

Vermont Health Connect

Medicaid and Exchange Advisory Board
February 2014

Overview

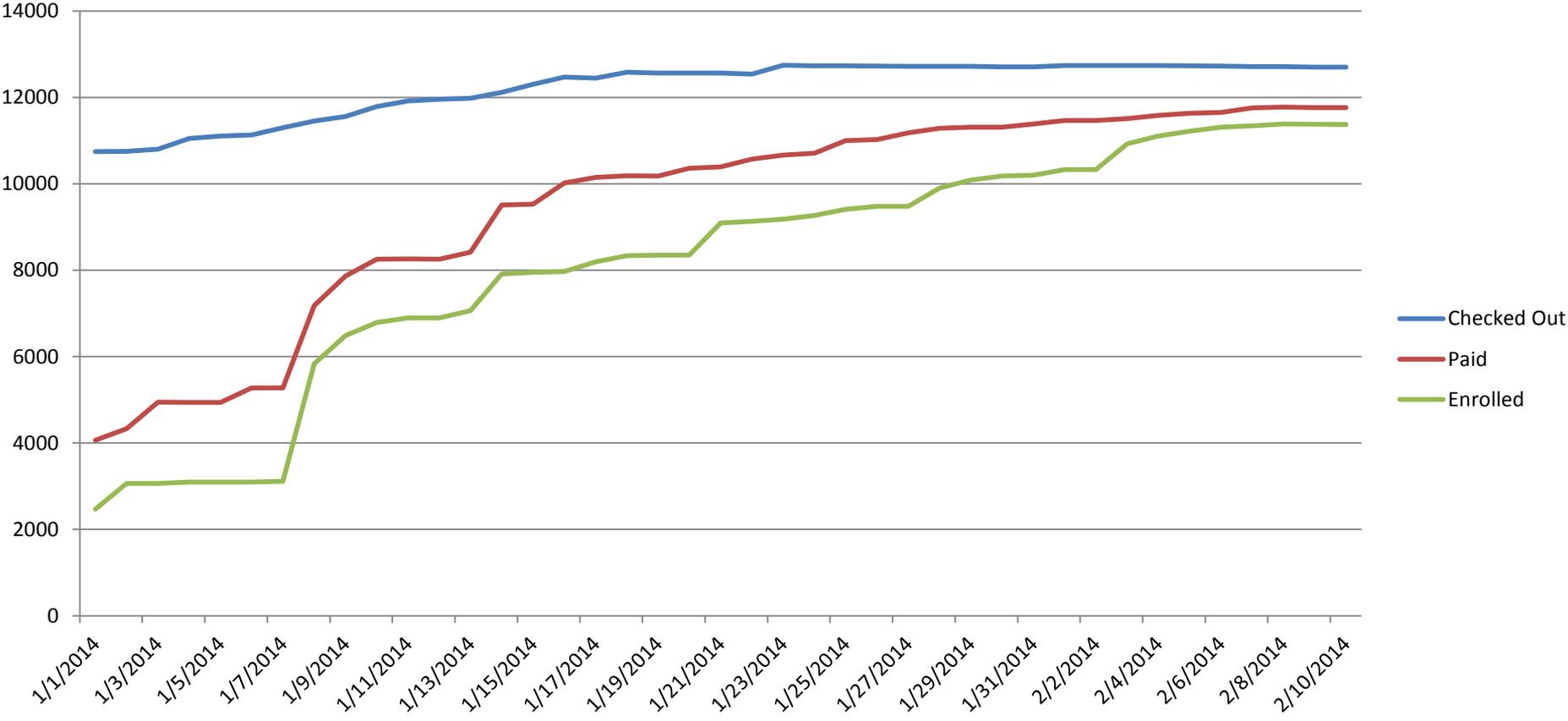
- Data
- Customer Support Center Improvements
- 2015 QHPs Follow Up
- CGI Contract
- Outreach & Enrollment Plans

VHC Data

Data for January 1 Coverage Effective Date (as of 2.10.14)

	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
QHP	12,682	11,659	11,365
Medicaid	12,321	N/A	11,724
Total	25,003	11,659	23,089

Status of QHPs with January 1 Effective Date



January – March Coverage Data (as of 2.10.14)

