

# Vermont Health Connect

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*An Update on Vermont's Integrated System for  
Medicaid and QHP Enrollment*

*February 3, 2016*

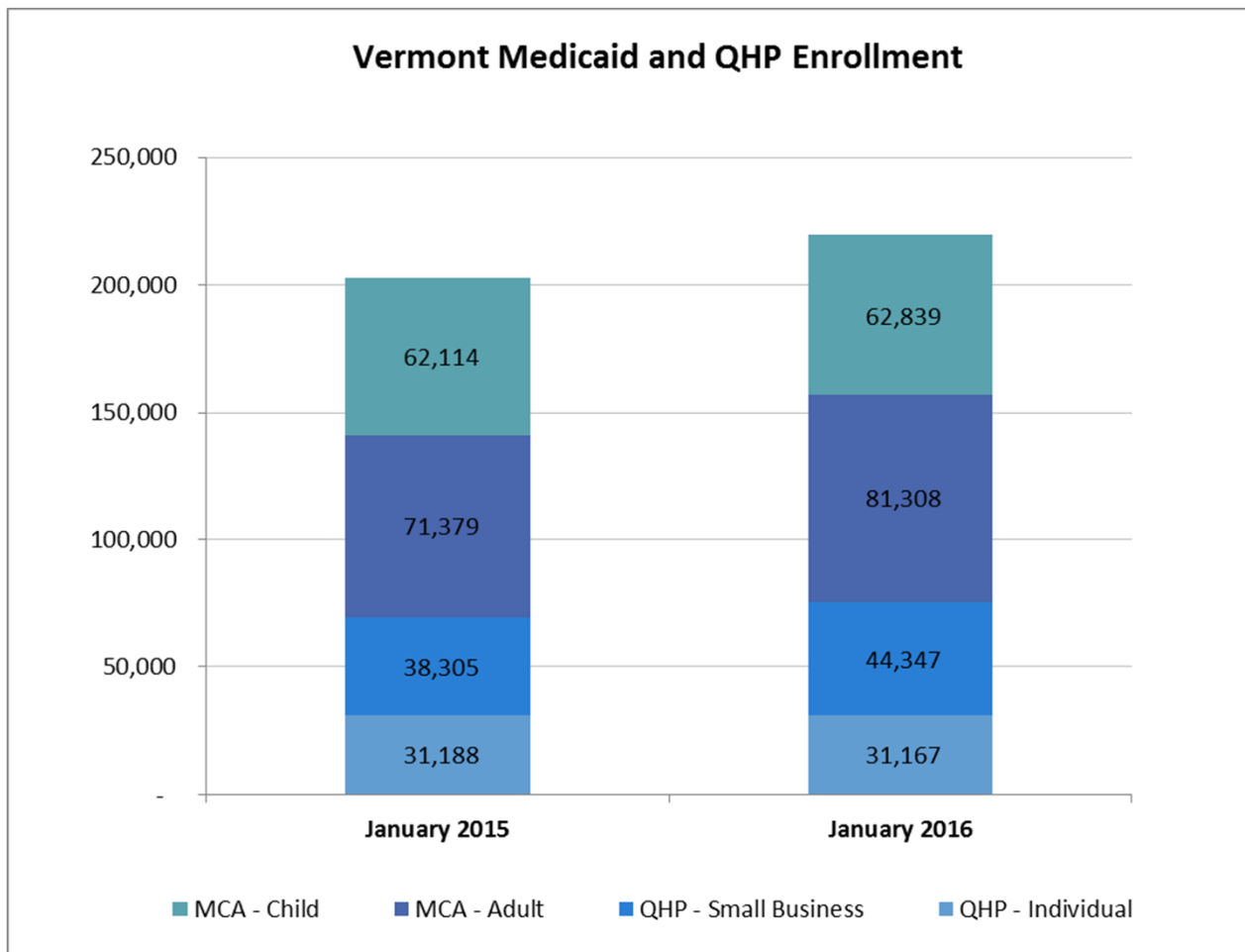
# Overview

- Open Enrollment Recap
- Customer Support Metrics
- Change Requests
- Additional Updates

