

# Vermont Health Connect Update

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MEAB

Monday, October 20, 2014

# Overview

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- Introductions
- Incident Command Structure
- Open Enrollments Update
- VHC Dashboard

# Deputy Commissioner

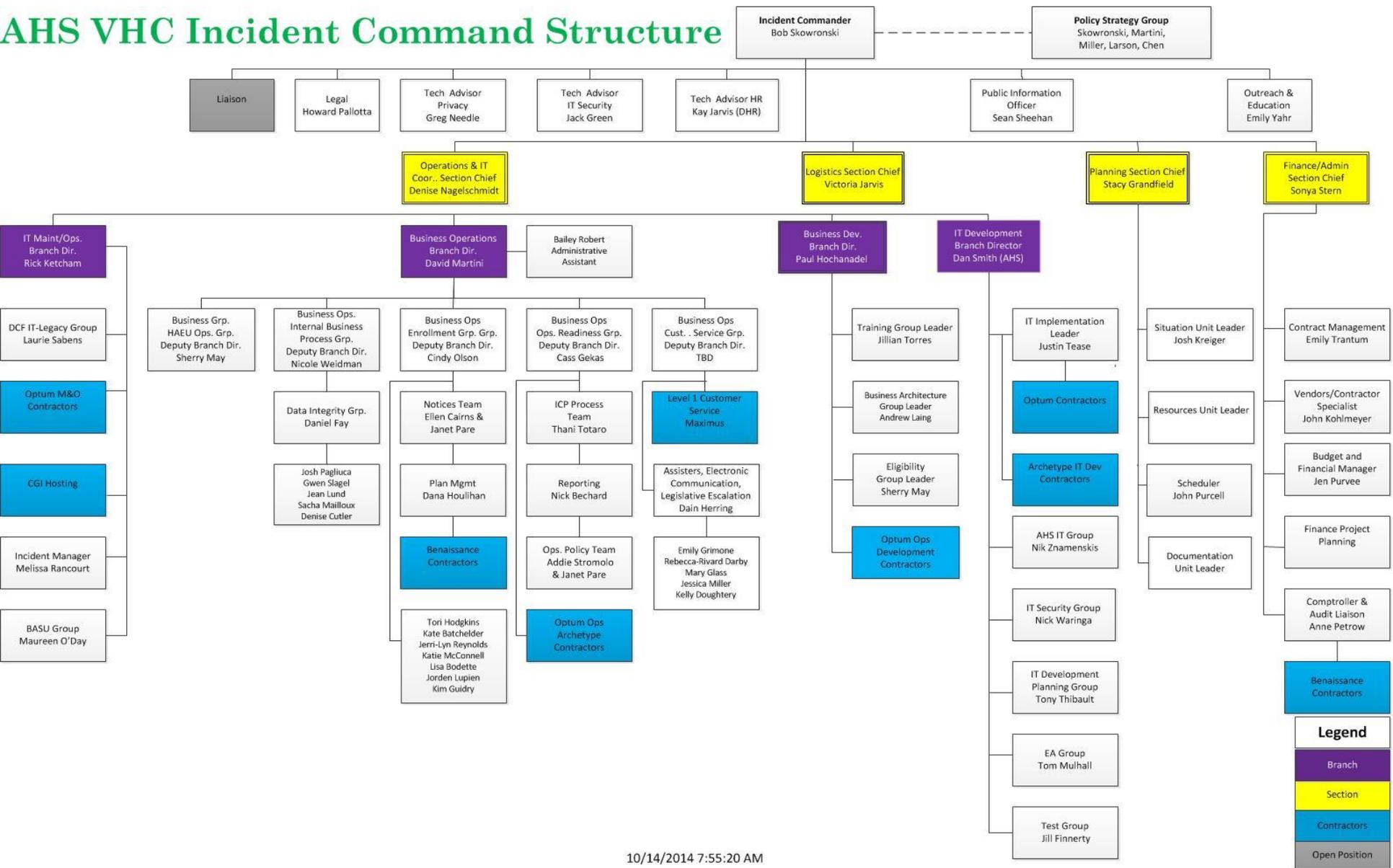
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Robert L. Skowronski

# Incident Command Structure

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# AHS VHC Incident Command Structure



10/14/2014 7:55:20 AM

**Legend**

- Branch
- Section
- Contractors
- Open Position

# Open Enrollment Update

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# Open Enrollment Populations

Activity	Who?	How many cases?	When?
<b>Open Enrollment</b>	New Customers seeking 2015 Coverage	Estimated 3,000 to 5,000 people	Open Enrollment period: 11/15/14 to 2/15/15
<b>Annual Renewal</b>	QHP Only	18,575	Begin processing 11/15, until complete
	Mixed Households	3,200	
	Standalone Dental	1,175	
<b>Monthly Medicaid Renewal</b>	Medicaid Customers currently in VHC system	10,862 December	State requesting CMS permission to delay until end of Open Enrollment period
		4,688 January	
		11,682 February	
		7,458 March	

