OPEN ENROLLMENT 4 - UPDATES
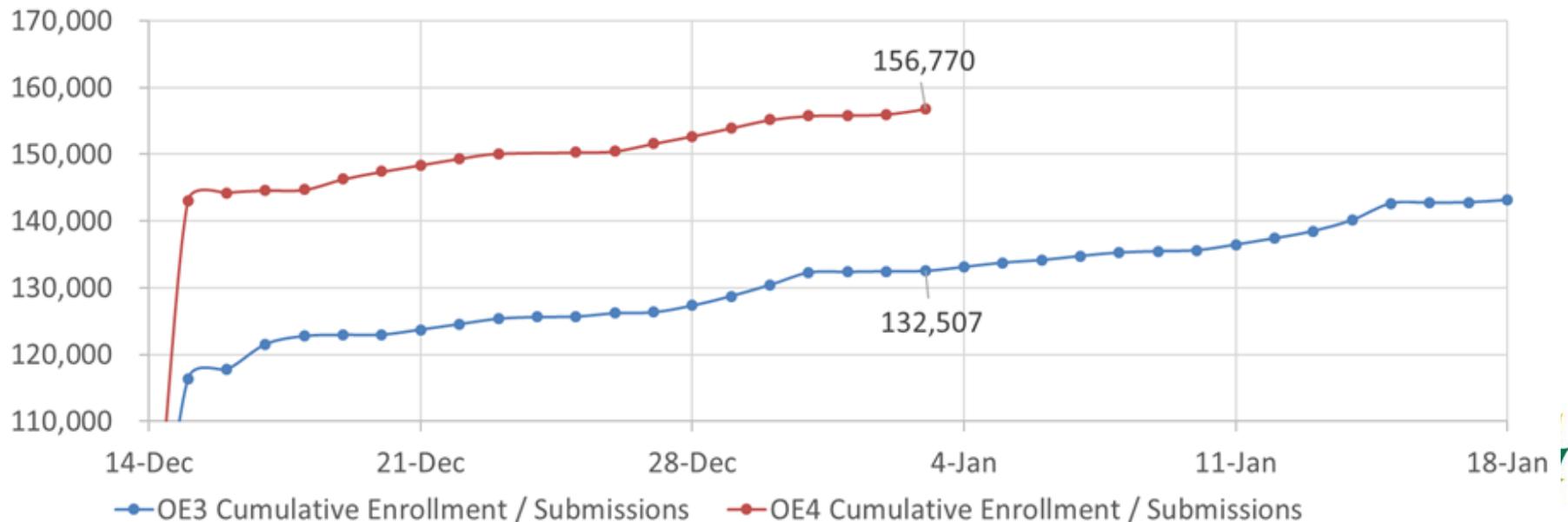
Board of Directors Meeting

Monday, January 9, 2017

ENROLLMENT UPDATE

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Enrollment numbers continue to be ahead of OE3

- We are currently 18% ahead of the same date last year
- A few records were set through this Open Enrollment:
  - >12,000 enrollments on one day
  - > 1,000 enrollments in one hour
- System performance not greatly affected
  - 5.4 seconds average page load time on 12/15

Submitted Enrollments. OE3 vs. OE4

156,770

132,507

14-Dec   21-Dec   28-Dec   4-Jan   11-Jan   18-Jan

OE3 Cumulative Enrollment / Submissions   OE4 Cumulative Enrollment / Submissions

In-Process or Impacted Enrollments

Issue	Description	Impact	Cause	Status
$0 APTC	Through the enrollment process, customers would see a message stating they were eligible for $0 APTC.	Up to ~7,300 applications could have been affected. EBNE marketing initiatives could capture many of these.	Integration failure between PEAK and C4HCO	Timeout issue fixed, appears resolved and being monitored. Awaiting more customer data before outreach.
2016/7 Eligibility	Enrollments for 2017 sometimes causing a change to the last month in 2016 in addition to allowing the enrollment.	~2,600 applications had their last month's enrollment affected. Of those, ~200 intended to make a change. Can affect payments for members with auto-pay.	Eligibility rule interpretation issue	Outreach complete; combination of live and automated calls
10 day noticing	Because of the 15th of the month rule, CBMS is incorrectly determining that people are eligible for Medicaid	Once 10-day notice is sent, accounts are locked into Medicaid. Makes it difficult for our MA Site to correct those. ~20 people affected.	2016/7 eligibility issue	Technical / developer workaround being considered

