

MEAB Dashboard - Vermont Health Connect Data

Category	Metric	December	November	October	September	August	Year to Date	
Qualified Health Plans	Vermonters who chose a plan through VHC for following month	206	510	1,121	820	1,037	53,263	
	Vermonters enrolled through VHC	65	425	687	510	363	31,450	
	Enrollments by metal level	Cat.- 3 Bronze - 14 Silver - 28 Gold - 11 Platinum - 9	Cat.- 3 Bronze - 34 Silver - 87 Gold - 19 Platinum - 18	Cat.- 4 Bronze - 149 Silver- 394 Gold- 53 Platinum- 46	Cat.- 11 Bronze - 75 Silver- 164 Gold- 59 Platinum 46	Cat.- 12 Bronze- 73 Silver- 199 Gold- 47 Platinum- 32	Cat. - 182 Bronze - 5,943 Silver - 16,875 Gold - 3,681 Platinum - 4,098	
	Vermonters who paid for following month	152	203	688	440	518	32,792	
	Percent of total VHC QHP enrollees receiving premium subsidies	55%	62%	64%	64%	64%	63%	
	APTC enrollees in 90 day grace period*	Total – 2,098 30 days – 1,869 60 days – 93 90 days – 136	Total – 1,113 30 days – 499 60 days – 274 90 days – 340	Total – 2,274, 30 days – 1,586 60 days – 383 90 days – 305	Total - 3,000 30 days - 2,068 60 days - 468 90 days - 464	Total -5,354 30 days -4,625 60 days-389 90 days- 340	N/A	
	Non-APTC enrollees payment past due*	623	494	190	1,615	2,389	N/A	
	Enrollees terminated for non-payment for stated time period	110	501	313	700	268	N/A	
	Shell Cases (BCBS only)	1	56	142	180	N/A	N/A	
MCA/Medicaid	Enrollments in reporting month	1,492	770	918	161	6,677	N/A	
	Enrollees who used VHC to renew Medicaid or Dr. Dynsaur coverage	N/A	N/A	N/A	N/A	3,172	15,837	
	Enrollments through VHC to date***	74,013	72,270	71,126	69,162	65,141	74,013	
	Vermonters who automatically transitioned from VHAP/CHAP to Medicaid 1/1	N/A	N/A	N/A	N/A	N/A	33,549	
Call Center	Calls to date	527,769	497,633	478,700	426,868	403,155	N/A	
	Calls offered in reporting month	30,136	34,743	51,832	35,316	54,260	N/A	
	Average wait time (minutes)	0.53	0.16	0.15	0.28	3.22	N/A	
	Average length of call (minutes)	9.96	8.89	8.76	10.17	12.86	N/A	
	Abandonment rate	1.51%	0.39%	0.49%	1.56%	10.24%	N/A	
	Percentage of calls answered in 24 seconds	91.25%	98.02%	98.57%	93.54%	53.61%	N/A	

*Disclaimer: The above information is based on data communicated to BCBSVT by VHC. BCBSVT cannot ensure the accuracy of that data.

***This does not include the approximately 33,500 Vermonters who were automatically transitioned from VHAP or Catamount to Medicaid in January of 2014.