



Vermont Health Connect Open Enrollment and Renewal Update

The following numbers are up-to-date as of 11:59pm Sunday, February 15, 2015.

New Vermont Health Connect Customers

15,422 individuals have checked out a 2015 health plan. This includes 6,211 individuals in Qualified Health Plans (private health insurance) and 9,211 individuals in Medicaid or Dr. Dynasaur 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 15,422 individuals who checked out, 11,704 have completed the enrollment process and have an active health plan (i.e., effectuated enrollment). Of those who completed the process, 3,471 are on a Qualified Health Plan and 8,233 are on Medicaid or Dr. Dynasaur.

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:

29,858 individuals have been checked out into 2015 health plans. This includes 25,341 individuals on Qualified Health Plans and 4,517 individuals on Medicaid or Dr. Dynasaur plans. Of the 29,858 individuals whose plans have been checked out, 24,211 have had their renewal completely processed. Of the 24,211, 20,442 are on a Qualified Health Plan and 3,769 are on Medicaid or Dr. Dynasaur.

Customer Support Center Metrics (Week of February 9 - 14)

Number of calls: 13,353

Average wait: 86.6 seconds

Number of calls answered in less than 30 seconds: 57% (nine out of 10 answered in less than four minutes)

In Case You Missed It: New Open Enrollment Opportunity Announced

Earlier today, Vermont Health Connect announced that Vermonters who don't have health insurance might not have to wait until next fall to apply for coverage. Vermonters who are impacted by the new federal Shared Responsibility Payment – and learn about it when they file their 2014 taxes – should call Vermont Health Connect's Customer Support Center at 1-855-899-9600 (toll-free).

[Read details in today's press release.](#)