

VERMONT HEALTH CONNECT

*MEAB UPDATE
SEPTEMBER 28, 2015*

Overview

- Project Development
- Operations
- Enrollment Numbers
- Open Enrollment
- Outreach & Education
- Preview of Next Meeting

PROJECT DEVELOPMENT

Project Development Update

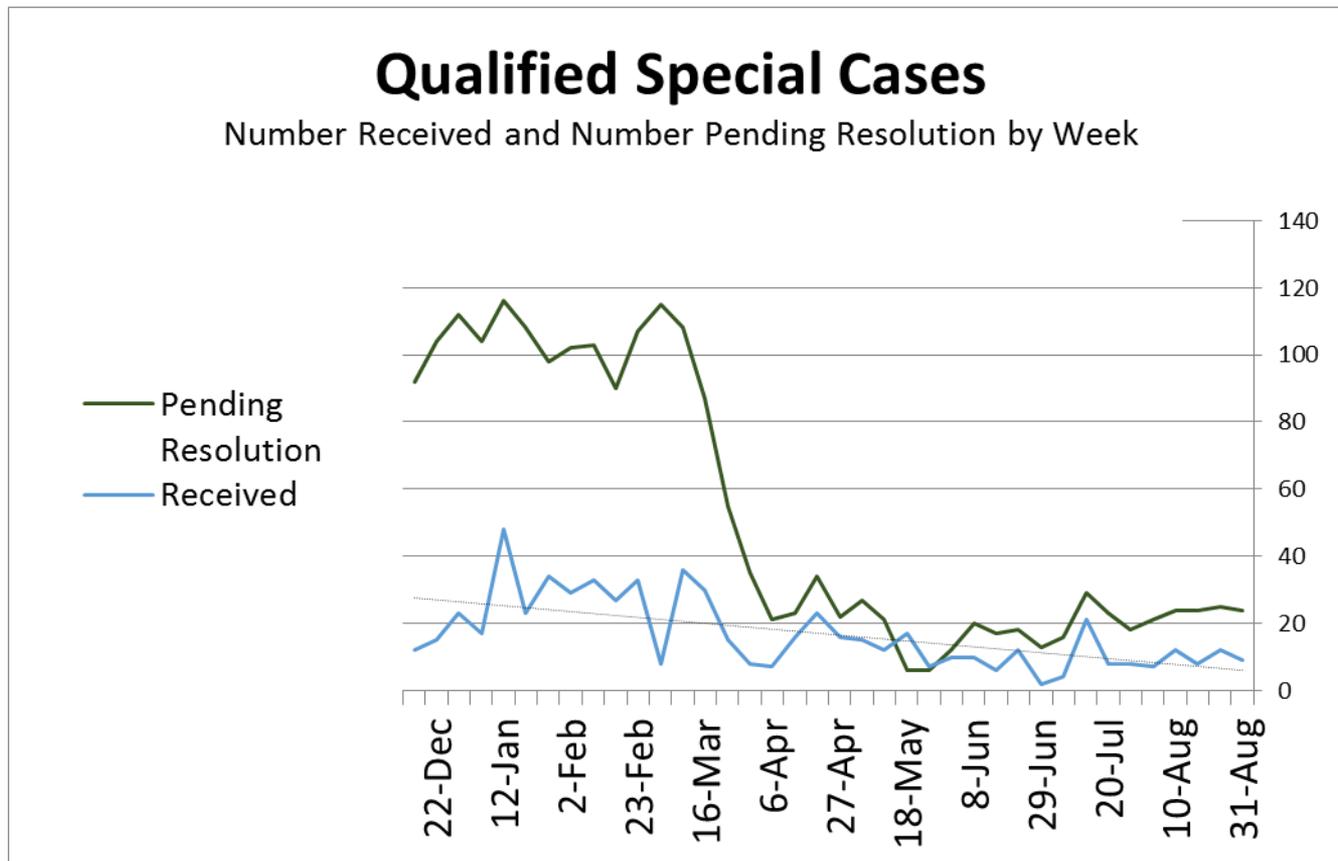
- Hosting Transition (Completed September 9)
- Automated Renewal Functionality
- Self-Service Change Requests

OPERATIONS

System Performance

Month	Availability	Avg Page Load Time (seconds)	Max Peak User	Visits
May 2015	100.00%	2.0	82	30,926
June 2015	100.00%	0.5	69	34,837
July 2015	99.87%	0.6	93	37,116
August 2015	99.98%	0.8	126	43,975