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# Open Enrollment Recap

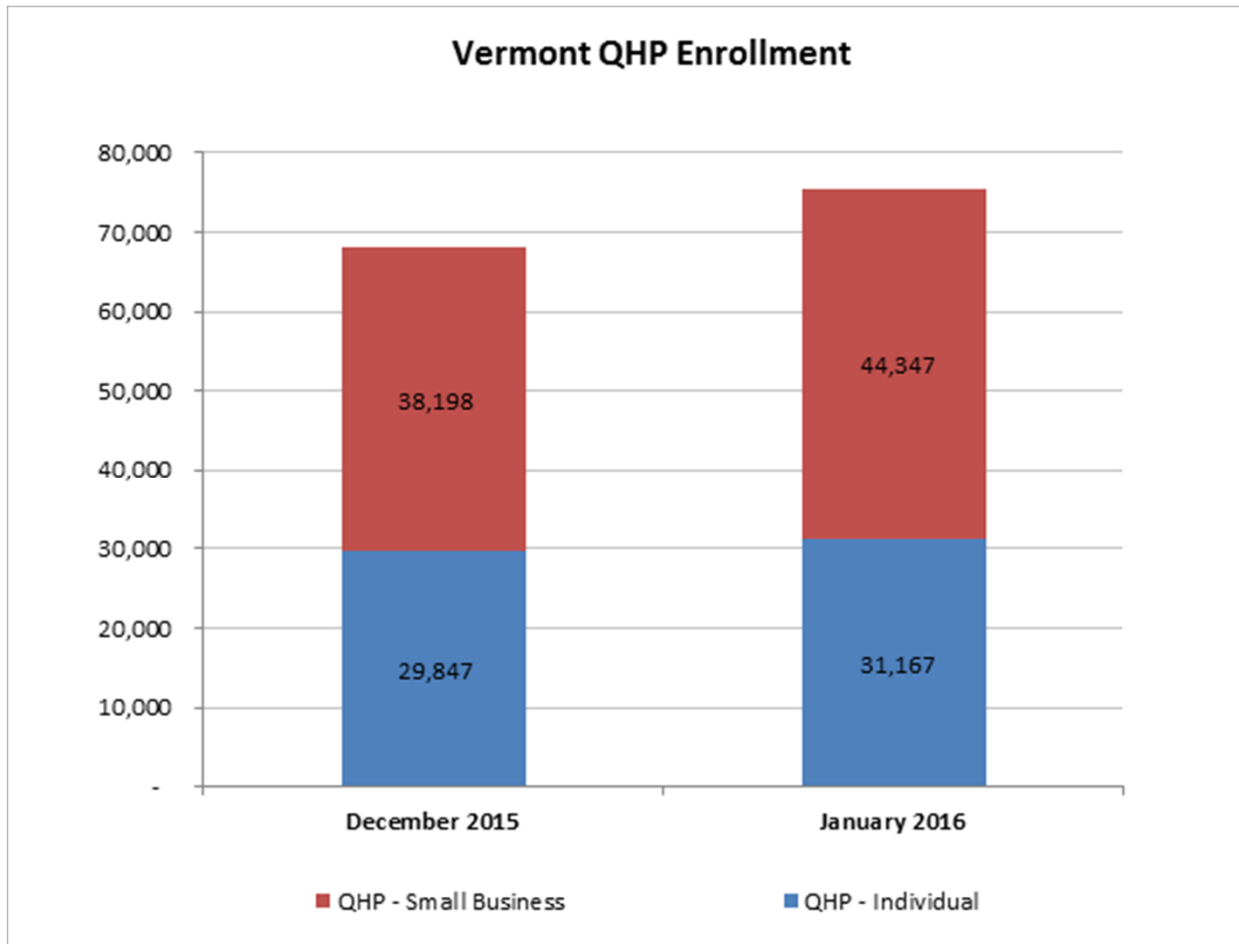
# Enrollment



Year over year:

