

Vermont Health Connect Update

MEAB

Monday, April 14

January – May Coverage Data

Updated 4/3	Individual Plans Confirmed (Checked Out)	Payment Received (Paid)	Enrollment Effectuated (Enrolled)
Qualified Health Plans			
January Start	12,315	11,799	11,475
February Start	2,013	1,903	1,682
March Start	3,197	2,989	2,546
April Start	11,884	10,235	8,501
May Start	3,337	936	660
Medicaid (Does not include 33,549 automatically enrolled from VHAP/Catamount)			
January Start	12,129		11,816
February Start	4,576		4,412
March Start	10,931		10,181
April Start	462		125
Total	60,844	27,862 (QHP only)	51,398

Catamount/VHAP Transition

4/7/2014				2014 VHC Actuals			Percentage of Actuals Applied at VHC <i>(Applied at VHC/Needed Coverage)</i>	Individuals That Have Applied	
Program	ACCESS Population			Application	Plan Confirmation			Percentage of Plans Confirmed at VHC <i>(Plan Confirmed/Total Applied)</i>	Percentage of Plans Effectuated at VHC <i>(Plan Effectuated/Total Applied)</i>
	Total Enrollment 12/20/13	Changed to Medicaid 12/20/13	Needs Coverage for April 2014	Applied at VHC	Medicaid & Dr. Dynasaur Confirmed	QHP Plan Confirmed			
VHAP	36,508	31,574	4,934	3,981	1,405	1,603	80.7%	75.6%	57.2%
CHAP	13,105	1,614	11,491	9,925	2,479	5,748	86.4%	82.9%	65.6%
Sunset Total	49,613	33,188	16,425	13,906	3,884	7,351	85%	81%	64%

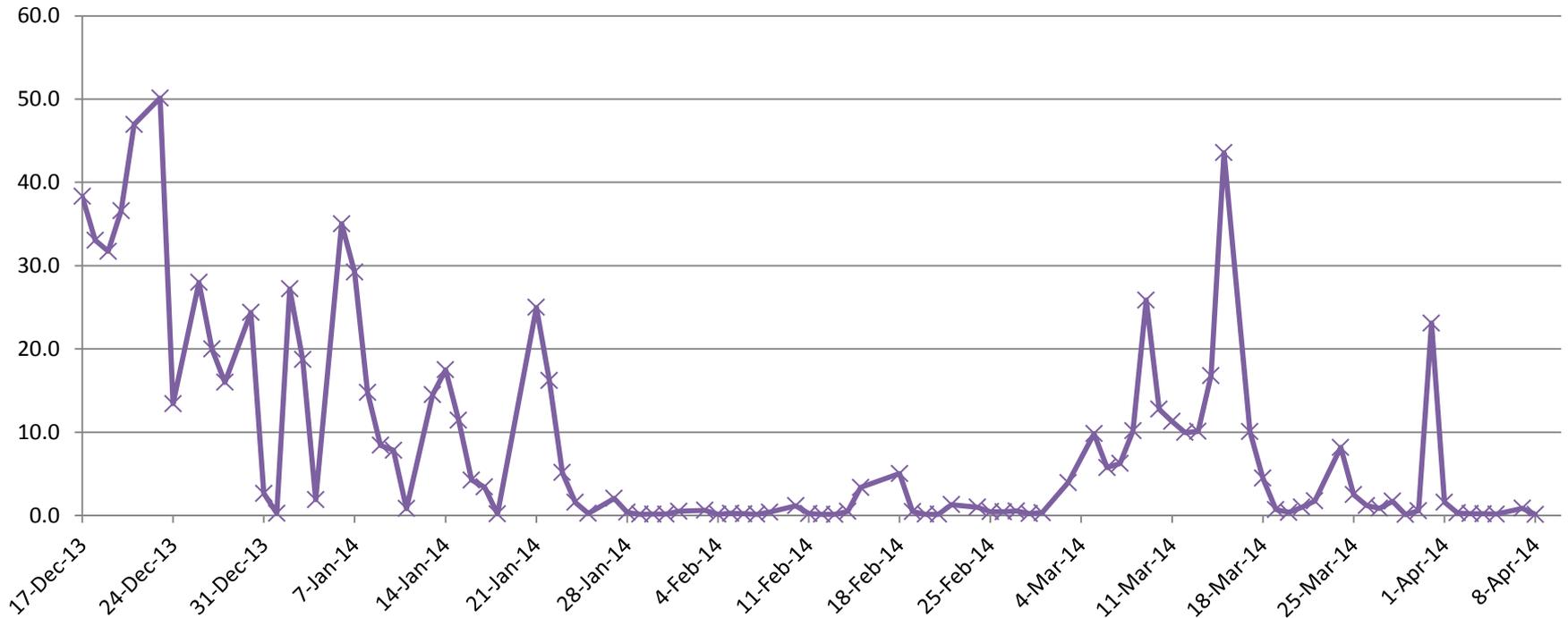
ESIA Transition

The Vermonters included in the tracking below were covered by employer-sponsored insurance in December 2013. The expectation was that enrollment from this group would be low because of existing access to coverage. However, some of these individuals used Vermont Health Connect to find a health plan because their current coverage was considered “unaffordable” or they lost employer-sponsored insurance during the open enrollment period.

