



Vermont Health Connect Open Enrollment and Renewal Update

The following numbers are up-to-date as of 11:59pm Monday, January 26, 2015.

Countdown to End of Open Enrollment

With just 17 days remaining in Open Enrollment, time is running out for Vermonters who don't have health insurance to sign up – and for those who do have coverage to change plans.

View Vermont Health Connect's 30-second spot: <https://www.youtube.com/watch?v=yrGWumJkong>

Federal Tax Filing

Vermont Health Connect successfully mailed the new 1095-A federal tax form to customers this week. The final batch was mailed today, January 29th. All Vermonters who purchased a Bronze through Platinum health insurance plan through Vermont Health Connect in 2014 were mailed a form. Customers who don't receive a form by the beginning of next week should call 1-855-899-9600 to confirm their mailing address or request a copy. Please note that if Vermonters have Medicaid, Medicare, insurance through their employer, or a catastrophic plan, they will NOT receive a 1095-A for those plans.

While Vermont Health Connect does not provide tax advice, Vermonters who have questions can visit <http://info.healthconnect.vermont.gov/taxes> or call 2-1-1 to locate to find local tax help.

New Vermont Health Connect Customers

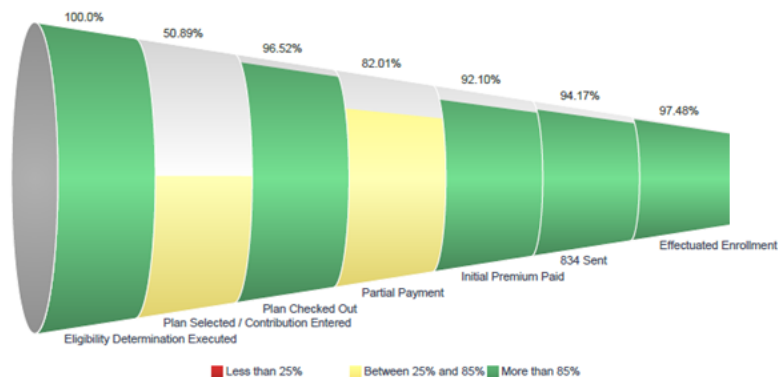
10,399 individuals have checked out a 2015 health plan. This includes 4,098 individuals in Qualified Health Plans (private health insurance) and 6,301 individuals in Medicaid or Dr. Dinosaur plans.

After a new customer checks out a plan, they must make an initial premium payment and have their selection processed before they have an active health plan. Of the 10,399 individuals who checked out, 8,853 have completed the enrollment process and have an active health plan (i.e., effectuated enrollment). Of those who completed the process, 2,713 are on a Qualified Health Plan and 6,140 are on Medicaid or Dr. Dinosaur.

The following graphic provides more detail on where new Vermont Health Connect customers are in the enrollment process. Please note that applicants who qualify for Medicaid are not included.

*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



Renewing 2014 Vermont Health Connect Plans

Unless a customer requested otherwise, all individuals who had an active health plan through the end of 2014 currently have health insurance coverage through Blue Cross Blue Shield of Vermont, MVP Health Care, Medicaid or Dr. Dynasaur. The insurance issuers have their information in their systems and ID cards remain active.

Vermont Health Connect continues to process 2014 renewals. The progress of plan renewal processing is as follows:

25,978 individuals have been checked out into 2015 health plans. This includes 22,497 individuals on Qualified Health Plans and 3,481 individuals on Medicaid or Dr. Dynasaur plans. Of the 25,978 individuals whose plans have been checked out, 20,568 have had their renewal completely processed. Of the 20,568, 18,694 are on a Qualified Health Plan and 2,961 are on Medicaid or Dr. Dynasaur.

Customer Support Center Metrics (Week of January 19 - 24)

Number of calls: 8,824

Average wait: 24.4 seconds

Number of calls answered in less than 30 seconds: 85.0%

Glossary of Terms

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 issuer until they confirm.

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

Partial Payment – Individuals whose accounts have received a partial payment, but not a full initial premium payment. This payment could be from 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 issuer.

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