



## Vermont Health Connect Open Enrollment and Renewal Update

The following numbers are up-to-date as of 11:59pm Monday, January 19, 2015.

### New Vermont Health Connect Customers

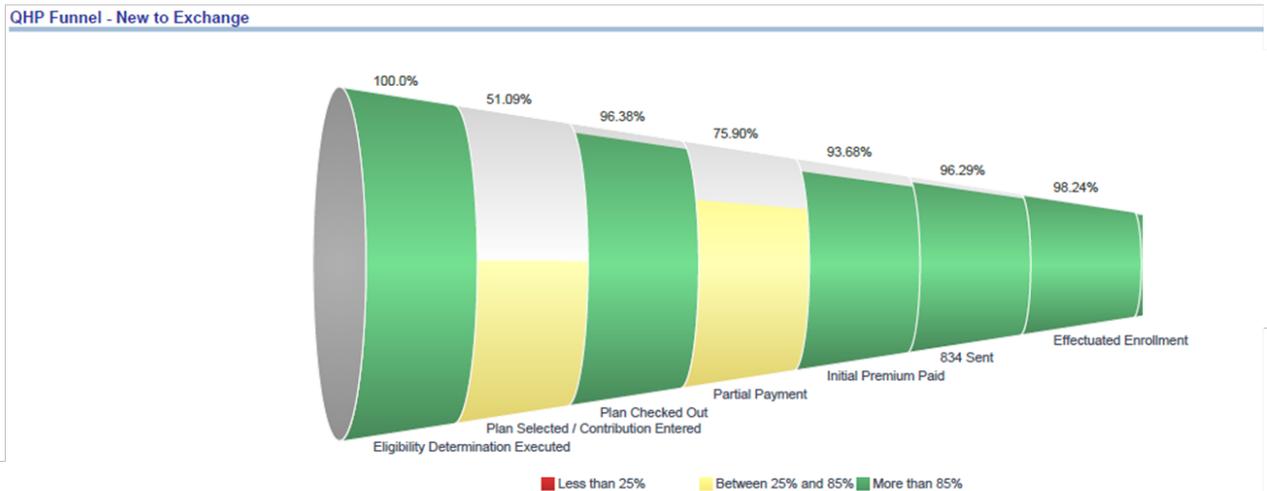
9,454 individuals have checked out a 2015 health plan. This includes 3,791 individuals in Qualified Health Plans (private health insurance) and 5,663 individuals in Medicaid or Dr. Dynasaur plans.

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 9,454 individuals who checked out, 7,981 have completed the enrollment process and have an active health plan (i.e., effectuated enrollment). Of those who completed the process, 2,506 are on a Qualified Health Plan and 5,475 are on Medicaid or Dr. Dynasaur.

The following graphic provides more detail on where new Vermont Health Connect customers are in the enrollment process. Please note that applicants who qualify for Medicaid are not included.

## Application Progress Tracking – New Applicants

The Application Funnel monitors households as they move through plan selection and effectuation. Each bar measures the percent of people from the previous stage that moved forward. \*\*Counts Individuals



Note: See glossary of terms on next page

## **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 and began by processing plans that customers did not ask to change. The progress of plan renewal processing is as follows:

25,169 individuals have been checked out into 2015 health plans. This includes 21,905 individuals on Qualified Health Plans and 3,264 individuals on Medicaid or Dr. Dynasaur plans. Of the 25,169 individuals whose plans have been checked out, 20,568 have had their renewal completely processed. Of the 20,568, 17,951 are on a Qualified Health Plan and 2,617 are on Medicaid or Dr. Dynasaur.

## **Customer Support Center Metrics (Week of January 12 - 17)**

**Number of calls:** 10,792

**Average wait:** 18.8 seconds

**Number of calls answered in less than 30 seconds:** 82.8%

## **Glossary of Terms**

**New Applicants** – Applicants who did not have coverage through Vermont Health Connect through end-of-year 2014.

**Eligibility Determination Executed** –Individuals in applications for coverage who have completed an application either online, by phone, or on paper and have been processed into our system.

**Plan Selected** – Individuals who have a health plan(s) in their “shopping cart” but have yet to confirm the plan selection. The plan selection will not be sent to the insurance issuer until they confirm.

**Checked Out** – Individuals who have confirmed the health plan(s) in their “shopping cart.” The plan selection will be sent to the insurance issuer.

**Partial Payment** – Individuals whose accounts have received a partial payment, but not a full initial premium payment. This payment could be from the customer or it could be Vermont Premium Assistance.

**Initial Premium Paid** – Individuals whose first month’s premium has been paid in full.

**834 Sent** – Individuals whose customer information and confirmed plan selection has been transmitted to the insurance issuer.

**Effectuated Enrollment** – Individuals whose health insurance coverage has been confirmed by the insurance issuer.