

# Vermont Health Connect

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

*February 17, 2016*



# Overview

- Updated Metrics
- Follow-up on Refunds

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# METRICS

# Change Requests (COC)

Change request inventory (Target: <3,000 for sustainable queue):

- 5,848 on Wednesday 1/27
- 5,577 on Monday 2/1
- 4,809 on Monday 2/8
- 4,168 on Monday 2/15

Note:

- This is the net inventory in an active work queue (does not mean that all but 641 of the households who were in the queue last Monday were in the queue this Monday).
- ~3,000 households from the late January queue have had their requests completed in the last three weeks.
- Of the 5,700 households previously referenced, fewer than half are now awaiting change requests.

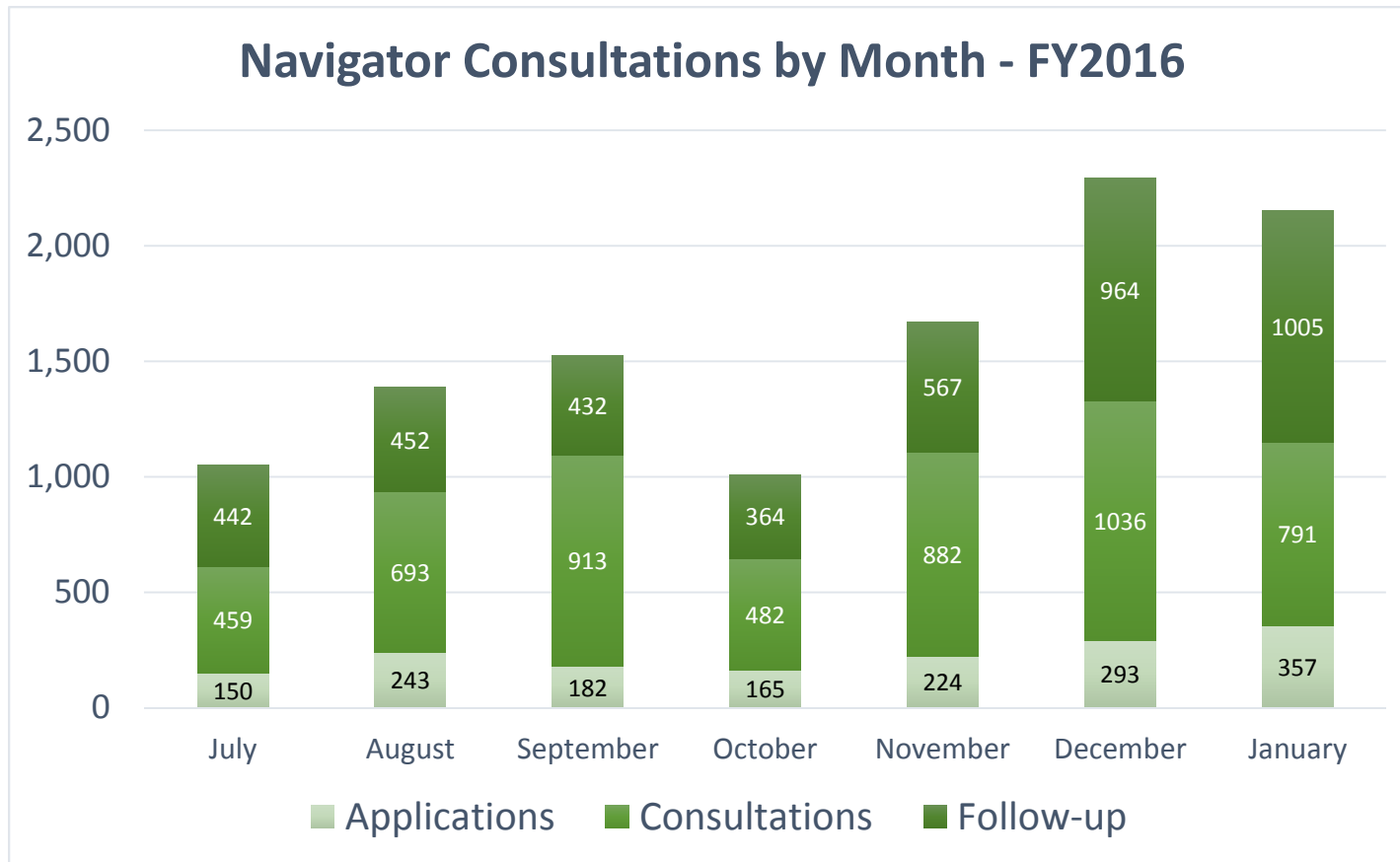
# Customer Support Center

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%
Week of 2/8-2/12	9,935	88%	8,706	64%

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 the three months of Open Enrollment
  - Vermont: 5min 3sec
  - Federal: 10min 30sec

# Assisters



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# FOLLOW-UP ON REFUNDS



# Refunds (repeat slide from last week)

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- Monthly refund process
- Terminated accounts with a balance remaining
- Approximately 45 days out from termination date
- VHC reviews every refund before it is sent to customer
- Goal to increase speed
- Expedited refunds for emergencies



# Overpayment

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- If extra money is paid on an active account, it is applied to future balances.
- In the case of a hardship, Vermont Health Connect can request a refund.

# Refund Language in Contract

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## **Process Refunds for Termination Plan Participation:**

Contractor shall process and provide refunds to Plan Participants who terminate with a balance. Contractor shall process refunds on the 5<sup>th</sup> of the month, or first business day thereafter, to all individuals with a remaining balance, that was terminated with an effective date of termination of greater than one calendar month. Contractor will provide a Refund Report for review by Health Care Eligibility and Enrollment Operations and will be instructed by Health Care Eligibility and Enrollment Operations to identify those that need special attention.

