

Vermont Health Connect Update

MEAB, November 4, 2013

Agenda

- New Enrollment Options
- VHAP and Catamount Transition Update
- Vermont Health Connect Numbers
- Outreach & Education

New Enrollment Options



Find the plan that's right for you.

New Options for Vermonters

- Vermonters with health coverage that expires on December 31, 2013 have new options:
 - Small businesses and individuals may extend their current coverage through March 2014 and enroll for April 1 coverage through Vermont Health Connect
 - Small businesses may direct enroll in a Vermont Health Connect Plan with either BCBS or MVP for 2014
- All individual/family and small group plans will transition to VHC plans by April of 2014

New Options for Vermonters

- Vermonters with VHAP and Catamount who will transition to a QHP
 - These Vermonters can still enroll in a QHP with subsidies through the Vermont Health Connect channels by December 31.
 - Plans for those that do not transition by December 31 will be extended up to March 31.
 - Must transition to a QHP April 1 coverage.

New Options for Vermonters

- Small Businesses (and their employees)
 - Small Businesses are encouraged to enroll online, by phone or through an assister for January coverage.
 - For those that want additional time, they may choose to extend their current plans through March 31.
 - Small Businesses may opt to enroll in the Vermont Health Connect plan for 2014 directly through a carrier.

Key difference between options

Online, by phone or through assister:

- Employers can offer full choice of plans to employees and still get one invoice
- Invoicing and enrollment facilitated by VHC

Direct Carrier enrollment:

- Invoicing and enrollment facilitated by carriers
- Employees limited to single carrier/employer choice
- Employers can be automatically enrolled in VHC plan most similar to current plan

New Options for Vermonters

More information needed. Meetings this week with DVHA/DFR/carriers to:

- Finalize extension parameters
- Review any special circumstances
- Define noticing timelines
- Provide information to further operationalize new options
- Develop process for Broker payment and small business access to financial assistance

VHAP and Catamount Transition Update

VHAP and Catamount Outreach

- Transition outreach notices
 - Were set to mail this week
 - New notices being prepared to address new options
 - Notices will begin mailing second week in November
- Direct Outreach
 - Calls will be made to all >138 FPL who have not made a QHP choice by 12/1
 - Customer Support team working together to determine best approach

Vermont Health Connect Numbers

Web Visits (as of 11/4)

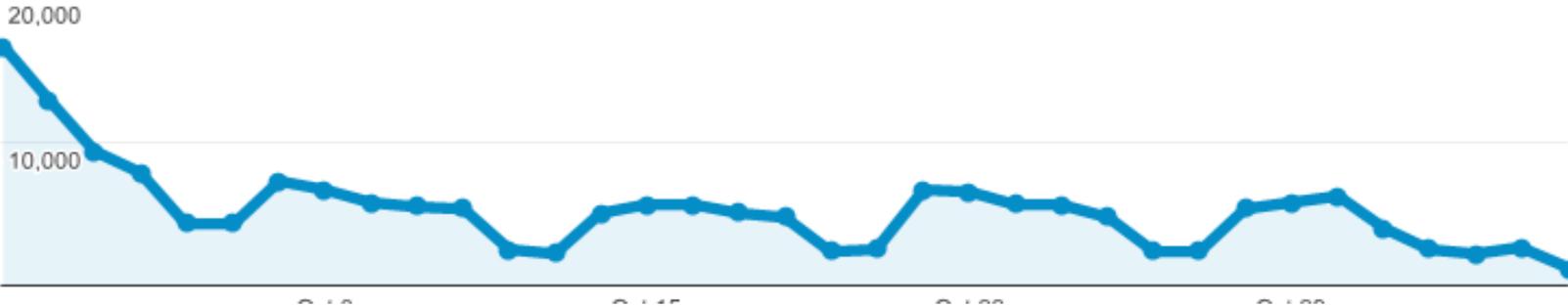
- 187,762 Visits (58% from Vermont)
- 112,494 Unique Visitors
- 1,200,000 Page Views

