navigator Consultations by Month FY2016

Since Open Enrollment, Navigators' work has focused largely on Medicaid renewal support, especially for New Vermonters and other vulnerable populations with accessibility challenges.