

Vermont Health Connect

*Update for Medicaid Exchange Advisory Board
June 22, 2015*

Prepared by:

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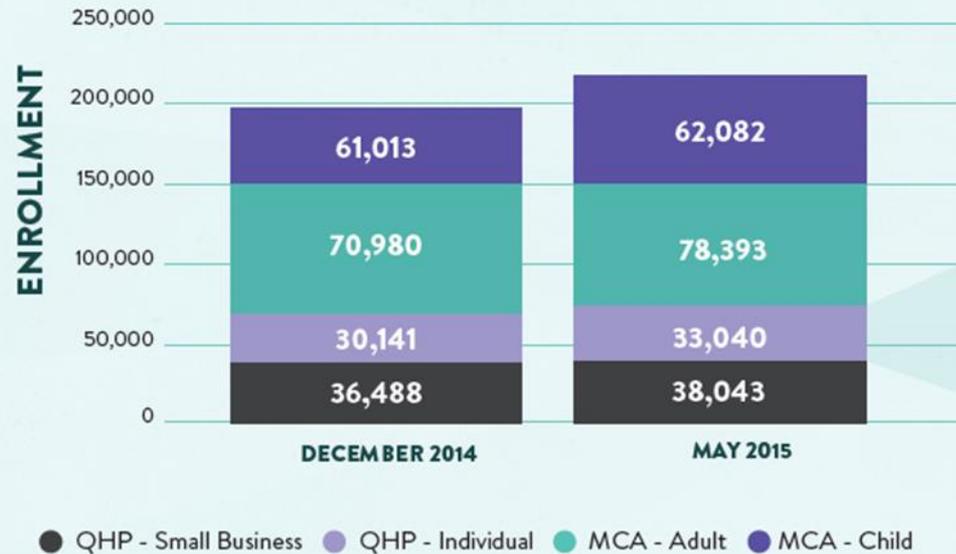
Overview

- Lives Covered
- Dunning and Terminations
- Call Center and Customer Service
- Change of Circumstance Updates
- Legacy Medicaid Renewals
- Federal Poverty Level and Eligibility

Lives Covered

Lives Covered in Vermont

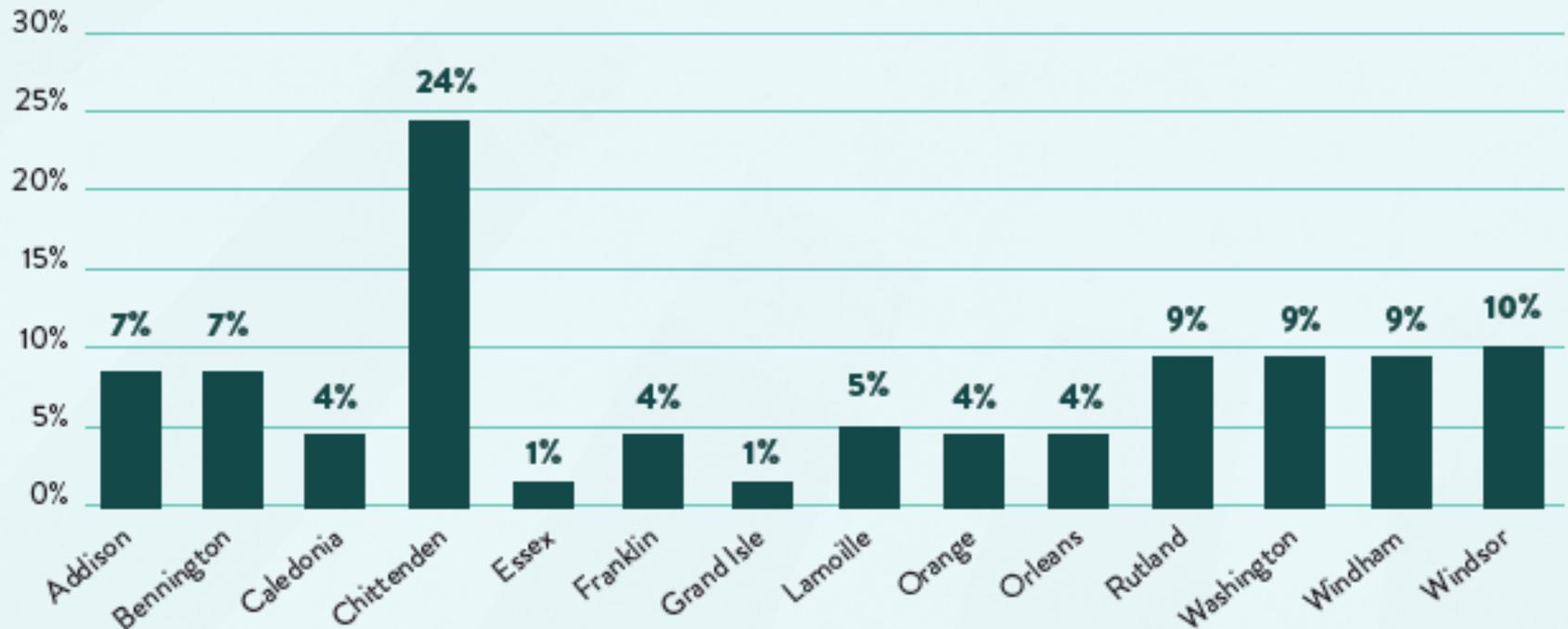
INDIVIDUALS ENROLLED IN QUALIFIED HEALTH PLANS (QHP) OR MEDICAID FOR CHILDREN AND ADULTS (MCA)