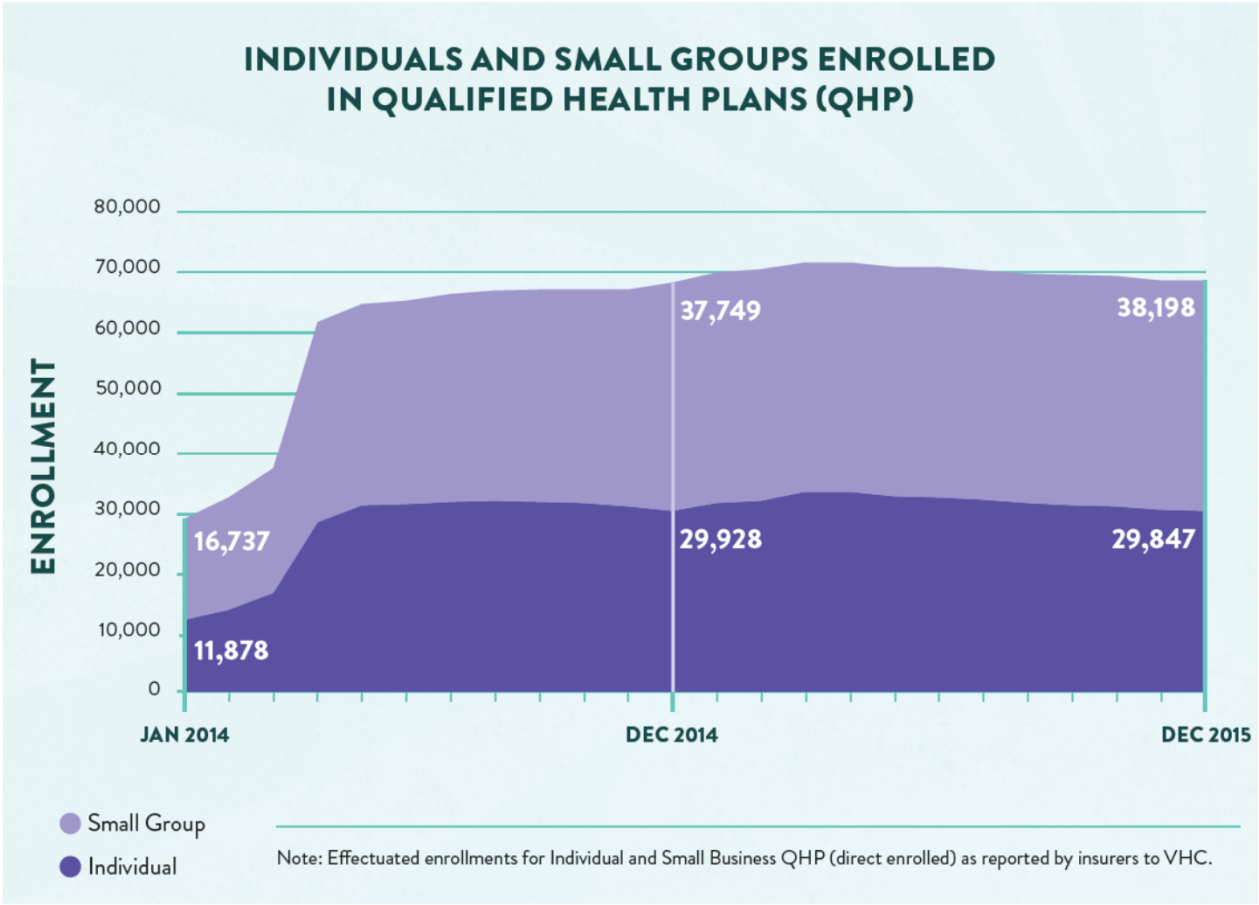
- Large growth for MCA-Adult and QHP-Small Business
- As of January 2016, businesses with 51-100 employees now in QHP – Small Business (direct enroll)

# Enrollment



- Small Businesses with 51-100 now in QHP small group
- QHP-Individual has tended to peak in early spring (after open enrollment), decrease slightly rest of year.

# QHP Enrollment Over Time



Highest coverage month for QHP – Individual:  
 April 2015  
 Lives covered: 33,084

Number of individuals who had QHP-Individual at some point in 2015:  
 35,996

# New Enrollees

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Of Vermonters who were not enrolled in an individual QHP at any point in 2015:

- Over 1,900 applied and selected a plan
- Over 1,200 have paid and effectuated
- Start dates are January, February, and March, depending on when they confirmed their plan

Of Vermonters who had an individual QHP at some point in 2015 (but not through the end of the year):

- Nearly 900 applied and selected a plan
- Nearly 500 have paid and effectuated

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# Customer Support Metrics



# System Performance

Month	Availability	Avg Page Load Time (seconds)	Max Peak User	Visits
October 2015	99.92%	1.00	105	49,316
November 2015	99.17%	1.36	85	35,701
December 2015	99.99%	1.93	97	67,068

For context:

- SLA calls for Availability of at least 99.9% and Load Time no greater than two seconds.
- Optum has met Load Time SLA every month since spring upgrades.
- November was only month since spring upgrades in which Availability SLA was missed.