Qualified Special Cases

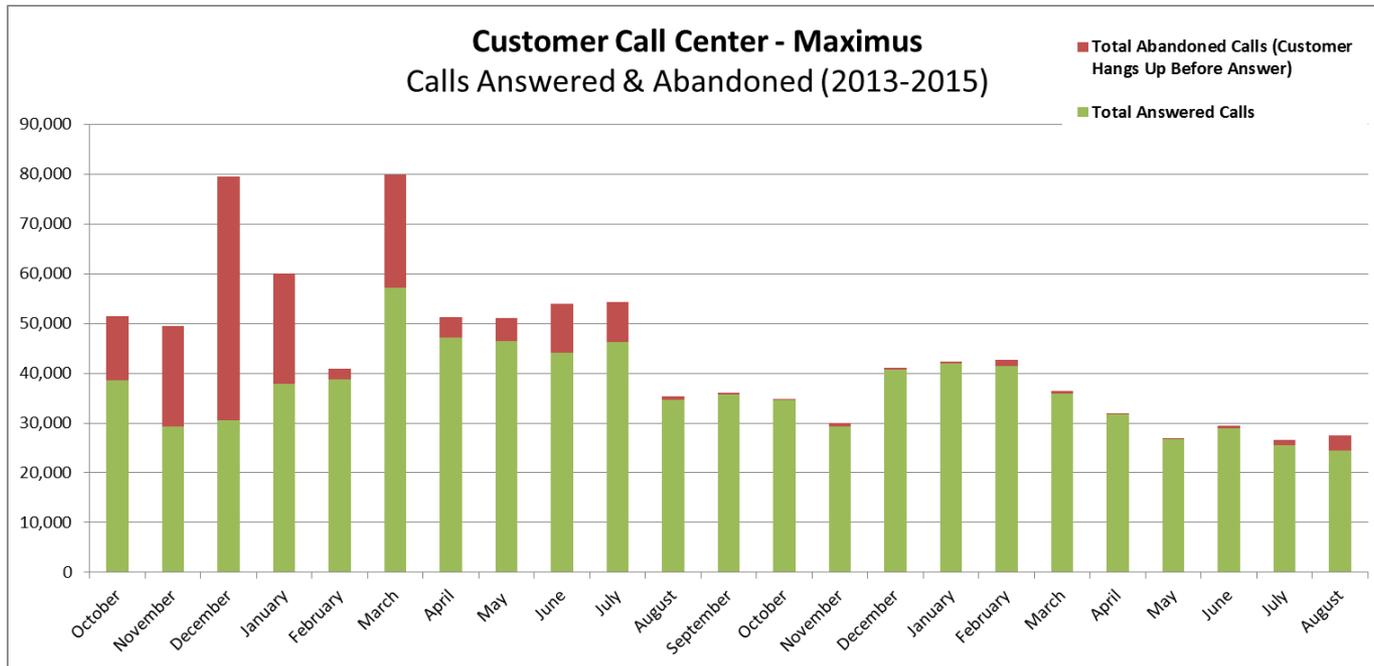


Customer Support Center - August 2015

(July 2015 for reference)

- Total Calls Answered: 24,489 (25,542)
- % calls answered within 30 seconds: 61% (77%)
- Abandonment Rate: 10.9% (4.1%)
- Calls Addressed by Initial Representation (No Transfer): 91% (90%)