	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Qualified Health Plans			
January Start	12,682	11,659	11,365
February Start	1,953	1,545	1,406
March Start	2,271	310	199
Medicaid			
January Start	12,321	N/A	11,724
February Start	952	N/A	876
Total	30,179	13,514	25,570

Eligibility- # of Individuals (as of 2.6.14)

- Eligible for QHP Financial Assistance: 14,462
 - APTC Only: 18%
 - APTC & CSR: 82%

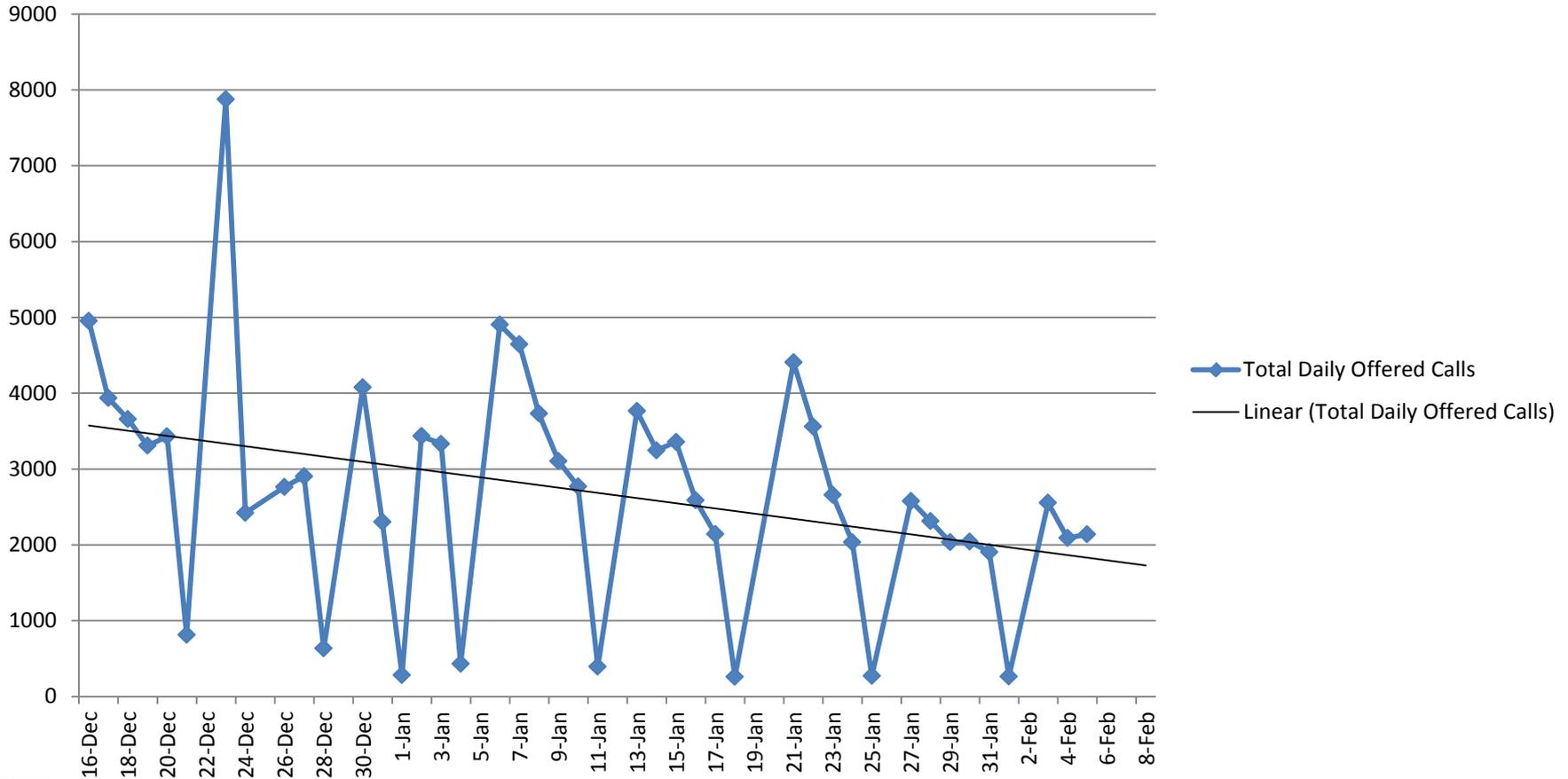
Assisted Applications

- Broker: 413
- Navigator: 3484

Customer Support Center

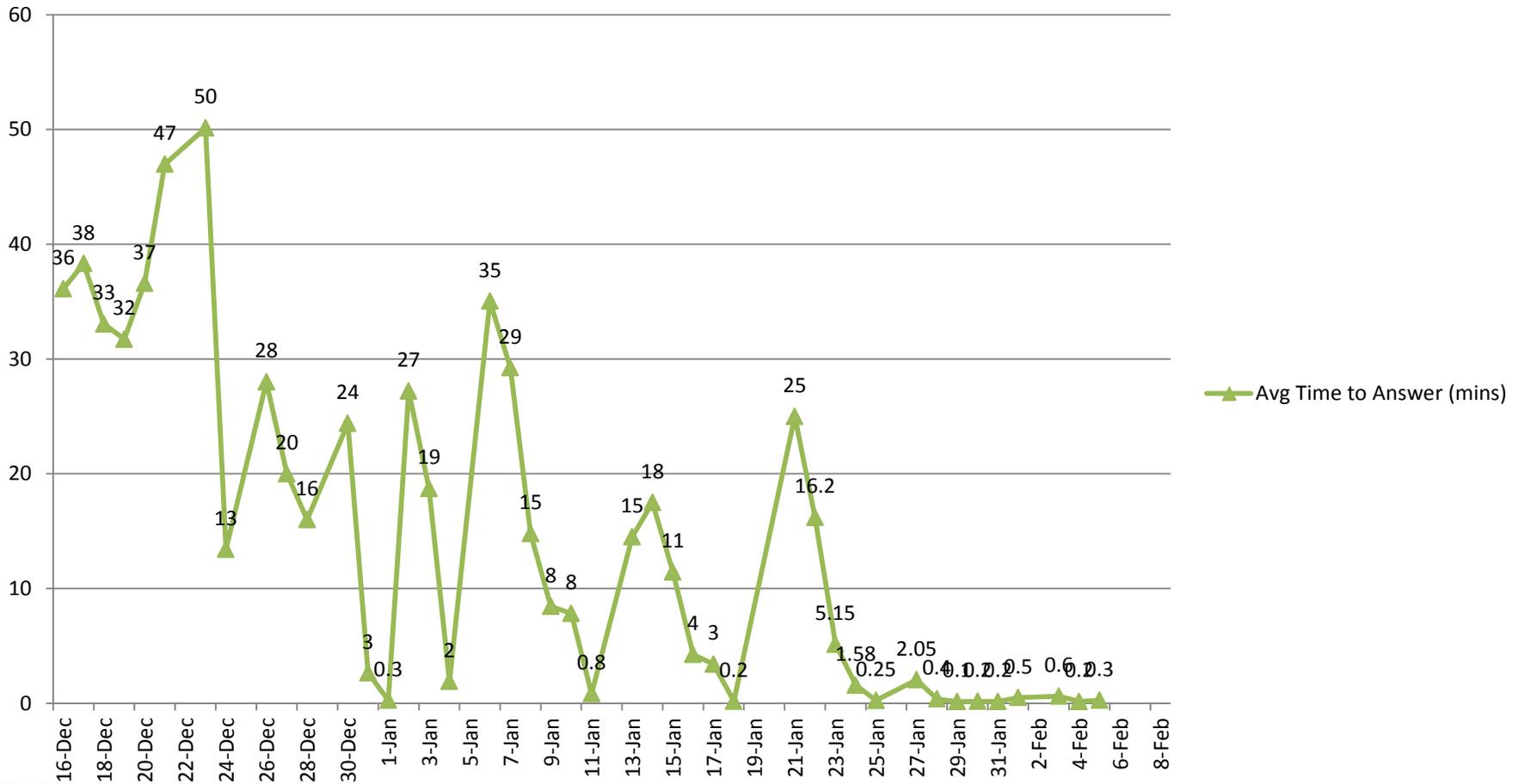
Customer Support Center

Total Daily Offered Calls



