

Vermont Health Connect Open Enrollment and Renewal Update

The following numbers are up-to-date as of 11:59pm Thursday, December 11, 2014.

Renewals: 21,788 individuals have been checked out into 2015 health plans.

New to Vermont Health Connect: 4,079 individuals have been checked out into 2015 health plans.

Customer Support Center Metrics (Week of Dec. 1-6)

Number of calls: 10,638

Average wait: 18.1 seconds

Number of calls answered in less than 30 seconds: 92.4%

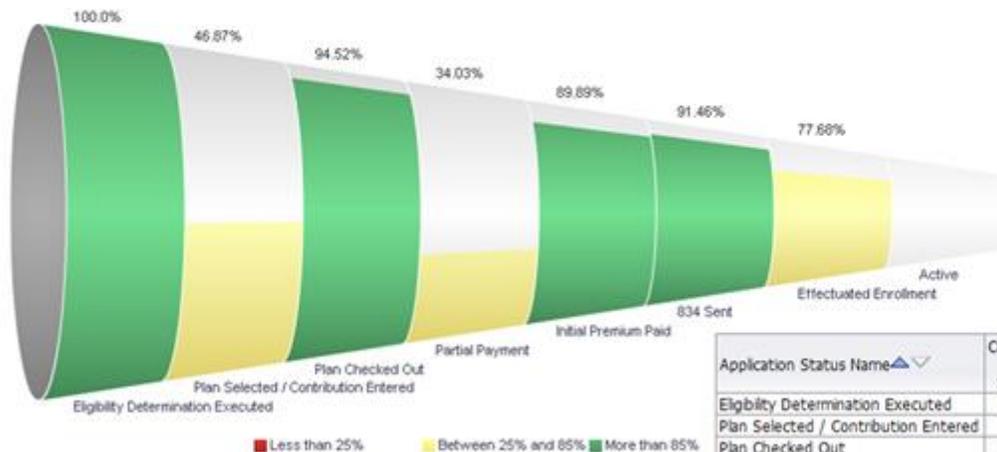
Tracking Progress of New Applications

The following graph shows where new applicants are in the process between submitting their application and being covered by a qualified health plan. Please note that applicants who qualify for Medicaid are not included. The numbers are up-to-date as of Wednesday, December 10, 2014.

Application Progress Tracking – New Applicants (not Renewals)

*The Application Funnel monitors households as they move through plan selection and effectuation. Each bar measures the percent of people from the previous stage that moved forward. **Counts Individuals*

QHP Funnel - New to Exchange



Application Status Name	Currently In Status	Cumulative
Eligibility Determination Executed	1,882	3,542
Plan Selected / Contribution Entered	91	1,660
Plan Checked Out	1,035	1,569
Partial Payment	54	534
Initial Premium Paid	41	480
834 Sent	98	439
Effectuated Enrollment	339	341

What do these numbers mean?

New Applicants – Applicants who did not have coverage through Vermont Health Connect through end-of-year 2014.

Eligibility Determination Executed –Individuals in applications for coverage who have completed an application either online, by phone, or on paper and have been processed into our system.

Plan Selected – Individuals who have a health plan(s) in their “shopping cart” but have yet to confirm the plan selection. The plan selection will not be sent to the insurance carrier until they confirm.

Plan Checked Out – Individuals who have confirmed the health plan(s) in their “shopping cart.” The plan selection will be sent to the insurance carrier.

Partial Payment – Individuals whose accounts have received a partial payment, but not a full initial premium payment. This payment could have been made by the customer or it could be Vermont Premium Assistance.

Initial Premium Paid – Individuals whose first month’s premium has been paid in full.

834 Sent – Individuals whose customer information and confirmed plan selection has been transmitted to the insurance carrier.

Effectuated Enrollment – Individuals whose health insurance coverage has been confirmed by the insurance carrier.