Note: Effectuated enrollments for Small Business QHP (direct enrolled) as reported by insurers to VHC. Dec. 2014 Individual QHP as reported by insurers to Center for Medicaid and Medicare Services (CMS). May 2015 Individual QHP as reported by VHC to CMS. 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).

Lives Covered

Individual QHP Population by County

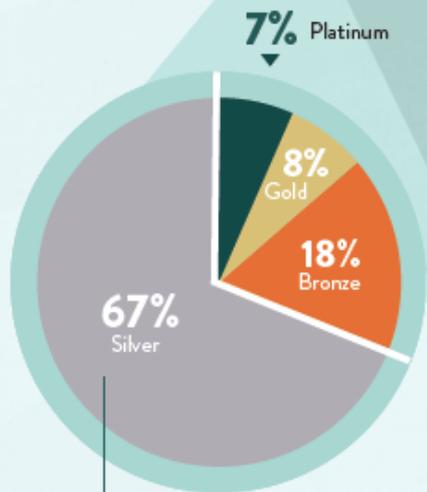


as of 5/27/2015

Lives Covered

WHO'S RECEIVING FINANCIAL HELP TO PURCHASE QHPS AND WHAT ARE THEY PAYING FOR HEALTH CARE?

PLAN SELECTION



**PLAN SELECTION
AMONG INDIVIDUALS
ELIGIBLE FOR
COST-SHARING REDUCTION**

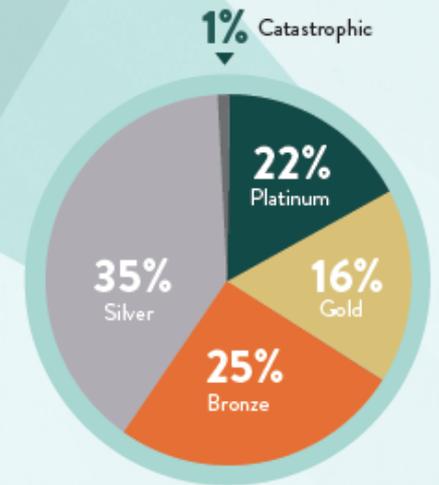
PREMIUM



**MONTHLY PREMIUM FOR
MOST COMMON SILVER PLAN***

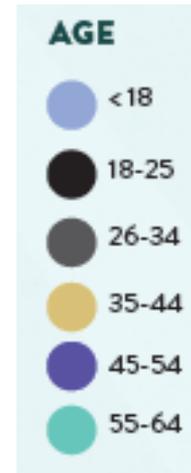
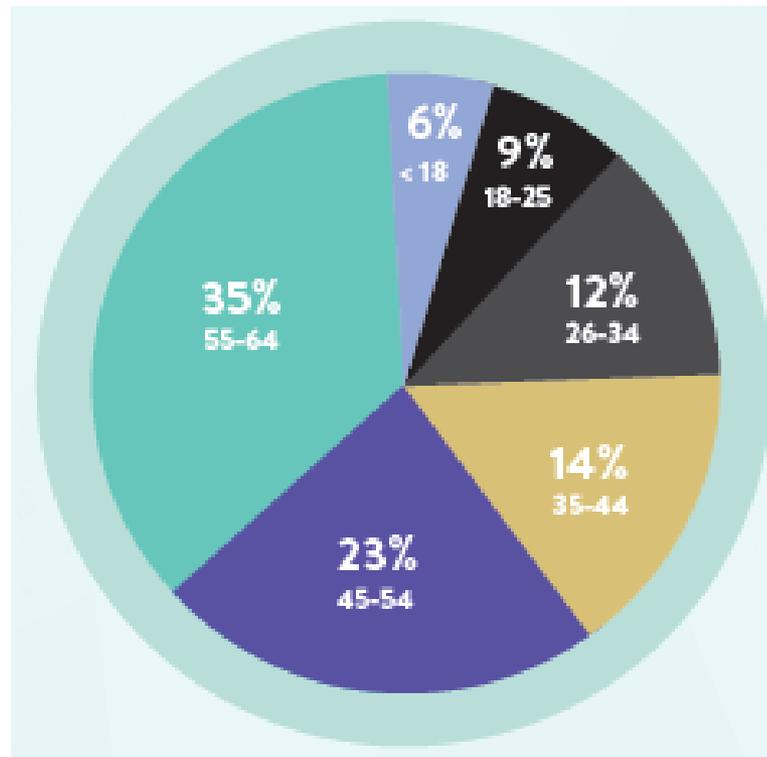