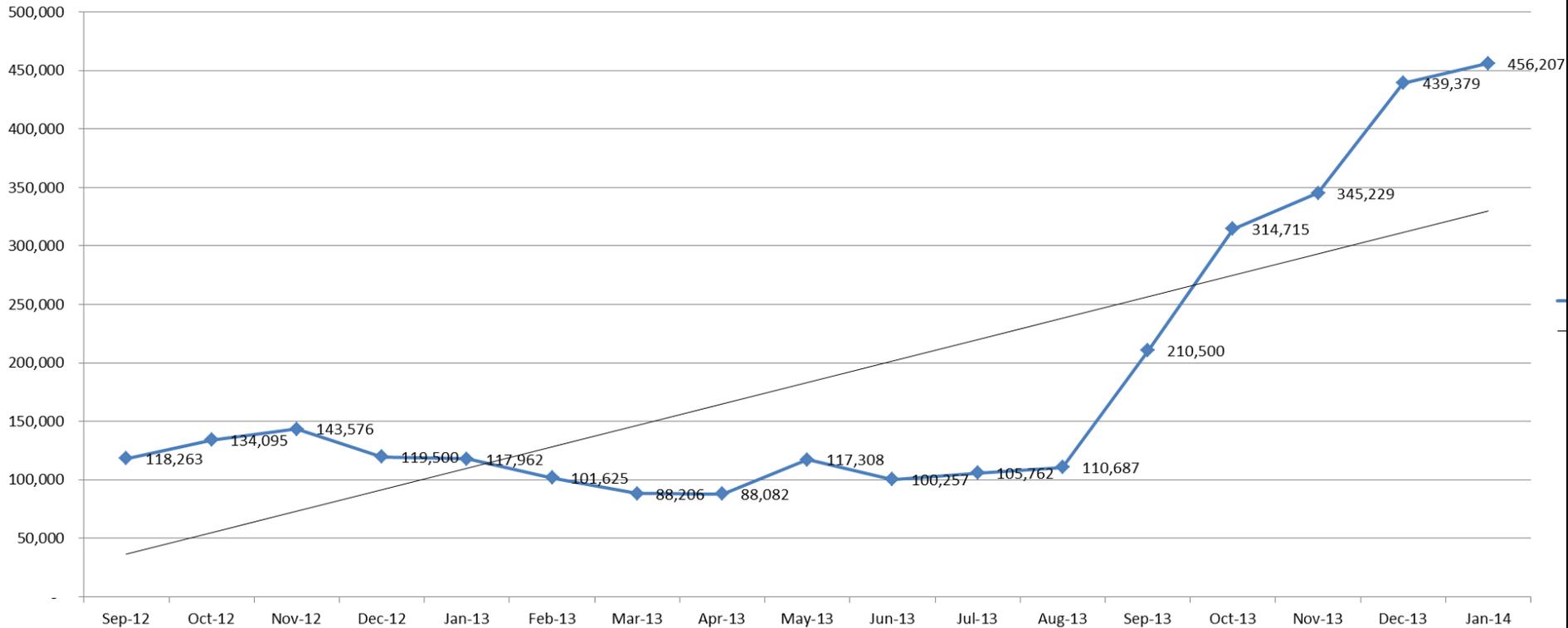
Customer Support Center

Avg Time to Answer (mins)



Customer Support Center

Monthly Talk Minutes 2012-2013



Operations

Operations Status

- Change of circumstance
- Notices
- Premium processing
- Invoices

2015 Qualified Health Plans

2015 Plan Design Adjustment Board Request

- No cost-sharing for Class I (basic) pediatric oral health essential health benefits
 - Class I are basic services: screenings, exams, x-rays, and cleanings
 - No co-insurance, and no co-pay after deductible is met
 - Deductible would apply on plans which are Health Savings Account qualified under IRS regulations in order to keep their tax advantage status

2015 Plan Design Adjustment

- Lower the medical deductible on the Standard Platinum plan from \$150 to \$100
 - This is an increase in benefit that is necessary in order to meet the federal AV requirement for platinum level plans

2015 Plan Design Adjustment

- Lower the medical deductible of the Standard Silver CSR variation from \$750 to \$600
 - These plans are available to individuals with income from 150%-200%FPL who have selected a Silver Plan
 - 150%-200%FPL is \$17,235 - \$22,980 annually
 - This is an increase in benefit necessary in order to meet the federal AV requirement for CSR 87% plans

