

VERMONT HEALTH CONNECT

*AN UPDATE ON VERMONT'S INTEGRATED SYSTEM FOR
MEDICAID AND QHP ENROLLMENT*

HOUSE HEALTH CARE – APRIL 13, 2016

Overview

- Security Status
- Operational Updates

SECURITY

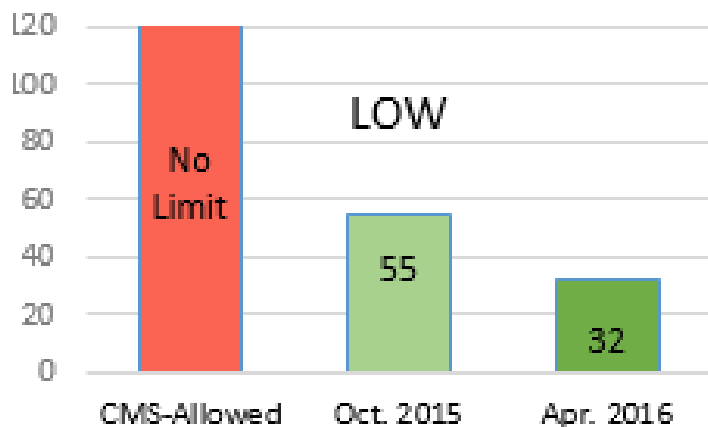
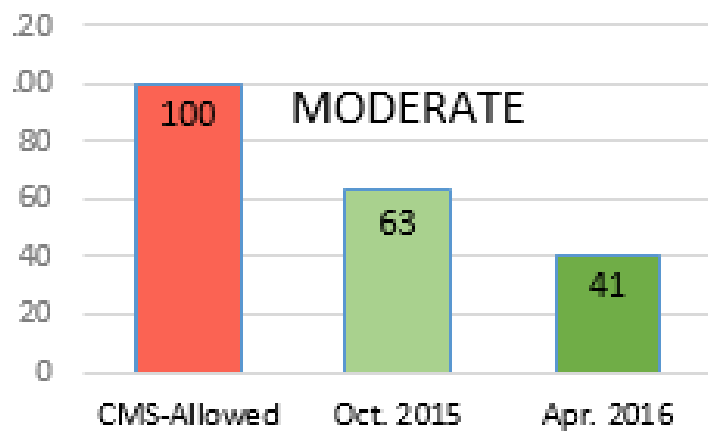
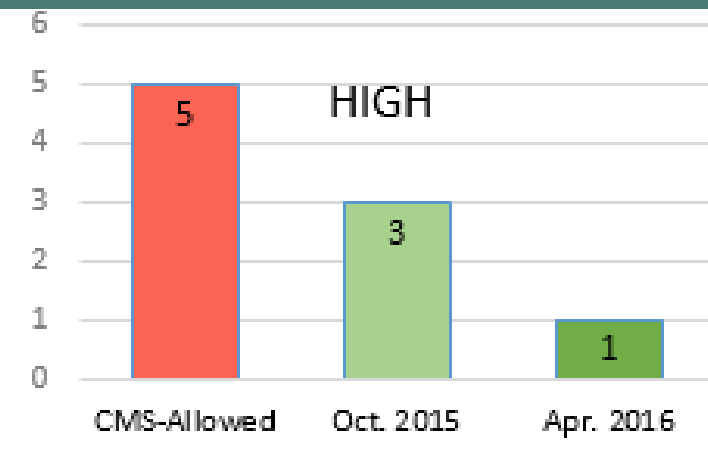
Security

- Online threats are always evolving, so security work will never be complete.
- Department of Information and Innovation (DII) scans system monthly to find, identify, and remediate any items that come up.

“Security is a journey, not a destination.”

Security

- Vermont is well within the parameters that CMS considers safe.
- Vermont was well within those federal parameters last year and we're in even better shape now.
- The one high priority item is a document that needs to be updated, not technology. It's important, but low threat.



