

## Vermont Health Connect Open Enrollment and Renewal Update

The following numbers are up-to-date as of 11:59pm Tuesday, December 30, 2014.

**Renewals:** 23,356 individuals have been checked out into 2015 health plans.

**New to Vermont Health Connect:** 6,881 individuals have been checked out into 2015 health plans.

### Customer Support Center Metrics (Week of Dec. 22-27)

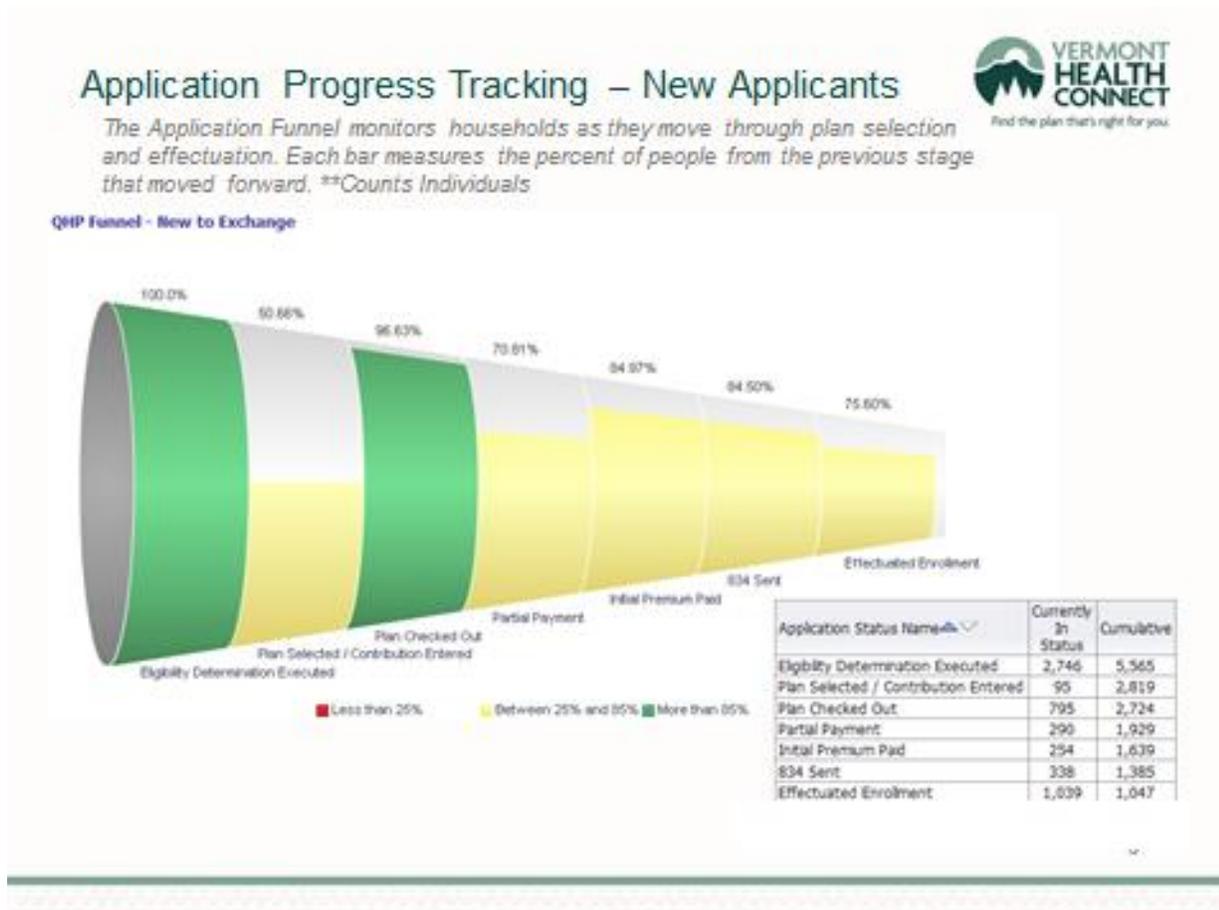
**Number of calls:** 6,154

**Average wait:** 14.1 seconds

**Number of calls answered in less than 30 seconds:** 93.1%

### 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 Monday, December 29, 2014.



***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.