CGI Contract

CGI Contract

CGI CONTRACT BY AMENDMENT	Execution Date	Amendment Amount	Total Contract Maximum Amount
CGI Base Agreement -Master Services Agreement -SOW 1: VHC Scope	12/13/2012	N/A	\$ 42,470,347.00
CGI Amendment 1 -Amended SOW 1 & Exhibits	2/28/2013	\$27,141,068.00	\$ 69,611,415.00
CGI Amendment 2 -SOW 2: Benaissance -SOW 3: ACCESS Integration	5/1/2013	\$21,459,284.64	\$91,070,699.64
CGI Amendment 3 -SOW 4: Hosting -Amended SOW 1 & Exhibits	8/12/2013	\$(7,401,444.87)	\$83,669,254.77

CGI Contract

CGI CONTRACT BY SOW	Execution Date	Total Amount	Amount Paid
SOW 1	12/13/2012	\$32,136,258.00	\$5,690,239.58
SOW 2	5/1/2013	\$2,622,634.64	\$448,470.52
SOW 3	5/1/2013	\$18,836,650.00	\$3,674,180.00
SOW 4	8/12/2013	\$30,073,712.13	\$9,484,581.48
TOTAL AMOUNT PAID TO DATE			\$19,297,471.58

Outreach & Enrollment

Outreach to Catamount/VHAP Beneficiaries

Direct Outreach	
Activity	Timeframe
Phone Outreach Phase I Objective: Encourage enrollment (on own or through assistance channel) via targeted phone calls	Begins February 16th
Navigator Library Tour Objective: Hold application support “office hours” in libraries throughout Vermont -Events confirmed in at least 32 libraries across Chittenden, Addison, Orleans, Franklin, Caledonia and Washington Counties. More to come!	January – March
Targeted Emails Objective: Email those who have not finalized plan selection with information about the deadline, how to enroll and how to find assistance	Ongoing through February
Mailed Transition Notices Objective: Inform beneficiaries about sun-setting plans and ways to enroll through VHC, including local Navigator information	Early – February & Early – March

Outreach to Catamount/VHAP Beneficiaries

Direct Outreach	
Activity	Timeframe
<p>Navigator Webinar & Summit Objective: Continue training to ensure Navigators successfully focus on Catamount/VHAP beneficiaries and sole-proprietors during this period</p>	January 23; February 20
<p>Host Enrollment Events Events will be held in areas with the largest need – Chittenden, Rutland, Washington and Windham</p> <ul style="list-style-type: none"> -Events in Essex and Rutland 2/8 -Event in Brattleboro 2/15 -Event in Waitsfield 3/6 -More events in planning stages for 2/22-3/15 	February & March
<p>Phone Outreach Phase II Objective: Directly call those who have not completed their application to expedite plan selection and enrollment</p>	Late-February – March

Outreach to Catamount/VHAP Beneficiaries

Indirect Outreach	
Activity	Timeframe
Digital and Traditional Media Advertising (online ads, social media, etc.) Objective: Garner interest and understanding through popular media channels	February – March
Live Radio Reads Announcing Enrollment Events Objective: Reach eligible groups through radio reads, which have proven effective	February – March

Postcard Sent to VHAP/Catamount Beneficiaries



Find the plan that's right for you.

Is your health plan ending?

Join us this Saturday in Rutland!

If your current health insurance plan ends March 31st, now is the time to find a new plan. March 15th is the deadline to select a health plan that will start on April 1st.

Avoid the March rush and check "getting health insurance" off your to-do list this Saturday. Certified Navigators will be on hand to help you access financial help, compare health plan options, and sign up.

When?

Saturday,
February 8,
9am – 2pm

Where?

Rutland Regional Medical Center,
CVPS/Leahy Community Health Education
Center, 160 Allen St., Rutland

www.VermontHealthConnect.gov / 855-899-9600

Mailed with VHAP/Catamount Notices



How to Find In-Person Help – Navigators and Brokers

Do you prefer real people to websites and telephones? More than 300 trained Navigators and brokers are ready to support you in learning about new health care options. These Assistants can help you find a health plan that meets your needs and budget, complete an application, and, if you qualify, access financial help.

This brochure lists contact information for the Navigator Organizations that provide assistance in each of Vermont's 14 counties. To find a registered broker, please view our directory and map at <http://info.healthconnect.vermont.gov/find> or call us toll-free at 1-855-899-9600.

