Vermont Health Connect

An Update on Vermont's Integrated System for Medicaid and QHP Enrollment

March 16, 2016

Overview

- Near-term Functionality to Improve VHC Customer Experience

- Updated Metrics

- Additional Updates

NEAR-TERM FUNCTIONALITY TO IMPROVE VHC CUSTOMER EXPERIENCE

Critical DDI Work

Here are specific improvements that will benefit the VHC customer experience:

- <u>PCI Compliance</u>: Consolidate federal payment card industry (PCI) compliance to a single solution.
- <u>Automated Medicaid Renewals</u>: Allow VHC to fully automate Medicaid renewals, including notice and verification functionality (RRV, passive file, block non-verified Medicaid enrollment, notice suppression).
- <u>QHP Renewal Remediation</u>: Remediate short list of defects discovered during QHP renewal process.
- <u>Change of Circumstance Functionality across Plan Years:</u> Automate the ability to process change requests for previous years as easily as we can for current year.
- <u>Root Cause Analysis and Remediation of Data Inconsistencies:</u> Enable monthly reconciliation across all systems.
- <u>Access to the Tools Needed to Retrigger Files across Systems:</u> Allow VHC staff to assert great control over integration process.
- <u>Root Cause and Remediation of Issues</u>: Reduce reliance on Optum Maintenance & Operations (M&O) scripts.

Full List of 14 DDI Items

1. PCI Compliance	8. EDI Dashboard/Access
2. Ex-Parte/Passive Medicaid File	9. Benaissance Reconciliation Tool
3. Passive QHP Remediation	10. Triage and Correction of Root Causes to Allow Retirement of M&O Automated Scripts
4. DOL Interface	11. Block Non-Verified Enrollment Medicaid
5. RRV	12. Notice Suppression
6. 2015 Changes in 2016	13. Manual Renewal Form
7. Root Cause Analysis and Remediation of Discrepancies across Systems	14. Benefit Tier Mismatch

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UPDATED METRICS

Customer Support Center

Month	Calls Offered	Answer Rate	Calls Answered	Calls Answered <30 Sec	Initial Rep. Rate*
December 2015	38,969	86%	33,416	57%	87%
January 2016	42,769	83%	35,352	33%	90%
February 2016	45,043	81%	36,514	47%	91%

| Week of 3/7-3/11 | 9,065 | 96% | 8,709 | 81% | |

- The initial representation rate measures the proportion of calls that can be resolved by the customer service representative who answers the phone (no transfer).

For context:
- SLA calls for answer rate of at least 90% and 75% of calls answered within 24 seconds.
- Maximus missed SLA the last four months, had met SLA 11 of the previous 12 months.
- Average wait time over the three months of Open Enrollment:
  - Vermont: 5min 3sec
  - Federal: 10min 30sec

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Change Requests (COC)

Change request net inventory:

- 5,577 on 2/1

- 4,141 on 3/1

- 4,177 on 3/14

Note:

- Net inventory is an active work queue.

- VHC receives approximately 125 change requests per day.

- Inventory steady in late February/early March.

- Goal is to get queue below 3,000, a sustainable level for being able to meet prescribed customer service targets.

834 Transactions

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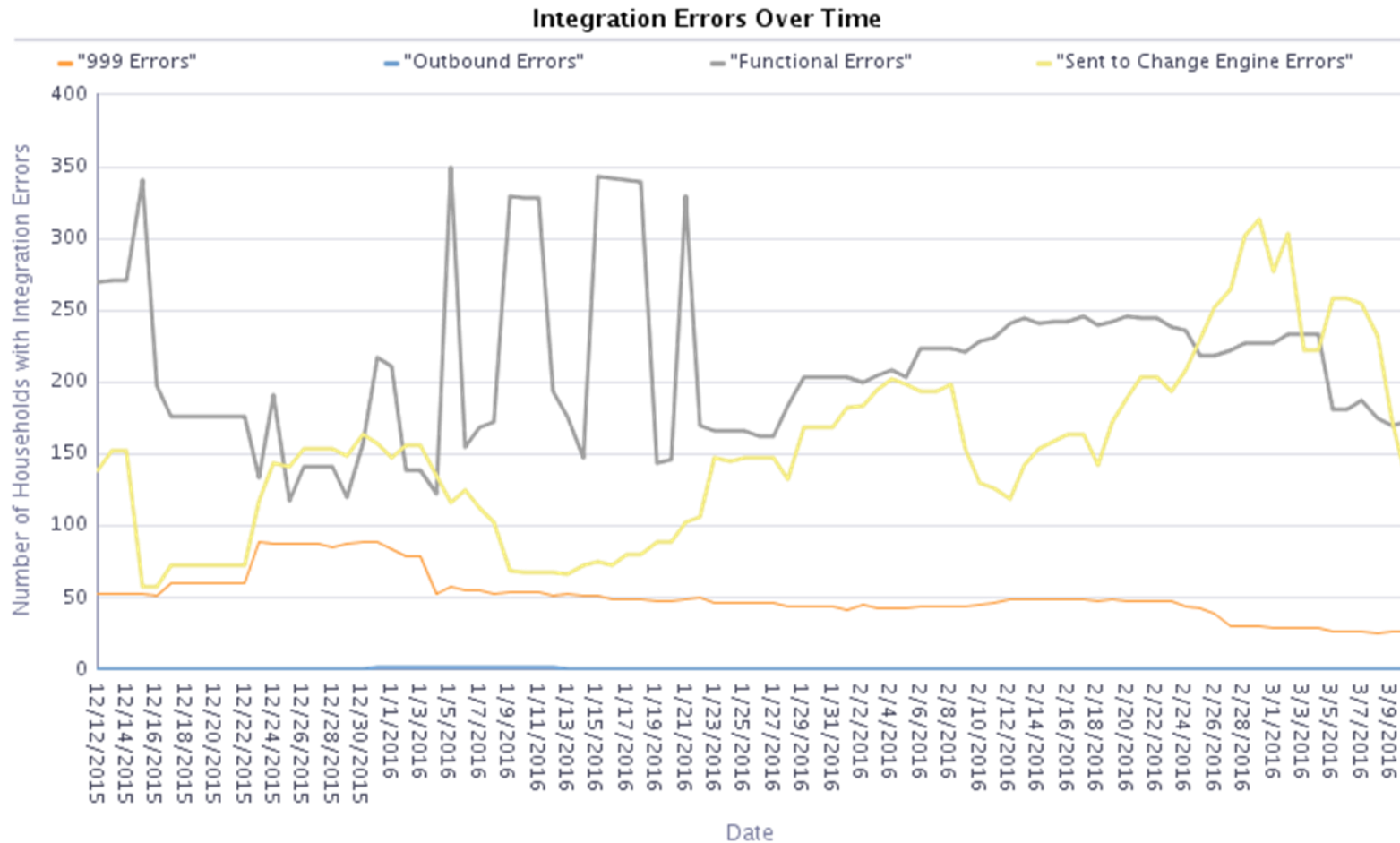
In addition to working to resolve these known errors, VHC and carriers continue to work together to make sure other transactions are being integrated across systems as expected.

ADDITIONAL UPDATES

Medicaid Renewal

- Outreach reinforcing:
  - ➤ Medicaid enrollees need to take action when they receive notices;
  - ➤ There is a federal fee for not having health insurance and it is increasing;
  - ➤ Enrollees who miss a deadline should still call as soon as possible.