Overview

Visits vs. Select a metric

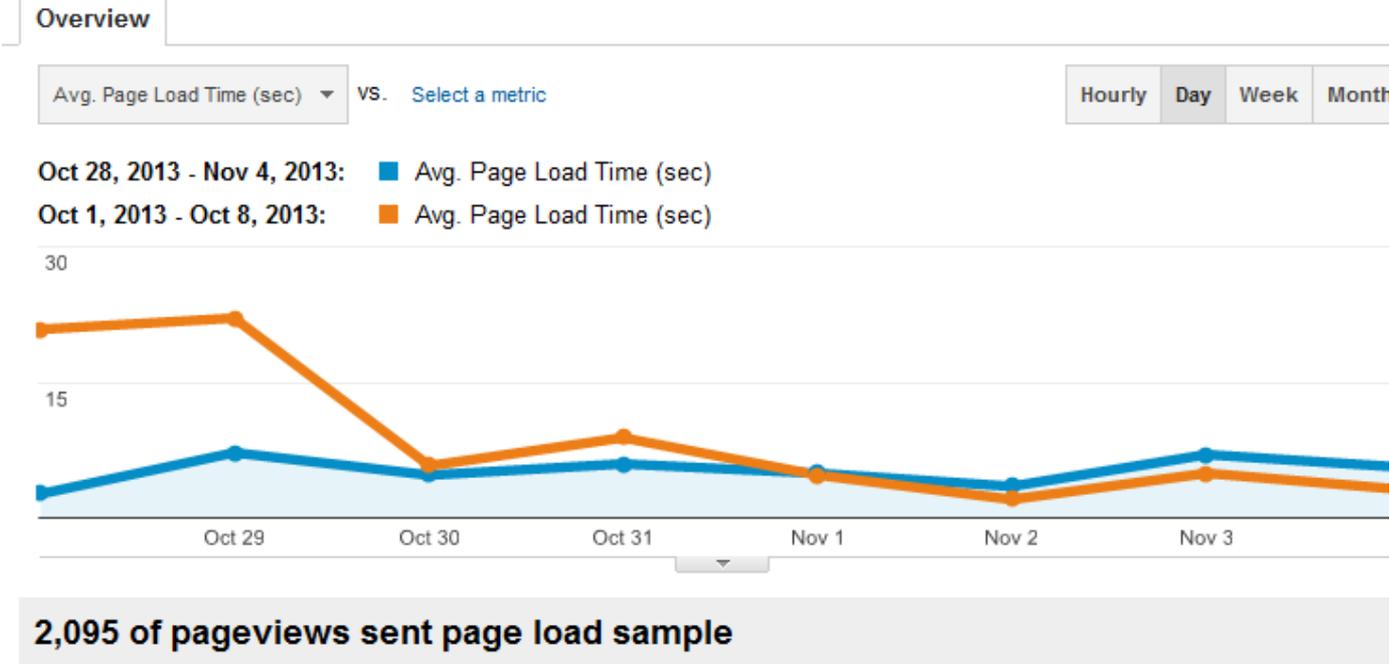
Hourly Day Week Month

Visits



Page Load Times

- 50% improvement in page load times between week 1 and week 4



Avg. Page Load Time (sec)
-49.50%
5.81 vs 11.51

Avg. Redirection Time (sec)
-89.89%
0.15 vs 1.44

Avg. Domain Lookup Time (sec)
-49.91%
0.00 vs 0.00

Application Activity (as of 11/4)

- Accounts Created: 11,074
- Applications Initiated: 6,374
- Number of individual applicants (within the above applications): 10, 154
- Applications submitted: 4,311
- Plans Selected: 2,767

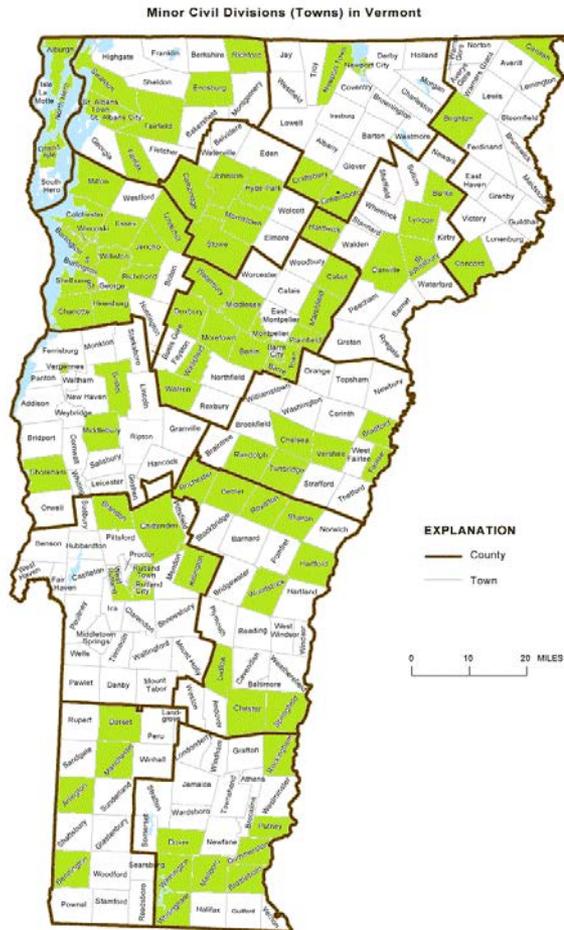
System Update

Outreach & Education

Partnerships

- Moving partnerships forward with:
 - Comcast
 - Kinney Drugs
 - Vermont Libraries
 - Vermont hospitals and DHMC
 - Department of Education (with VDH Liaison)

VHC Events as of November 4



- Small business and Individual & Family events have been held in every county.
- Partnering with Kinney Drugs to hold events in pharmacies across the state. Locations and dates TBA.
- VPIRG organizing a campus tour to outreach to ‘invincibles.’
- Plan to target outreach to farmers through UVM extension farms and producer associations.
- Navigators partnering with libraries to hold enrollment events across the state.

Statewide Enrollment Events November 9

Caledonia

- Caledonia Home Health and Hospice, St. Johnsbury, 10am-1pm. Health screening, refreshments, health fair and a stop in by Governor Shumlin.

Chittenden

- Community Health Centers of Burlington, Burlington, 8:30am-12pm. Walk in or by appointment.

Lamoille

- Community Health Centers of the Lamoille Valley, Stowe, 9am-1pm. By appointment only.

Rutland

- Community Health Centers of the Rutland Region, Rutland, 9am-1pm. Drop in help.

Windsor

- VCCU Good Neighbor Health Clinic navigators will be on hand at Wilder Center, Wilder to answer questions at *Music is Medicine* from 5:30pm to 9pm.

Washington

- The Health Center, Plainfield, 9am-12pm. By appointment.

Orange

- Little Rivers Health Care, Bradford, 10am-2pm. By appointment.

Windham

- VCCU Putney Family Services/Putney Walk in Clinic, Putney, 9am-12pm. By appointment.

Assister Enrollment Support

- Instant Updates
- Training Alerts
- On-line Navigator forum
- One on One website training with VHC and Contractor staff
- ~Weekly Conference Calls with Deputy Commissioner