

Vermont Health Connect Update

MEAB

Monday, July 14, 2014

Dashboard: July 2014, Call Center Data

Metric	July 2014 Report	June 2014 Report	Year to Date
Calls to date	310,646	275,955	N/A
Calls offered in reporting month	53,973	51,069	N/A
Average wait time (minutes)	4.21	1.4	N/A
Average length of call (minutes)	12.38	11.5	N/A
Abandonment rate	11.11%	9%	N/A
Percentage of calls answered in 30 seconds	59.97%	67%	N/A
Consumer satisfaction report**	96%	96%	N/A

**Of the GMC callers who participated in the Customer Satisfaction Survey in June, 98.86% said they were very satisfied, mostly satisfied, or satisfied with the overall quality of service they received; 95.88% of the VHC callers opting to participate in the survey said they were very satisfied, mostly satisfied, or satisfied with the overall quality of service they received.

Dashboard: July 2014, QHP Enrollment

Metric	July 2014 Report	June 2014 Report	Year to Date
Vermonters who chose a plan through VHC	1,039	316	36,089
Vermonters who paid	493	345	32,474
Vermonters enrolled through VHC	349	253	30,441
Vermonters who directly enrolled in VHC plans through insurance carriers	carriers did not report	carriers did not report	33,614
Percent of VHC enrollees receiving premium subsidies and additional state support	59%	60%	57%
APTC enrollees in 90 day grace period*	Total -1980 30 days- 1266 60 days-488 90 days- 226	Total - 4564 30 days- 3590 60 days- 520 90 days- 454	N/A
Non-APTC enrollees payment past due*	752	2,288	N/A
Enrollees terminated for non-payment	302	200 (NEDD did not report)	644
Enrollments by metal level	Cat.- 8 Bronze- 74 Silver- 199 Gold- 20 Platinum- 48	Cat.- 8 Bronze- 62 Silver- 133 Gold- 24 Platinum- 26	Cat.- 231 Bronze- 6,008 Silver- 16,255 Gold- 3,759 Platinum- 4,188

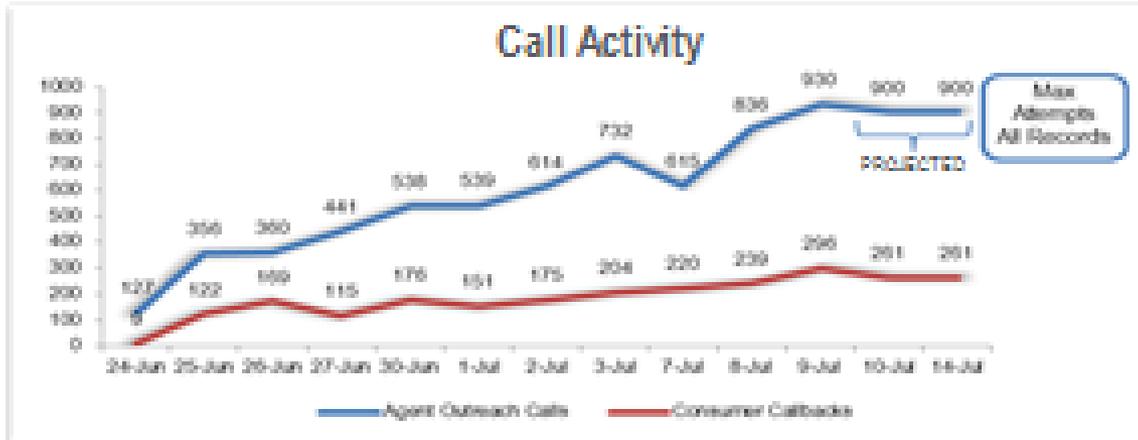
Dashboard: July 2014, Medicaid Enrollment

Metric	July 2014 Report	June 2014 Report	Year to Date
Enrollments in reporting month	5,115	4,870	N/A
Enrollments to date	58,464	45,760	58,464
Enrollees who used VHC to renew Medicaid or Dr. Dynsaur coverage	5,819	3,197	15,837
Vermonters who automatically transitioned from VHAP/CHAP to Medicaid 1/1	N/A	N/A	33,549
May enrollees who were formerly on CHAP or VHAP	N/A	N/A	N/A

Optum Update and Q&A

Stream 3 – Operations Support

Change of Circumstance Backlog Reduction



- Optum was provided 2,572 (Stage 1) CoC Requests which are now in progress:
- As of 7/10 - (12 days of production)
 - More than 6k outbound calls made
 - 1,907 inbound calls received

By end of day on 7/14, Optum will have either processed or reach maximum attempts on all records. As Vermonters call back, Optum is staffed to assist with their change.

Optum has also identified and deployed process improvements:

- CoC Checklist for Siebel
- Segmenting Agents to particular activities (Inbound, Research, etc.)
- Next Up (Optum to commence production on 7/16): ~5k Stage 2 CoC requests
 - VHC staff will provide Stage 2 training to Optum team 7/14 – 15

	June			July					August			
	WK 2	WK 3	WK 4	WK 1	WK 2	WK 3	WK 4	WK 5	WK 1	WK 2	WK 3	WK 4
Stage 1 CoC (~3,000)	█			█								
Stage 2 CoC (~4,000)				█					█			
Stage 3 CoC (~5,000)									█			



Proposed Revised Process:

Adjustments to the Invoice Due Date for
Individuals & Families

Overview

Move the invoice due date from the last day of the month to the 25th of the month

- Improves the customer experience by reducing the number of customers receiving late payment notices
- Allows the carriers additional time to complete dunning process before next month's invoice is generated on the 5th
- Reduces rework for both carriers and VHC staff for reinstatements.
- Complies with 21 day requirement between invoice and due date

Questions?