

**MEAB Dashboard - Vermont Health Connect Data**

Category	Metric	May 2014 Report
Qualified Health Plans	Vermonters who <b>chose a plan</b> through VHC in April (for May start coverage)	3,798
	Vermonters who <b>chose a plan</b> through VHC to date	34,483
	Vermonters who <b>paid</b> through April (for May start coverage)	2,696
	Vermonters who <b>paid</b> to date	30,803
	Vermonters <b>enrolled</b> through VHC in April (for May start coverage)	1,918
	Vermonters <b>enrolled</b> through VHC to date	27,549
	Vermonters enrolled in VHC plans through insurance carriers to date	33,614
	Percent of VHC enrollees receiving premium subsidies and additional state support	67%
	Enrollees in 90 day grace period*	Total - 2,605 30 days- 2,302(BCBSVT only) 60 days- 190 (BCBSVT only) 90 days- 113 (BCBSVT only)
	Enrollees terminated	BCBSVT & MVP - 90 NEDD - 55
Enrollments by metal level	Cat.- 58 Bronze- 562 Silver- 985 Gold- 148 Platinum- 165	
MCA Medicaid	Enrollments in April	3,300
	Enrollments to date	35,912
	Enrollees who used VHC to renew Medicaid or Dr. Dynsaur coverage in April	N/A
	Enrollees who were formerly on CHAP or VHAP	9,995
Call Center	Calls to date	14,135
	Calls in April	50,694
	Average wait time in April (minutes)	1.1
	Average length of call in April (minutes)	11.0
	Abandonment rate in April	7.9%
	Percentage of calls answered in 30 seconds	77%
	Consumer satisfaction report from April	98.72%**

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

*\*\*Of the 770 GMC callers who participated in the Customer Satisfaction Survey in April, 98.72% said they were very satisfied, mostly satisfied, or satisfied with the overall quality of service they received; 96.99% of the 1,031 VHC callers opting to participate in the survey said they were very satisfied, mostly satisfied, or satisfied with the overall quality of service they received.*