

VHC Update

5 January 2016

1. Per Miller's 12/31/15 monthly report to the Legislature:
 - a. Optum hired 10 Exeter developers and "Their transition is still underway and the ability for these developers to provide OneGate support of OneGate remains to be proven."
 - b. COCs statistics: For the 3,339 changes submitted between 10/16 and 11/15, 57% were completed in time for the next invoice (the performance measure in Act 58). According to the Miller report, the COC timeliness "was impacted by the need to put change-processing on hold for much of the second half of October to avoid creating discrepancies with the renewal files that were being prepared. In addition, customers whose 2016 renewals could not be completed in the passive renewal process cannot complete change requests on their account until their renewal is completed. With renewal processing continuing in December, Vermont Health Connect expects this metric to be impacted again next month before improving in the new year."
 - c. There have been significant increases in "834 errors" since 10/12 (the date we used in our report). According to Miller's report, "Increases in transaction volume typically result in corresponding increases in 834 errors. Therefore, the inventory of 834 errors saw an increase as change-processing ramped up this summer, and a much larger increase last month as massive 2016 renewal files were generated and shared across systems."
2. The December 2015 upgrade (e.g., Medicaid renewals, verification processes) was not deployed.
 - a. There are outstanding critical defects (some involving OneGate) that have not been resolved.
 - b. This means that the table on pages 7-8 of our report remains unchanged as well as the comments on pages 13-14
3. The other issues contained in our objective 2 (pages 15-16) also have not changed.
 - a. Medicaid billing: This has been with "leadership" for a decision since early November 2015. No change as of 12/28.
 - b. SHOP: The SHOP waiver request "is being submitted." The RFP was sent to 4 pre-screened vendors as part of a simplified bid process.
 - c. PCI compliance: No changes as of 12/28/15
4. The amendments to the Optum and Archetype contracts have not been executed.