

MEAB Dashboard - Vermont Health Connect Data

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Category				
New Vermont Health Connect Customers	Metric	Getting 2015 coverage - as of 2/15	as of 1/19	as of 12/31
	Vermonters who checked out a 2015 plan through VHC	Medicaid: 9,211 QHP: 6,211 Total: 15,422	Medicaid: 5,663 QHP: 3,791 Total: 9,454	Medicaid: 4,043 QHP: 2,823 Total: 6,881
	Percent who have paid initial premium	74% (as of 2/5)	71%	60%
	Vermonters with effectuated enrollment (health insurance coverage has been confirmed by the insurance issuer) through VHC	Medicaid: 8,233 QHP: 3,471 Total: 11,704	Medicaid: 5,475 QHP: 2,506 Total: 7,981	Medicaid: 3,873 QHP: 1,122 Total: 4,995
Renewing Vermont Health Connect Customers	Metric	Getting 2015 coverage - as of 2/15	as of 1/19	as of 12/31
	Vermonters who have been checked out in a 2015 plan through VHC	Medicaid: 4,517 QHP: 25,341 Total: 29,858	Medicaid: 3,264 QHP: 21,905 Total: 25,169	Medicaid: 2,746 QHP: 20,610 Total: 23,356
	Vermonters with effectuated enrollment (health insurance coverage has been confirmed by the insurance issuer) through VHC	Medicaid: 3,769 QHP: 20,442 Total: 24,211	Medicaid: 2,617 QHP: 17,951 Total: 20,568	Medicaid: 1,976 QHP: 10,568 Total: 12,544
QHP	Metric	2015	2014	
	Enrollments by metal level	Bronze 19% Silver 54% Gold 12% Platinum 14% Catastrophic 1%	Bronze 20% Silver 55% Gold 12% Platinum 13% Catastrophic 1%	
	Percent of VHC QHP enrollees eligible for premium subsidies	58%	64%	
	Percent of VHC QHP enrollees eligible for cost-sharing reductions (CSR)	51%	54%	
	Enrollments by metal level of CSR-eligible enrollees	Bronze 16% Silver 71% Gold 7% Platinum 6% Catastrophic 0%	Bronze 16% Silver 69% Gold 8% Platinum 7% Catastrophic 0%	
	Enrollments by metal level of non-CSR-eligible enrollees	Bronze 24% Silver 39% Gold 16% Platinum 20% Catastrophic 1%	Bronze 25% Silver 37% Gold 16% Platinum 20% Catastrophic 2%	
	APTC Subsidized (BCBSVT + MVP)	Total - 5,409 30 days - 2,449 60 days - 1,590 90 days - 1,370		
	Non-APTC enrollees payment past due*	Total - 2,149 30 days - 2,149 60 days - N/A 90 days - N/A		
	Scheduled for termination due to non-payment	APTC Subsidized - 1,081 Non-subsidized - 623 Total - 1,704		
Call Center	Metric	Jan. 2015	Month Before (Dec. 2014)	12 Mos. Before (Jan. 2014)
	Total Inbound Calls	42,395	41,157	41,065
	Answered Calls	41,979	40,765	38,826
	Abandon Rate	0.9%	0.9%	5.5%
	Calls answered in < 30 seconds	84%	87%	35%