4/7/2014			2014 VHC Actuals			Percentage of Actuals Applied at VHC <i>(Applied at VHC/Needed Coverage)</i>	Individuals That Have Applied		
Program	ACCESS Population		Application	Plan Confirmation			Percentage of Plans Confirmed at VHC <i>(Plan Confirmed/Total Applied)</i>	Percentage of Plans Effectuated at VHC <i>(Plan Effectuated/Total Applied)</i>	
	Total Enrollment 12/20/13	Changed to Medicaid 12/20/13	Needs Coverage for April 2014	Applied at VHC	Medicaid & Dr. Dynamasaur Confirmed				QHP Plan Confirmed
ESIA & VHAP/ESIA	1,398	361	1,037	297	51	71	28.6%	41.1%	33.0%

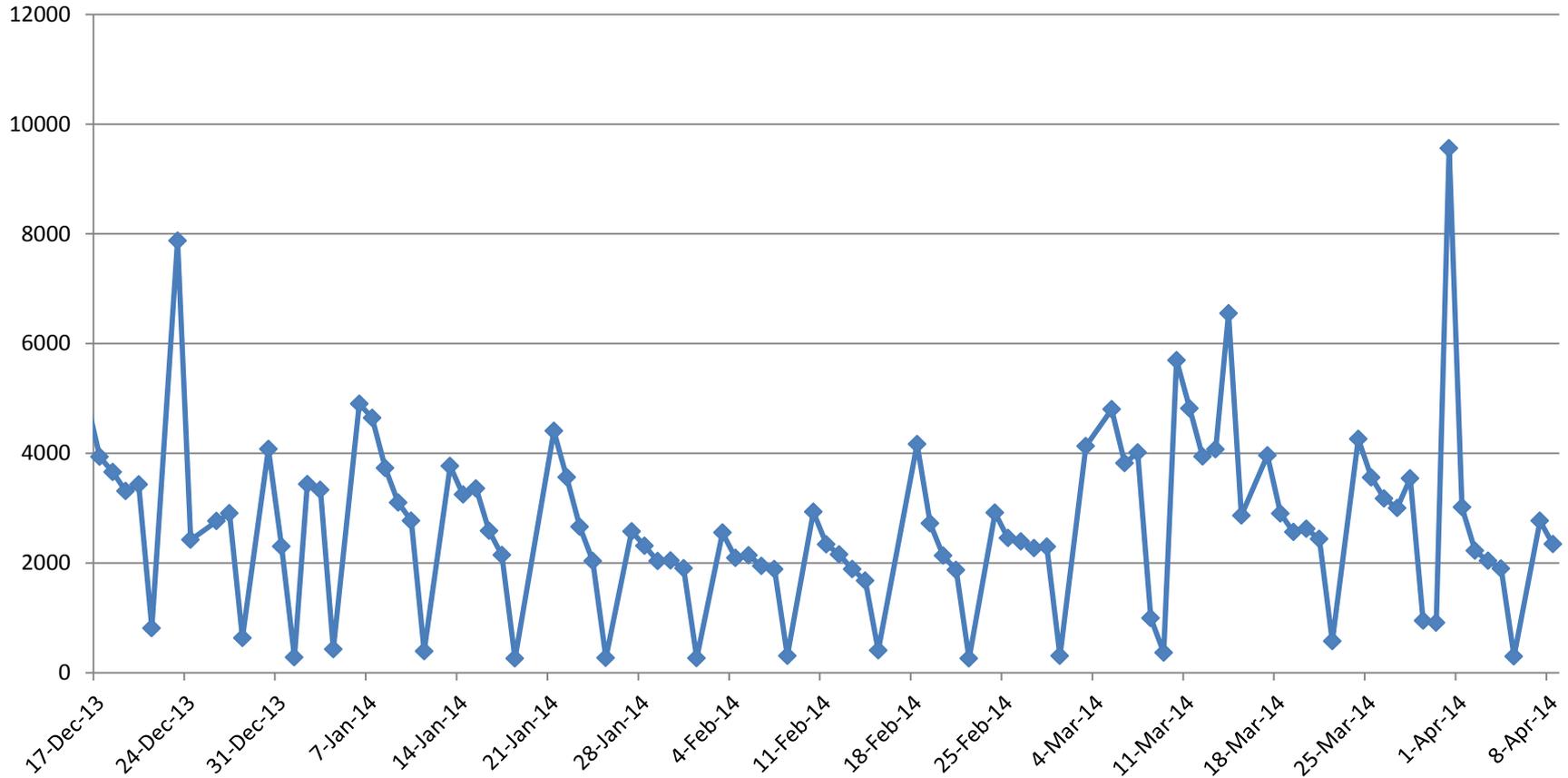
Customer Support Center

Average Time to Answer



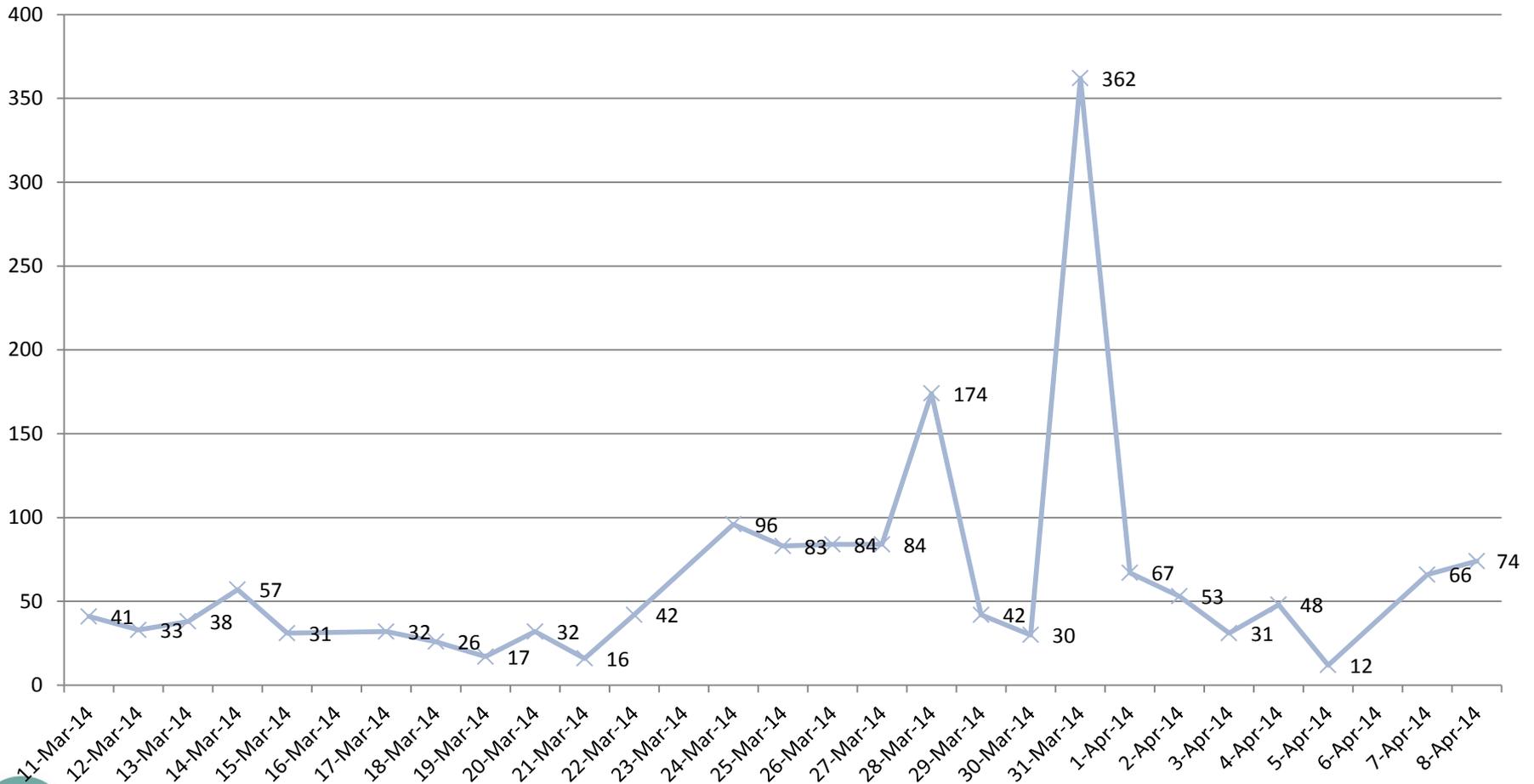
Customer Support Center

Total Daily Offered Calls



Customer Support Center

Payment Line Calls



O&E Update – Medicaid Renewals

Direct Outreach

- Events in Every Region
- Notice Stuffers (e.g., Navigator Directory, tip sheets)
- Direct Mailing
- Emails
- Health Insurance Literacy

Outreach Toolkit for Partners & Stakeholders

- Information about Medicaid Population
- Tips Sheets (Help Navigate Common Issues)
- Posters for Events
- Generic Posters
- Navigator Directory