*-- from Contract #28670 between Department of Vermont Health Access and Benaissance, LLC, signed 11/3/15 and currently in effect*

# Refund Language in Contract

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## **Process Hardship Refunds for Active Plan Participants:**

Contractor shall process and provide hardship refunds of whole payments to Plan Participants. Contractor shall process hardship refunds of electronic customer payments within 3 business days from date of request. Contractor shall process hardship refunds of paper check customer payments within 14 business days from date of request or date customer payment cleared bank, whichever is less.

*-- from Contract #28670 between Department of Vermont Health Access and Benaissance, LLC, signed 11/3/15 and currently in effect*

# Refunds: two cases from last week

Last Wednesday we heard from the Health Care Advocate on two cases. Here is an update:

## Case #1:

### Customer requested in December that VHC stop auto-payments.

- Issue with renewal, combined with auto-payment not being stopped, resulted in excess funds in custodial account and credit on customer's account.
- Case was addressed the day before (last Tuesday) when VHC staff reviewed case and processed expedited refund request. Evolution1 confirmed. Check was mailed 2/16/16.
- Evolution1, Optum, and VHC investigated root cause.
  - Determined: Evolution1 system code resulted in auto-payment preference not being turned off in Evolution1 system after being turned off in VHC system.
  - Evolution1 and Optum will address Evolution1 system code.
  - To ensure proper performance prior to root solution, VHC staff will send control report of expected auto-payments to Evolution1 to manually confirm before and after batch runs.

# Refunds: two cases from last week

Last Wednesday we heard from the Health Care Advocate on two cases. Here is an update:

## Case #2

**Customer has a credit of roughly \$1000 and a monthly premium of ~\$650.**

- Customer requested end to subsidy payments in 2015, began paying full premium although change wasn't processed or reflected on invoice.
- Credit would result in invoices of \$0 due 3/25 (April coverage) and ~\$300 due 4/25 (May coverage).
- Customer wanted refund to help pay taxes due 4/15.
- On Friday, VHC processed request for refund and Evolution1 confirmed that refund would be sent.
- Later on Friday, Health Care Advocate requested that refund be placed on hold until customer talked to accountant.
- Refund has been placed on hold.
- Customer plans to talk to his accountant this week.