ADDISON

Addison County Chamber of Commerce
93 Court St., Middlebury
802-388-7951

Blueprint Community Health Team
108 Porter Dr., Middlebury
802-388-5625

Champlain Valley Office of Economic Opportunity
700 Exchange St., #107, Middlebury
802-388-2285

Open Door Clinic
100 Porter Dr., Middlebury
802-388-0137

BENNINGTON

Bennington Chamber of Commerce
100 Veterans Memorial Dr., Bennington
802-447-3311

Bennington Free Clinic
601 Main St., Bennington
802-379-0149

Blueprint Community Health Team
100 Hospital Dr., Bennington
802-440-8013

Community Action in Southwestern VT (BROC)
332 Orchard Rd., Bennington
802-447-7515

CALEDONIA

Blueprint Community Health Team
55 Sherman Dr., St. Johnsbury
802-748-7526

Northeast Kingdom Chamber of Commerce
2000 Memorial Dr., St. Johnsbury
802-748-3678

Northeast Kingdom Community Action (NEKCA)
115 Lincoln St., St. Johnsbury
802-748-6040

Planned Parenthood of Northern New England
501 Portland St., St. Johnsbury
802-751-7821

Vermont Campaign for Health Care Security
Walden
802-563-2046

CHITTENDEN

Association of Africans Living in Vermont
20 Allen St., Burlington
802-985-3106

Blueprint Community Health Team
128 Lakeside Ave., #106, Burlington
802-847-1601

Champlain Valley Office of Economic Opportunity
255 S. Champlain St., #9, Burlington
802-860-1417 x115

Community Health Centers of Burlington
617 Riverside Ave., Burlington
802-264-8124

Fletcher Allen Health Assistance Program
128 Lakeside Ave., #106, Burlington
802-847-6984

Lake Champlain Lifelong Learning Fund (Chamber of Commerce)
60 Main St., #100, Burlington
802-863-3489



TIPS: USING VERMONTHEALTHCONNECT.GOV TO FIND A HEALTH PLAN

For those who do not get health insurance through a job, Vermont Health Connect is a new way to find and compare health coverage options and, for many, to get financial help to make coverage more affordable.

Vermont Health Connect is available online, by phone or through in-person assistance. If you're using www.VermontHealthConnect.gov to find the plan that's right for you and your family, here are a few tips that can help you along the way.

1. One of the first things you will do after you register your account is provide information about you and your family members. Make sure to include everyone who lives in your household, even if they do not need a health plan through Vermont Health Connect. To add a family member, click the **ADD** button before you hit **Next**.

2. Financial help is available to thousands of Vermonters to help make health coverage more affordable. The amount of financial help you can get is based on your income, which is why you may be asked specific questions about what you earn. To provide your current income, make sure to click the **ADD** button and write in your income. If you have questions about this section of the application, please call the toll-free Customer Support Center at 855-899-9600, email us at vhealthconnect@state.vt.us or consult a tax professional.

3. In order to be eligible for financial help, you cannot currently be offered affordable health insurance from another source such as a job or Medicare. You will be asked about coverage for members of your family. Answer this question about the time period your new Vermont Health Connect health plan will cover. For example, if you're currently on Catamount or VHAP you would answer 'no' because you're looking for a plan that starts after your current plan ends.

4. After you have entered your information, compared plan options, and selected the plan that is best for you, the final step is to confirm your plan selection. To do this, first select **Enroll**. Then, you will be taken to a page to confirm your selection. Review this information, scroll to the bottom of the screen, sign your name in the box, and select **Continue**. Follow the prompts through all of the confirmation pages. Select **Continue** to return to your Self Service page after you have reviewed your confirmation.



New Partnerships

Tax Professionals

- FAQ sent out via NATP and Vermont Tax Practitioner's Association networks and all Tax Professionals registered through the PTIN directory
- Outreach to Tax Aid Sites organized by the United Way and CAP Agencies
- Some Tax Aid sites are partnering with Navigators to enroll low-income Vermonters (more details after 2/8)

UVM Extension and Agency of Agriculture

- Attending Producer Meetings and Conferences
- Developing FAQ and email blast for farmers with UVM Extension and Addison Chamber
- Special Enrollment Days targeted to Farmers March 3rd and 4th in Addison County and Franklin County
- Navigators attended Vermont Farm Show in a booth hosted by the Agency of Agriculture