In-Process or Impacted Enrollments (continued)

Issue	Description	Impact	Cause	Status
Changes to SSI income	If MA site makes changes to the income, the 2017 eligibility gets "confused"	Awaiting a report to determine how many customers are affected, but this is thought to be >100. People are prevented from getting an eligibility determination.	TBD – under investigation	No approved workaround yet
Case closed	Customers see a message saying "case closed"	Account has to be worked through counties or OIT. Delay to eligibility data capture.	UI design	Ticketing and resolution process in place.
Confidential combo cases	C4HCO does not have access to these accounts. Other users access some C4HCO data for the account.	Small number of accounts affected.	Permissions design issue	No official process in place for dealing with these accounts.

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Coverage Start Date Attestation Process

Member completes enrollment after 12/15	Member attests for 1/1 coverage and selects reason	Policy group approve/reject attestations	Enrollment flows through to carriers

- There are some valid reasons while someone who did not hit the 12/15 deadline for 1/1 coverage should be allowed a 1/1 coverage start date
  - Technical issues (as described above)
  - Delayed eligibility determination
- Typically, the CSD attestation policy group gets much stricter about approving these further from the 12/15 deadline, and especially as enrollments become retroactive
- Attestation process changed this year to reduce carrier/member difficulties

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CUSTOMER SERVICE CENTER METRICS UPDATE
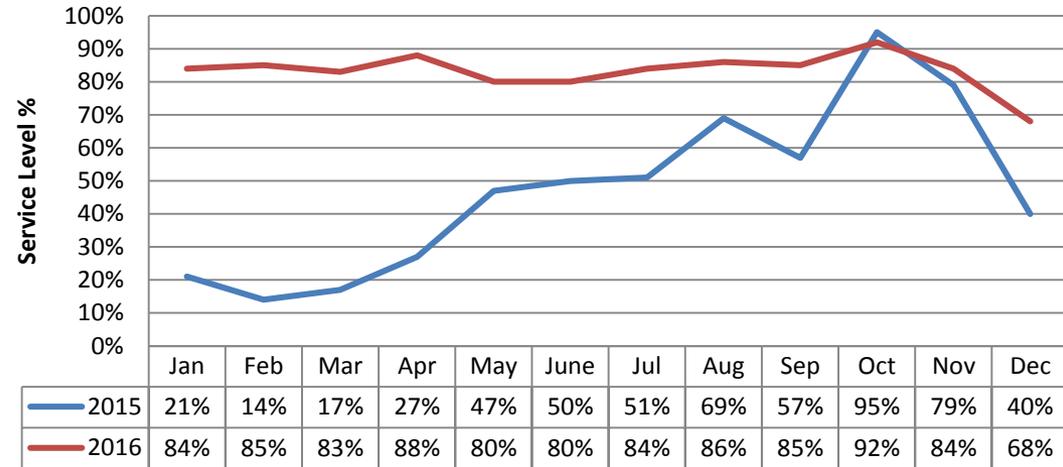
Customer Service Center – SLA Performance