Customer Support Center

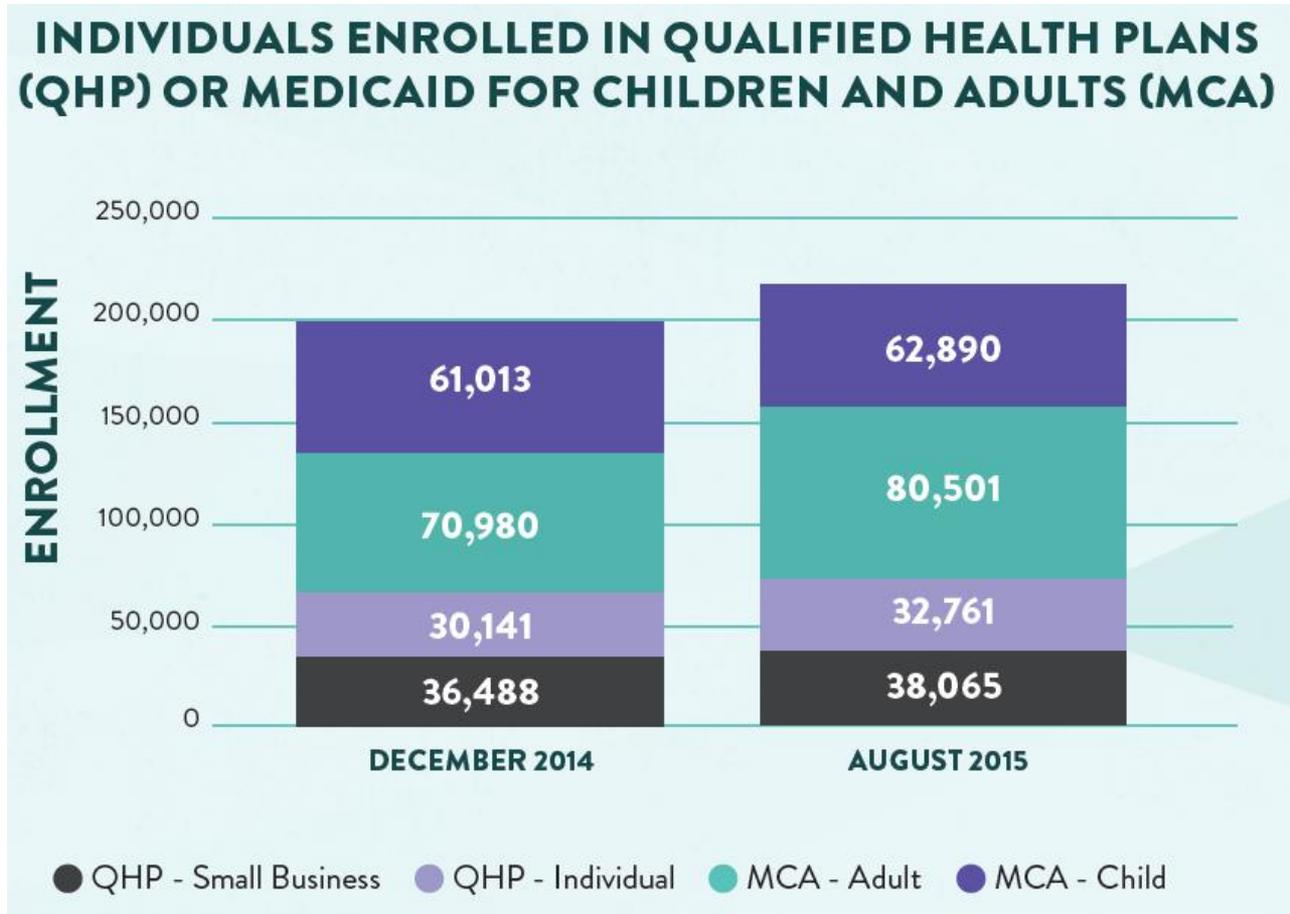


Additional Updates

- Verifications
- Federal Poverty Level (FPL)

ENROLLMENT NUMBERS

Lives Covered in Vermont



Effectuated enrollments for Small Business QHP (direct enrolled) as reported by insurers to VHC. Dec. 2014 Individual QHP as reported by insurers to the Centers for Medicaid and Medicare Services (CMS). August 2015 Individual QHP as reported by insurers to VHC. Medicaid for Children and Adults (MCA) as reported by Vermont Health Connect and Vermont's legacy ACCESS system. MCA includes Dr. Dynasaur and CHIP but does not include Medicaid for the Aged, Blind, and Disabled (MABD).

OUTREACH & EDUCATION

Outreach and Education Program

- Health Insurance 101 Events
- Subsidy Estimator
- Full-Cost Individual Direct Enrollment
- #Bornin89

Health Insurance 101 Events

- **Canaan:** September 28, 5:30-7pm – [Alice M. Ward Memorial Library](#)
- **Newport:** October 3, 10:00-11:30am – [Goodrich Memorial Library](#)
- **Rutland:** October 6, 5:30-7pm – [Rutland Public Library](#)
- **Burlington:** October 7, 5:30-7pm – [Fletcher Free Library](#)
- **Essex:** October 8, 6:00-7:30pm – [Essex Free Library](#)
- **Lyndon:** October 13, 5:30-7pm – [Cobleigh Public Library](#)
- **Barton:** October 19, 5:30-7pm – [Jones Memorial Library](#)
- **Barre:** October 20, 5:30-7pm – [Aldrich Public Library](#)
- **Brattleboro:** October 21, 5:30-7pm – [Brooks Library](#)
- **Bennington:** October 22, 5:30-7pm – [Bennington Free Library](#)

Additional locations are being added. For details on upcoming events, visit VermontHealthConnect.gov or call 1-855-899-9600 (toll-free).

Stay connected with the latest news and updates through Facebook.com/VermontHealthConnect and Twitter.com/vthealthconnect.

OCTOBER MEAB PREVIEW

Next Meeting

- Customer Satisfaction Evaluation
- Open Enrollment Kick-off

Contact

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