

MEAB Dashboard

Category	Metric	Monthly Result		Goal or Standard
		BCBSVT	MVP	
Qualified Health Plans	# of enrollees with plan chosen (by month and YTD)	10,665 / 29,181	1,571 / 4,761	
	# of enrollees with payment made (by month and YTD)	9,064 / 24,523	1,182 / 3,270	
	# of enrollees enacted (by month and YTD)	7,434 / 21,835	1,067 / 2,958	
	% of enrollees receiving premium subsidies and additional state support	42%	46%	
	# of enrollees with 90-day grace period	12,638	1,931	
	# of enrollees/accounts terminated	216	42	
	Enrollment by Bronze	1,169	674	
	Enrollment by Silver	4,144	286	
	Enrollment by Gold	1,026	15	
	Enrollment by Platinum	1,059	43	
Call Center	Total calls	71,258		
	Wait times per consumer (minutes)	7.9		
	Length of call (minutes)	13.0		
	Abandonment rate	25%		
	Percentage of calls answered in 30 seconds	41%		Less than 5%
	Consumer satisfaction	n/a		70% in 24 sec.
Medicaid	Enrollees and covered lives (by month)	6,576		
	# of enrollees who were formerly VHAP, Catamount	33,188 automatically transitioned; 3,826 through VHC		

Other Considerations

- ages of enrollees or breakout by enrollee age categories (like 18-30,31-50,51-64)
- # of those that have change of circumstances
- # of people who were Catamount/VHAP and are NOT enrolled in a QHP through VHC
- breakout on APTC premium subsidies, state subsidies, and cost sharing subsidies
- # of enrollees with employer coverage vs individual coverage
- eligibility factors handled by call center vs HAEU (10% of calls go to HAEU?)