PLAN SELECTION



**PLAN SELECTION
AMONG INDIVIDUALS
NOT-ELIGIBLE FOR
COST-SHARING REDUCTIONS**

Lives Covered: QHP Age Breakdown



Dunning and Terminations

Carrier Dunning & Terminations: Combined for All Carriers

Non- APTC	30 Days Overdue	2,518
	Terminations	399
Subsidized	30 Days Overdue	3,791
	60 Days Overdue	675
	90 Days Overdue	822
	Terminations	147

Call Center and Customer Service

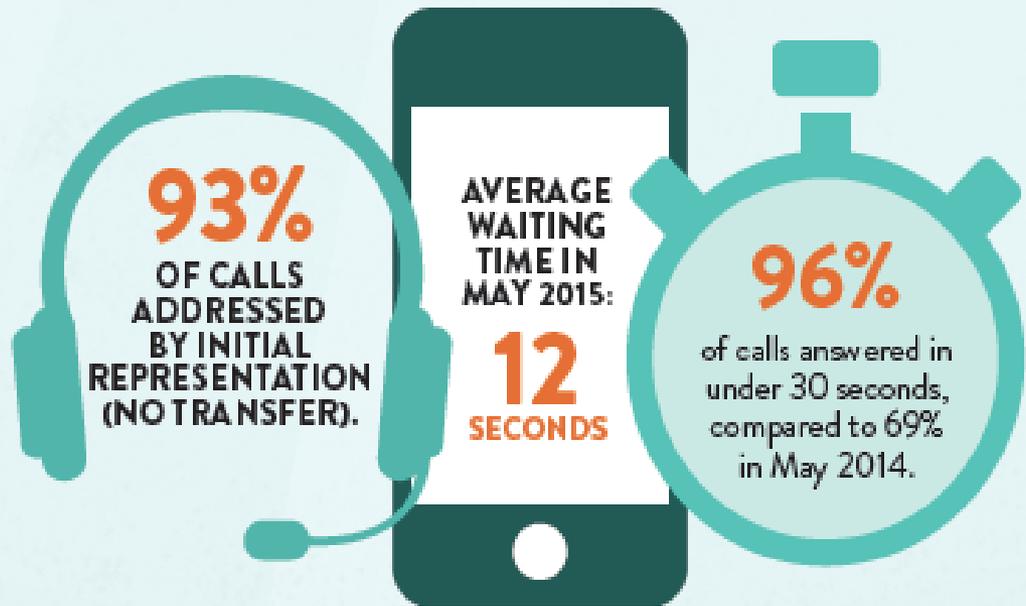
Call Center and Website Performance

ONLINE



*Percentage of time web portal was up and running outside of scheduled maintenance period.

BY PHONE



Call Center Stats

- Total Calls Offered: 26,970
- Average Time to Answer: Just over 12 seconds
- Average Call Length: 10 minutes
- Abandonment Rate: <1%
- % Calls Answered within 24 Seconds: ~95%
- Year-to-Date Calls Offered: 181,086

Change Requests

Change Requests

- Vermont Health Connect's first milestone met: delivery of back-end functionality for processing changes more quickly
- The primary goal now is to eliminate this backlog as quickly and accurately as possible and meet service targets by October
 - Progress so far: Reduced from 10,200 households in queue before June 1 to 8,600 as of June 18

Change Requests

- Now in a ramping up period: staff simultaneously training, working in new system and validating new business processes. In days and weeks ahead, customers will see growing impacts of improved functionality.
- Access to Care procedures are in effect where needed
- System settings are modified and corrected as needs arise and are identified

i.e.: Date populating changed during the update, which caused problems selecting plans during SEP. Assisters and CSR alike found the problem, logged tickets, and now this is fixed.

