

# VHC Update

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# SSG Report

- ▶ Task 1: Assess whether the current IT system meets the service level expectations of constituents
- ▶ Task 2: Assess the feasibility and the cost effectiveness of the VHC over the long term
- ▶ Task 3: Examine alternative solution to meet the requirements of VHC

# Task 1: Operational Readiness

- ▶ Measuring Performance
- ▶ Program Data Quality
- ▶ Integration & Reconciliation

# Operations: Measuring Performance

- ▶ VHC operations leadership tracks over 75 key performance metrics on a daily basis to ensure operational health.
- ▶ Metrics are consolidated for weekly executive briefings and monthly reports to the legislature to provide an overall picture of VHC operational health and compliance.
- ▶ VHC has further consolidated these operational metrics into 5 key performance indicators to measure VHC's success in meeting Vermonters needs while maintaining compliance and staying within sustainability.

# Operations: Measuring Performance

## Key Questions

- ▶ Are we available when customers need us?
- ▶ Are we able to process customer requests timely and efficiently?
- ▶ Are we able to process and transmit data accurately and timely?
- ▶ Are we maintaining the integrity of our data and financial systems?
- ▶ Does our online interface serve as a viable channel to support customers' needs and reduce demands on staff resources?

# Operations: Measuring Performance

▶ **Goal: Promptly answer customers calls**



- ❖ Primary Metric/Target: Answer 75% of calls in under 24 seconds
- ❖ Secondary Metrics: Abandon rate; % internal transfers; % of calls escalated to Tier 2 (HAEEU); HAEEU timely response

▶ **Goal: Process customer requests timely and efficiently**



- ❖ Primary Metric/Target: Resolve 85% of customer requests within 10 days
- ❖ Secondary Metrics: Performance by each of the ten types of customer requests relative to their particular service level targets; % of requests resolved within 60 days

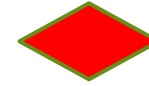
▶ **Goal: Transmit data files accurately and timely**



- ❖ Primary Metric/Target: Less than 1/10<sup>th</sup> of 1% of carrier errors >10 days-old
- ❖ Secondary Metrics: % of WEX errors >10 days-old; % of In-flight cases > 5 days-old; Total active error inventory by type; Integration error rate for carriers and WEX

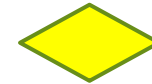
# Operations: Measuring Performance

▶ **Goal: Perform monthly enrollment reconciliation and ensure that discrepancies are resolved expeditiously.**



- ❖ Primary Metric/Target: Resolve 90% of outstanding discrepancies within 30 days
- ❖ Secondary Metrics: Number of new discrepancies; Discrepancy inventory relative to previous three months

▶ **Goal: Improve the online customer experience to facilitate the increased use of self-service functionality.**



- ❖ Primary Metric/Target: Achieve a 75% self-service rate by 2018.
- ❖ Secondary Metrics: Change in number of cases touched by staff (both year-to-date and by month year-over-year); % of customers with active online portal IDs

# Operations: Programmatic Data Quality

- ▶ DVHA-HAEEU worked with contractor Archetype to develop and begin using Programmatic Data Quality (PDQ) tool in 2016.
- ▶ Tool uses easily configurable business logic to analyze data for particular populations and identify cases with possible problems.
- ▶ Daily runs ensure that results are up to date.
- ▶ Standard dashboards and reports provide clear data clean-up actions.
- ▶ Tool was used by DVHA-HAEEU in preparation for 2017 QHP renewals, including automated renewal file and year-end business process.
  - ▶ Played a key role in the success of 2017 renewals.
  - ▶ Also used in preparing 1095-A tax forms.
  - ▶ Use will be expanded for eligibility, enrollment, Medicaid renewals, and more.



# Operations: Programmatic Data Quality

- ▶ QHP-Renewal dashboard from late September (in preparation for QHP renewals)



# Integration & Reconciliation Areas of Focus

Enrollment Reporting

Real Time Data Dashboards

Integration Architecture

Financial Reporting

Financial Integration

# VHC Development Roadmap