# Customer Support Center

Month	Calls Offered	Answer Rate	Calls Answered	Calls Answered <30 Seconds
November 2015	32,235	89%	28,605	55%
December 2015	38,969	86%	33,416	57%
January 2016	42,769	83%	35,352	33%

For context:

- SLA calls for answer rate of at least 90% and 75% of calls answered within 24 seconds.
- Maximus missed SLA these three months, had met SLA 11 of the previous 12 months.
- Average wait time over first 2.5 months of Open Enrollment
  - Vermont: 4min 44sec
  - Federal: 10min 20sec



# Customer Support Center

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## Final Weekend of Open Enrollment Metrics

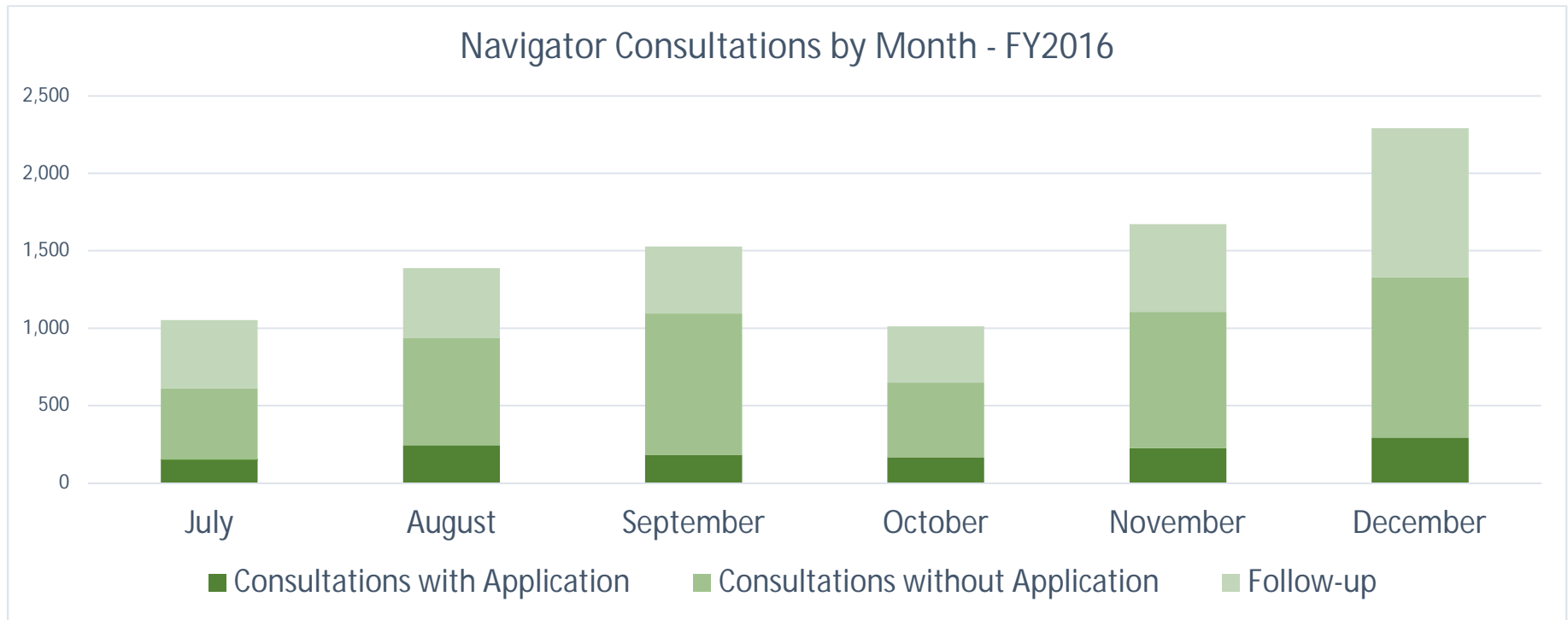
### Saturday 1/30

- Calls: 483
- Abandoned rate: 1%
- Calls answered in under 30 seconds: 84%
- Longest wait of the day: <13 minutes

### Sunday 1/31

- Calls: 519
- Abandoned rate: 4%
- Calls answered in under 30 seconds: 57%
- Longest wait of the day: <26 minutes (much shorter until final hour)

# In-Person



Note:

189 Brokers, Navigators, and Certified Application Counselors are part of our network of trained and registered Assisters, but only Navigators report these monthly metrics.

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# Change Requests

# Change Requests (COC)

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- Processing restarted on 1/27, after previous weekend's successful deployment and validation of year-end process
- Maximus back up and running processing Medicaid COCs over the phone last week, other COCs to follow this week
- With year-end process having been confirmed on over two-thirds of QHP cases, most customers who call Customer Support Center will be able to have changes processed over the phone
- HAEU processing inventory of requests

# Change Requests (COC)

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## Change request inventory:

- 5,700 on Monday 1/25
- 5,848 on Wednesday 1/27
- 5,577 on Monday 2/1

## Note:

- This does not mean that all but 270 households who were in the queue on 1/27 were in the queue on 2/1
- ~1,100 households from the queue have had their requests completed since last Wednesday afternoon.
- Of the 5,700 households referenced last week, ~4,600 are now awaiting change requests.