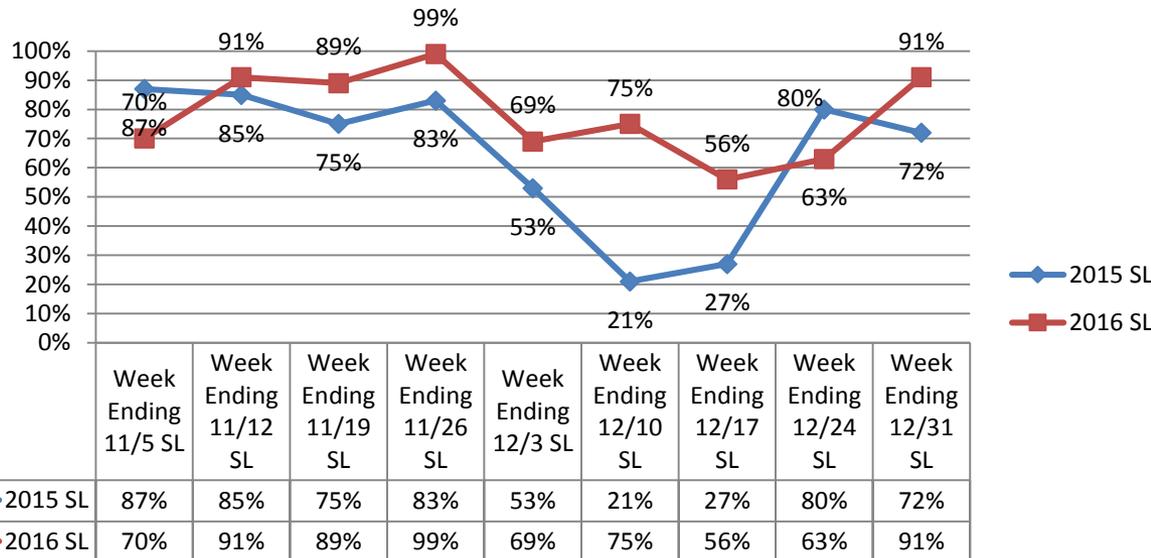| Measures as of end of day Saturday, 12/31/2016 for the month of December, unless otherwise stated	
Service level: % of calls answered < 5 minutes (Note: OE Target is 80% and Dec call volume was 13% above forecast)	November*: 84% December: 68%
Average wait time	November*: 2 minutes, 7 seconds December: 5 minutes, 47 seconds
Average handle time	November*: 17 minutes, 36 seconds December: 19 minutes
Top Call drivers	Enrollment assistance Eligibility assistance Technical Support Account Corrections Verifications Coordinating with Carrier

*Note: Data is for entire month of November, and December month-to-date through end of day, 12/31/2016.

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Customer Service Center – 2015/2016 Comparison

Service Level Comparison YoY By Month

	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
2015	21%	14%	17%	27%	47%	50%	51%	69%	57%	95%	79%	40%
2016	84%	85%	83%	88%	80%	80%	84%	86%	85%	92%	84%	68%

Service Level Comparison YoY By Week

	Week Ending 11/5 SL	Week Ending 11/12 SL	Week Ending 11/19 SL	Week Ending 11/26 SL	Week Ending 12/3 SL	Week Ending 12/10 SL	Week Ending 12/17 SL	Week Ending 12/24 SL	Week Ending 12/31 SL
2015 SL	87%	85%	75%	83%	53%	21%	27%	80%	72%
2016 SL	70%	91%	89%	99%	69%	75%	56%	63%	91%

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Dec 2015 vs. Dec 2016 Ticket Volume

