**Covered Vermonters**

**Individually Enrolled in Qualified Health Plans (QHP) or Medicaid for Children and Adults (MCA)**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>ENROLLMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>4,219</td>
</tr>
<tr>
<td>April</td>
<td>4,606</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCA-Adults</td>
<td>64,163</td>
</tr>
<tr>
<td>MCA-Child</td>
<td>4,195</td>
</tr>
<tr>
<td>QHP-Ind-VHC</td>
<td>27,302</td>
</tr>
<tr>
<td>QHP-Small</td>
<td>28,167</td>
</tr>
<tr>
<td>QHP-Ind-FCIDE</td>
<td>28,167</td>
</tr>
</tbody>
</table>

**QHP Plan Selection**

- Platinum, 10%
- Gold, 10%
- Silver, 61%
- Bronze, 19%
- Catastrophic, 1%

**Total Enrollment**

- January 2016: 223,243
- February 2016: 225,027
- March 2016: 225,488
- April 2016: 225,027

*Note: Effectuated enrollments for QHP as reported by insurers to VHC. Medicaid for Children and Adults (MCA) as reported by Vermont Health Connect and Vermont’s legacy ACCESS system. MCA includes Dr. Dynasaur and CHIP but does not include Medicaid for the Aged, Blind, and Disabled (MABD).*

**Demographics**

**Who is Covered by Qualified Health Plans?**

VHC Individual QHP Population and Census by County

**Customer Support**

**Online**

- **April 2016**
  - Website Availability: 99.91% compared to 99.90% in March
  - Calls answered < 24 sec: 79% compared to 75% in March

**By Phone**

- **April 2016**
  - Total Calls Answered: 35,354 compared to 38,678 in March
  - Calls transferred to level 2 customer support: 11% compared to 11% in March

**In Person**

- **April 2016**
  - Navigator Consultations: 1,574 in April 2016 compared to 1,487 in March