OPERATIONAL METRICS

Operational Overview

- Customer Support Center
 - Maximus met Service Level Agreement (SLA) for March
 - Last week, nine out of 10 (89%) calls answered within 24 seconds
- COC and integration are trending in right direction
 - Most change requests now completed on-the-phone, same day
 - Inventory of known integration errors down 2/3 since March 1
- Medicaid Renewals
 - >4,000 households to have Medicaid coverage closed on April 30
 - Members should reapply as soon as possible to avoid coverage gap and federal fee
 - Providers to play key role in informing/guiding cancelled members
 - Initial notices mailing Friday to 9,000 households already in VHC

Customer Support Center

Month	Calls Offered	Answer Rate	Calls Answered	Calls Answered <24 Sec	Transfer Rate
January 2016	42,769	83%	35,352	32%	10%
February 2016	45,043	81%	36,514	46%	9%
March 2016	41,661	93%	38,678	75%	11%

Week of 4/4-4/8	7,483	98%	7,335	89%
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For context:

- SLA calls for answer rate of 60% of calls answered within 25 seconds.
 - Met SLA in March after missing first two months of the year.
 - Met SLA nine out of 12 months in 2015.
- Average wait time over the three months of 2016 Open Enrollment (Nov-Jan):
 - Vermont: 5min 3sec
 - Federal: 10min 30sec

System Performance

Month	Availability	Avg Page Load Time (seconds)	Max Peak User	Visits
January 2016	99.86%	2.02	136	67,911
February 2016	99.91%	1.72	168	52,952
March 2016	99.90%	1.45	106	62,509

For context:

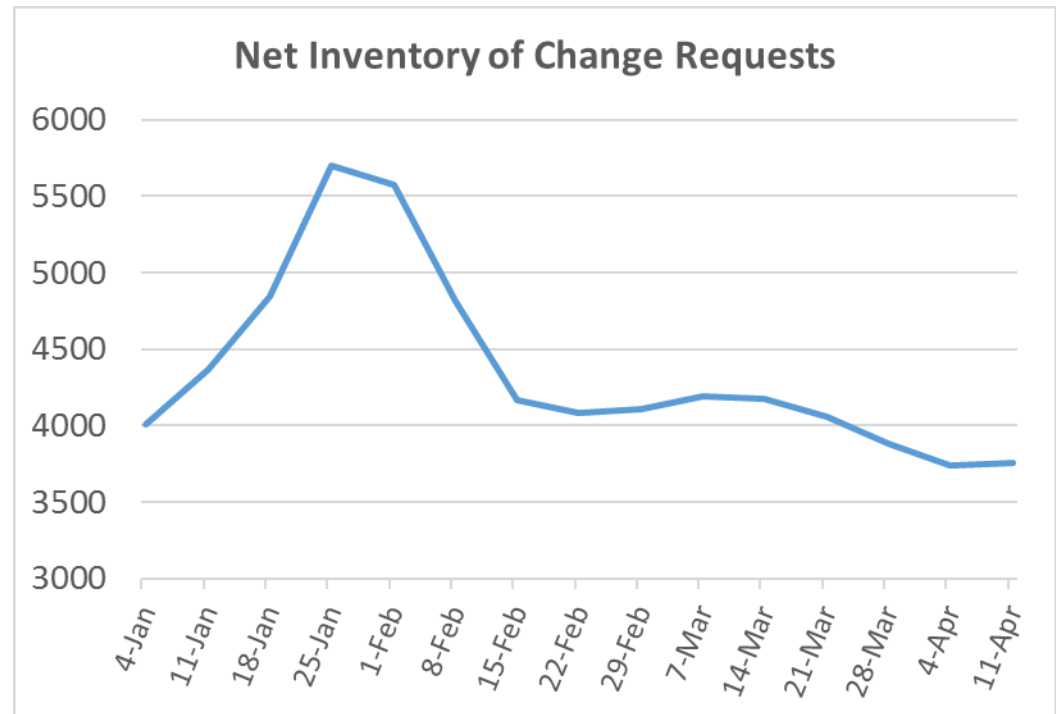
- SLA calls for Availability of at least 99.9% and Load Time no greater than two seconds.
- January’s load time was just over Load Time SLA. Had met Load Time SLA every month since spring upgrades.
- November and January were only two months since spring upgrades in which Availability SLA was missed.

Change Requests

- VHC receives ~125 change requests per day.
- Most are now completed the same day.
- Goal is to get work queue in 2,000 - 3,000 range, which would be a sustainable level for being able to meet prescribed customer service targets.