Ticket Volume

	2015	2016
Ticket Volume	73455	85536

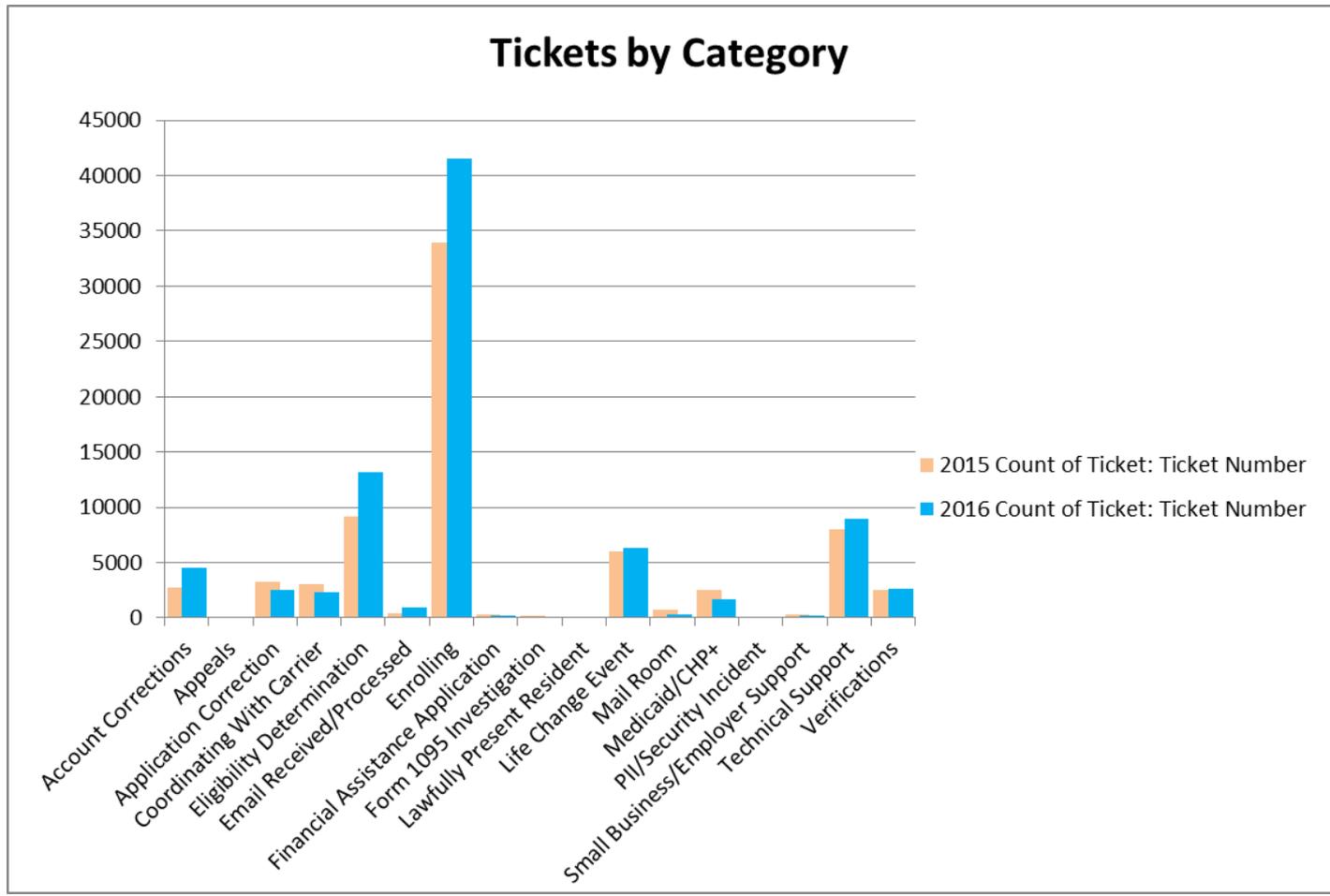**CONNECT** *for* **HEALTH**
COLORADO®
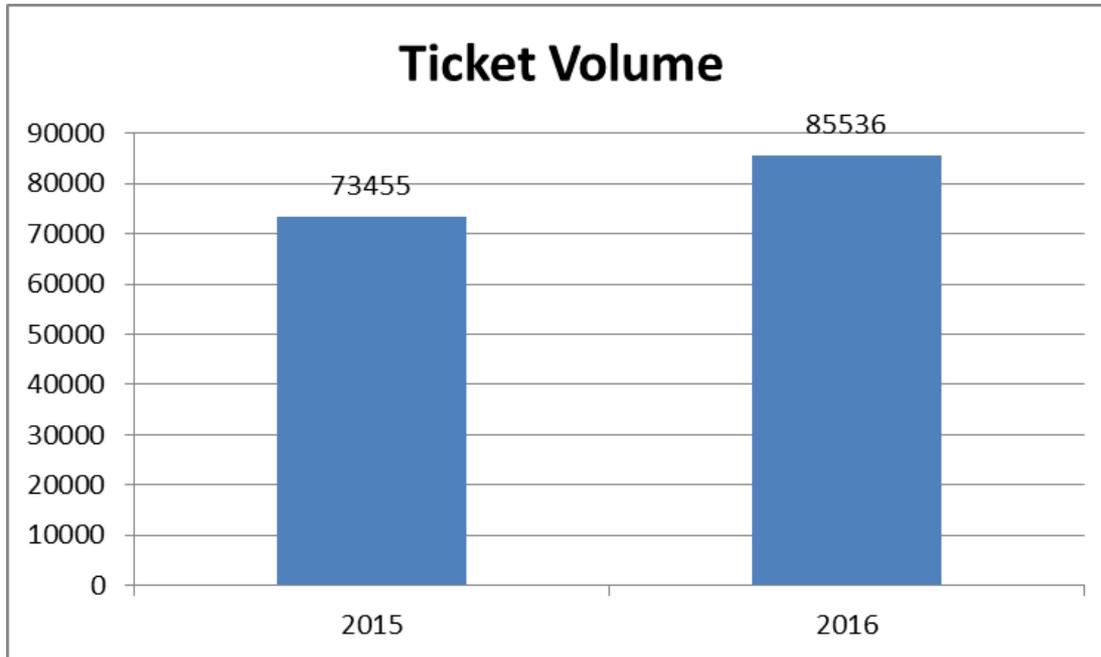
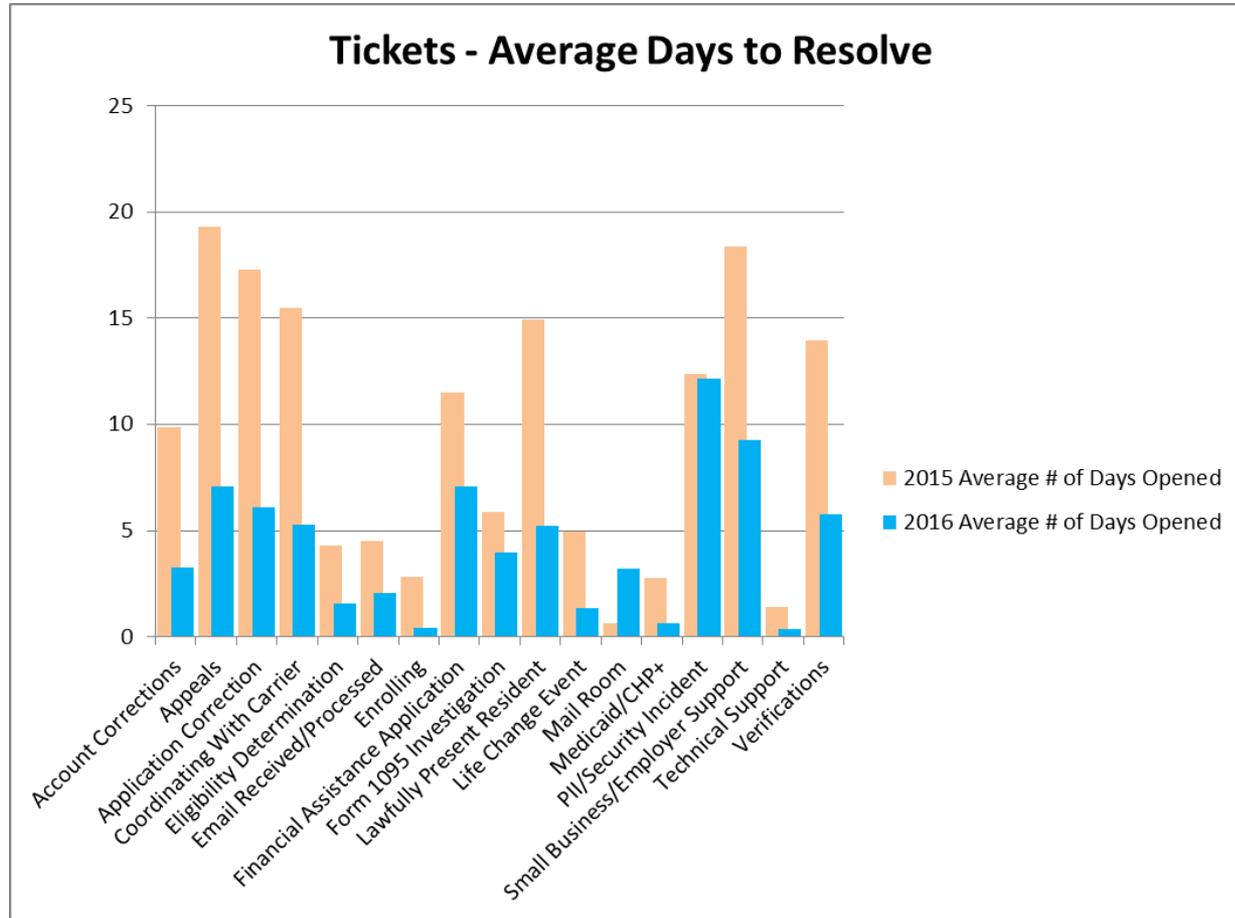# Improvement in Same Day Ticket Closure
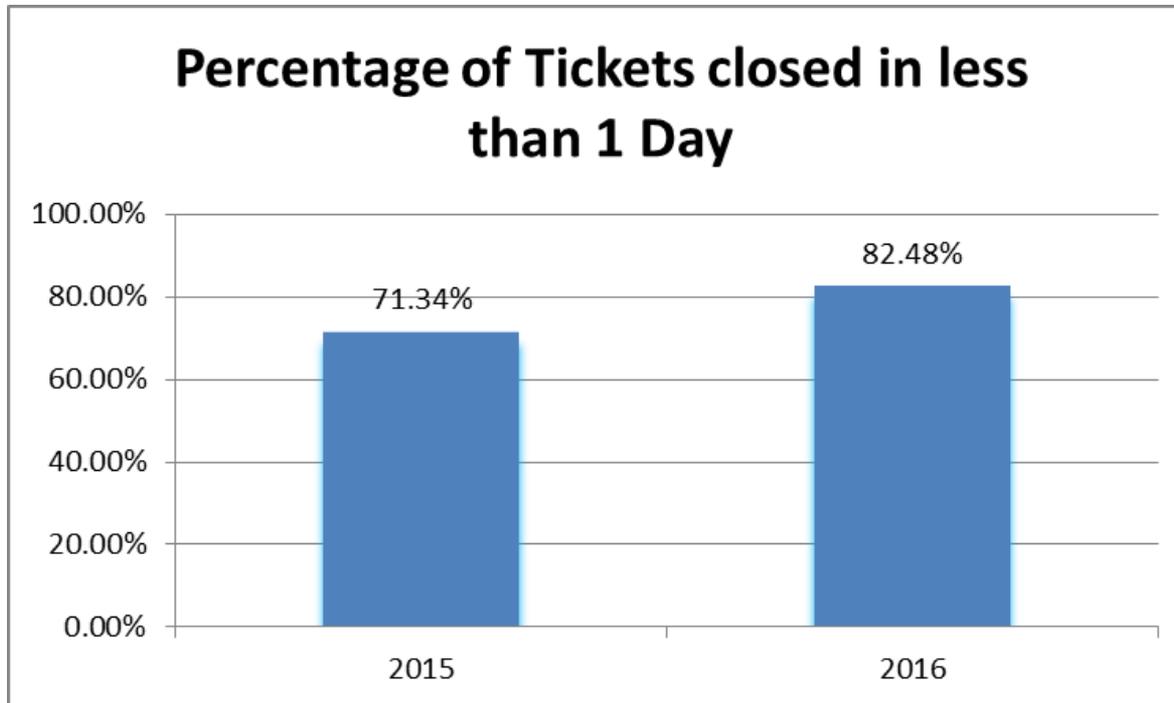
Over 82% of tickets opened in 2016 are closed on the same day

Dec 2015 vs. Dec 2016 Ticket Data

Fairly consistent distribution by category year over year

Improvement in Average Days to Resolve Tickets

Tickets - Average Days to Resolve

Legend: 2015 Average # of Days Opened, 2016 Average # of Days Opened

Categories: Account Corrections, Appeals, Application Correction, Coordinating With Carrier, Eligibility Determination, Email Received/Processed, Enrolling, Financial Assistance Application, Form 1095 Investigation, Lawfully Present Resident, Life Change Event, Mail Room, Medicaid/CHP+, PII/Security Incident, Small Business/Employer Support, Technical Support, Verifications

Overall our average closure rate has improved by 3.61 Days. Average days to resolve is 1.35 days

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