# Key Milestones

## **10/6-10/15** *VHC Renewal Notices*

- Notify current customers of renewal process, methods to request changes for 2015

## **10/27 – 11/3** *Carrier Notices*

- Includes info about changes to 2015 plans, estimated 2015 costs

## **11/3 – 11/13** *VHC Outreach Letters*

- Informs non-effectuated VHC customers about open enrollment

## **11/15 – Complete** *Open Enrollment Processing*

- VHC system transitions to 2015 plans, eligibility rules
- Open Enrollment customers can apply online
- VHC begins processing all Renewals and Open Enrollment transactions

# Renewals: Key Points of Current Plan

## Information about Current Plan

- If Blue Cross or MVP, carrier will send an informational letter to help customer decide if change is needed
- If Medicaid or Dr. Dynasaur, plan information will be reviewed yearly by customer and a request for current information will be sent from State to customer

## Current Plan – no change

- No action needed; plan will roll over

## Current Plan – change request

- Open Enrollment begins November 15<sup>th</sup>
- Customers can call now to request change or submit Change Request Form

# Renewal Notices

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Find the plan that's right for you.

# Renewal Notices

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Ellen Cairns

# Qualified Health Plans

Category	Metric	Oct-20	Sep-14	Aug-14	Jul-14	Jun-14	Year to Date
Qualified Health Plans	Vermonters who chose a plan through VHC for following month	1,121	820	1,037	1,039	36,893	36,001
	Vermonters enrolled through VHC	687	510	363	349	31,500	31,500
	Enrollments by metal level	Cat.- 4 Bronze - 149 Silver- 394 Gold- 53 Platinum- 46	Cat.- 11 Bronze - 75 Silver- 164 Gold- 59 Platinum- 46	Cat.- 12 Bronze- 73 Silver- 199 Gold- 47 Platinum- 32	Cat.- 8 Bronze- 74 Silver- 199 Gold- 20 Platinum- 48	Cat.- 238 Bronze- 6,147 Silver- 16,971 Gold- 3,843 Platinum- 4,301	Cat.- 238 Bronze- 6,147 Silver- 16,971 Gold- 3,843 Platinum- 4,301
	Vermonters who paid for following month	688	440	518	493	33,147	33,147
	Percent of total VHC QHP enrollees receiving premium subsidies	64%	64%	64%	59%	63%	63%
	APTC enrollees in 90 day grace period*	Total – 2,274, 30 days – 1,586 60 days – 383 90 days – 305	Total - 3,000 30 days - 2,068 60 days - 468 90 days - 464	Total -5,354 30 days- 4,625 60 days-389 90 days- 340	Total -1,980 30 days- 1,266 60 days-488 90 days- 226	N/A	N/A
	Non-APTC enrollees payment past due*	190	1,615	2,389	752	N/A	N/A
	Enrollees terminated for non-payment for stated time period	313	700	268	302	644	N/A
	Shell Cases (BCBS only)	N/A	180	N/A	N/A	N/A	N/A

\*Disclaimer: The above information is based on data communicated to BCBSVT and other carriers by VHC. BCBSVT cannot ensure the accuracy of that data.

# Medicaid

Category	Metric	Oct-20	Sep-14	Aug-14	Jul-14	Jun-14	Year to Date
<b>MCA Medicaid</b>	Enrollments in reporting month	918	161	6,677	5,115	N/A	N/A
	Enrollees who used VHC to renew Medicaid or Dr. Dynsaur coverage	4,021	4,021	3,172	5,819	15,837	15,837
	Enrollments through VHC to date***	71,126	69,162	65,141	58,464	58,464	58,464
	Vermonters who automatically transitioned from VHAP/CHAP to Medicaid 1/1	N/A	N/A	N/A	N/A	33,549	33,549

\*\*\*This does not include the approximately 33,500 Vermonters who were automatically transitioned from VHAP or Catamount to Medicaid in January of 2014.

# Call Center

Category	Metric	Oct-20	Sep-14	Aug-14	Jul-14	Jun-14	May-14
Call Center	Calls to date	478,700	426,868	403,155	310,646	275,955	N/A
	Calls offered in reporting month	51,832	35,316	54,260	53,973	51,069	N/A
	Average wait time (minutes)	0.15	0.28	3.22	4.21	1.4	1.1
	Average length of call (minutes)	8.76	10.17	12.86	12.38	11.5	11.0
	Abandonment rate	0.49%	1.56%	10.24%	11.11%	9%	8%
	Percentage of calls answered in 24 seconds	98.57%	93.54%	53.61%	59.97%	67%	77%

# Your Comments Appreciated!

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