# Change Requests

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## New changes:

Volume of requests is higher in December and January than rest of year.

- Changes submitted 11/16/15-1/15/16: >8,500
- Changes submitted over previous two months: <6,500

## Inventory:

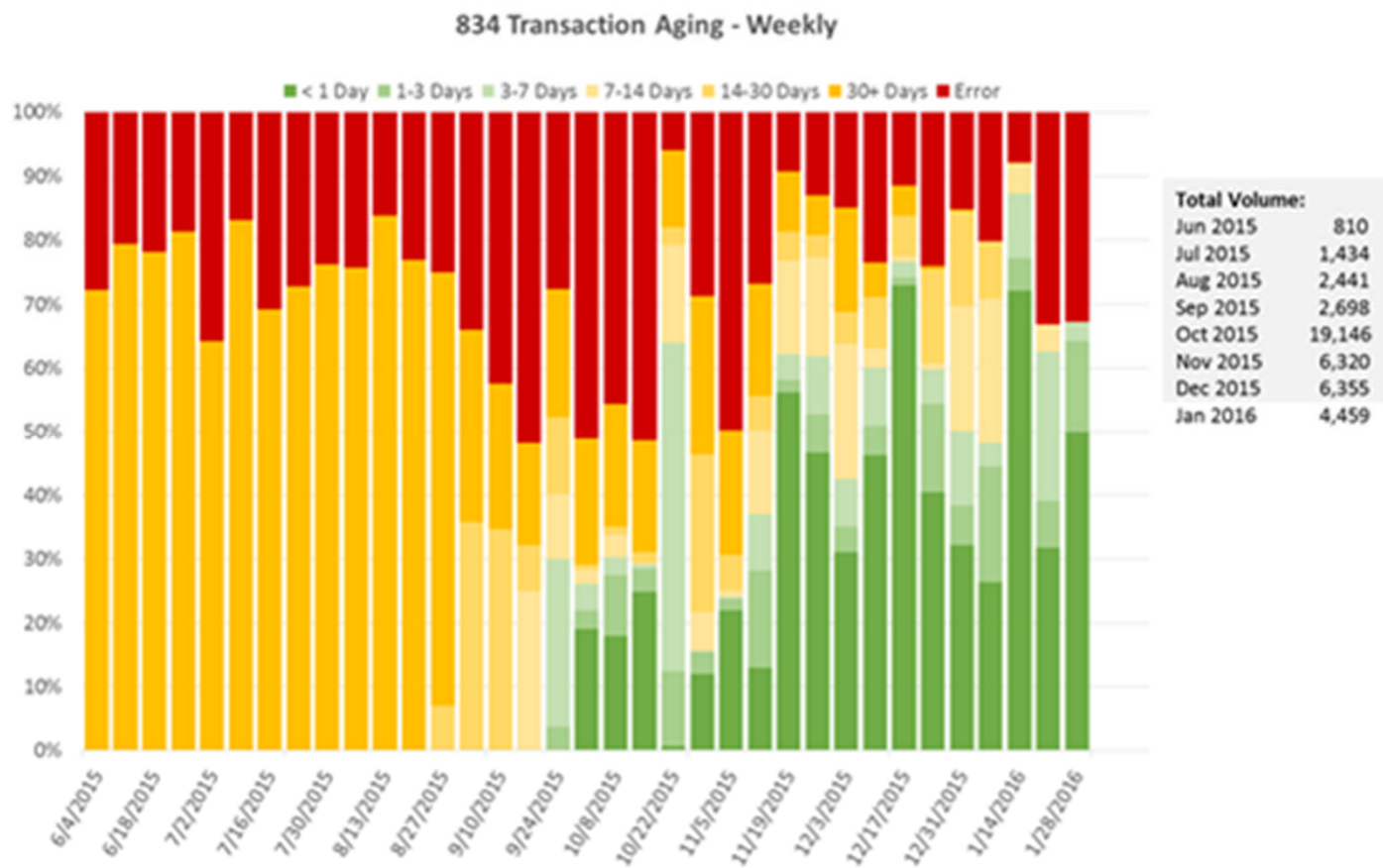
- There will always be a working queue of change requests.
- Targets have not been met while change-processing was on hold, first to process automated renewals and then to run the year-end process in January.
- With processing ramped up, progress is being made on inventory, with expectation that progress on customer service targets will also follow.



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# Additional Updates

# 834 Transactions



- HIPAA validation errors are down since implementation of new validation tool
- Red does not necessarily mean still in error, just manual touch

# Renewals

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- All 143 remaining renewals discussed last week have now been sent to BCBSVT