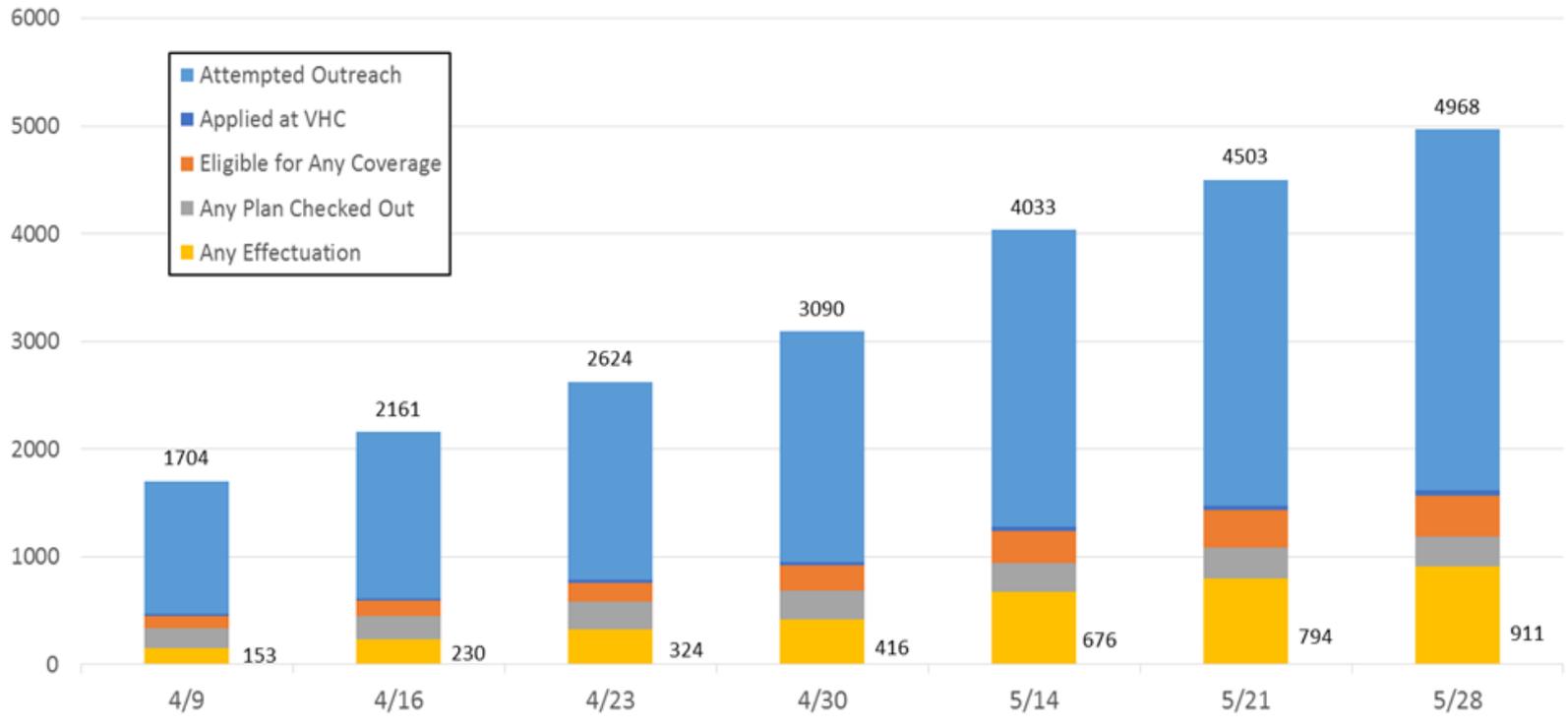
Change Requests

- Looking forward to continued speed and efficiency
- Positive downstream impacts anticipated moving forward

Legacy Medicaid Renewals

Legacy Medicaid Renewals

Legacy Medicaid Renewals
Outreach Status by Number of Individuals



Legacy Medicaid Renewals

- Nearly 20% of outreached folks enrolled
- Nearly a third of outreached cases completed application by end of May
- State staff have been closing customer cases:
 - for those who ask for Medicaid to be closed
 - when customers' outreach letters are returned with no forwarding address.
- Staff is communicating with the Center for Medicaid and Medicare Services (CMS) to discuss closing customers who haven't responded to outreach attempts

Federal Poverty Limits

FPL and Eligibility Updates

2015 FPL implemented June 17, 2015

Guest Speaker:

Howard Palotta, Counsel for Vermont Health Connect

- 2015 FPL Implementation
- 2016 Benchmark Plan

Contact Us

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