

MEAB Dashboard - Vermont Health Connect Data

Category	MEAB Dashboard - Vermont Health Connect Data		
New Vermont Health Connect Customers	Metric	2015 coverage - as of 1/19	as of 12/31
	Vermonters who checked out a 2015 plan through VHC	Medicaid: 5,663 QHP: 3,791 Total: 9,454	Medicaid: 4,043 QHP: 2,823 Total: 6,881
	Percent who have paid initial premium	71%	60%
	Vermonters with effectuated enrollment (health insurance coverage has been confirmed by the insurance issuer) through VHC	Medicaid: 5,475 QHP: 2,506 Total: 7,981	Medicaid: 3,873 QHP: 1,122 Total: 4,995
Renewing Vermont Health Connect Customers	Metric	2015 coverage - as of 1/19	as of 12/31
	Vermonters who have been checked out in a 2015 plan through VHC	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: 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%
Call Center	Metric	Dec. 2014	Dec. 2013
	Total Inbound Calls	41,157	79,596
	Answered Calls	40,765	30,631
	Abandon Rate	0.9%	61.2%
	Calls answered in < 30 seconds	89%	12%