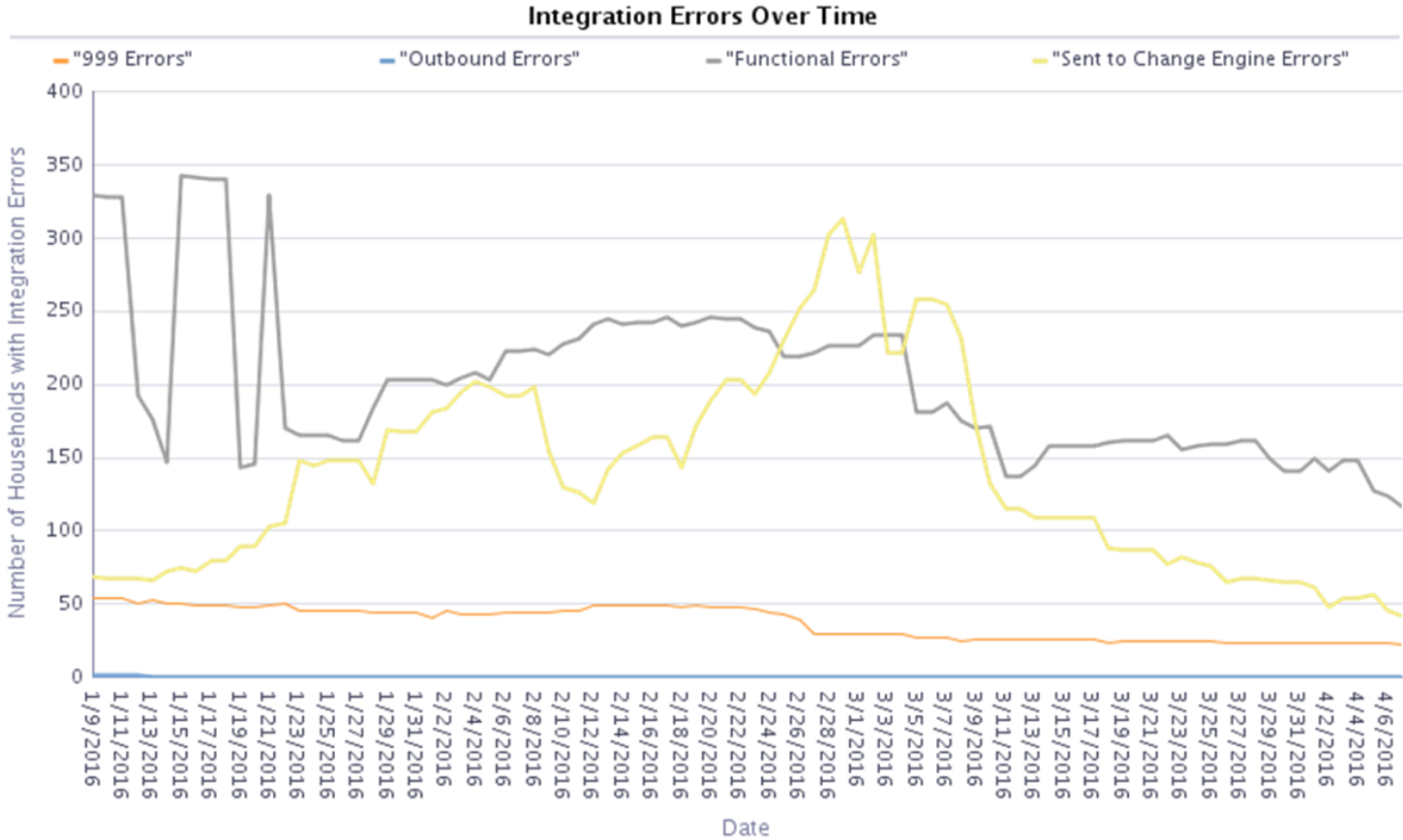
Net inventory:

- 5,577 on 2/1
- 4,141 on 3/1
- 3,780 on 4/1
- 3,752 on 4/11



834 Transactions

- Inventory of known errors down two-thirds (66%) since March 1



In addition to working to resolve these known errors, VHC and carriers continue to work together to make sure transactions are being initiated and integrated across systems as expected.