



## **EXECUTIVE DIRECTOR'S REPORT**

Peter V. Lee, Executive Director | September 18, 2014 Board Meeting

# ANNOUNCEMENT OF CLOSED SESSION ACTIONS

# AGENDA OVERVIEW

- Executive Directors Report
  - Navigator Grant Update
  - QHP and SHOP Update
- Proposition 45: Potential Operational Implication of the Insurance Rate Public Justification and Accountability Act
- 2015 Open Enrollment and Key Areas of Focus
- Adoption and Re-adoption of Regulations

# CITIZENSHIP AND IMMIGRATION INCONSISTENCIES UPDATE

# RESOLVING CITIZENSHIP AND IMMIGRATION ELIGIBILITY INCONSISTENCIES: UPDATE

## September Activities

- Mailed notices to individuals to (1) request proof and (2) notify them that their coverage will be terminated if status cannot be verified.
- Sent electronic emails to individuals reminding them to send their documents.
- Established a “Helpline” to assist individuals who submitted documents that could not be verified.
- Added additional information for consumers to Coveredca.com.
- Coordinated with carriers and agents to directly outreach to consumers.
- Provided certified enrollment entities information and guidance on how to help consumers with inconsistencies.
- Began sending notes of confirmation to individuals whose documents have been received.

## Termination Strategy

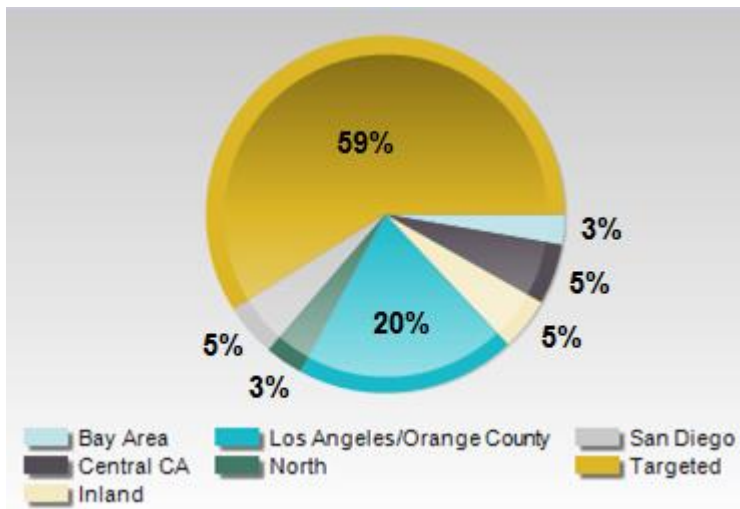
- Individuals with outstanding inconsistencies will receive a notice from Covered California informing them coverage will end October 31, 2014. The notice will include a dedicated Helpline and process for appealing the termination, as well as a modified tagline page indicating Important Information in all Medi-Cal threshold languages.
- Covered California will continue to accept documents and resolve inconsistencies through the end of the calendar year, and will reinstate individuals who provide acceptable documents retroactively to November 1, 2014.

# NAVIGATOR GRANT UPDATE

Sarah Soto-Taylor, Deputy Director of Community Relations

# NAVIGATOR PROGRAM: SUBMITTED APPLICATIONS

- 146 submitted applications
- 334 total organization including lead organizations and subcontractors
- More than **\$65 million** in funding was requested



Region	Applications Submitted	Amount Requested
Bay Area	4	\$1,760,500
Central CA	8	\$4,794,087
Inland	7	\$3,632,044
LA/Orange	29	\$13,802,851
North	5	\$2,110,000
San Diego	7	\$3,827,039
Targeted	86	\$35,562,751
<b>Total</b>	<b>146</b>	<b>\$65,489,272</b>

# NAVIGATOR PROGRAM: SELECTED APPLICATIONS

- **227 organizations** recommended for funding:
  - 66 lead organizations
  - 161 subcontractors
  - 1,749 total existing Certified Enrollment Counselors
- **22 organizations** are current Outreach and Education Grantees
  - 18 lead organizations
  - 4 subcontractors
- **66** of the top 150 Certified Enrollment Entities (CEEs) are participating in the Navigator Program with **1,165** affiliated Certified Enrollment Counselors



# NAVIGATOR PROGRAM: SELECTED APPLICATIONS

- **\$14.65 million** in new Navigator funds
- **\$3 million** in rollover of Outreach and Education Grant funds (18 lead grantees)
  - \$17.7 million in total contract awards
- **\$2.2 million available** in separate bonus pool to enroll an additional 30,000 individuals

**93,467** projected effectuated individuals

Region	Funding Amounts (Navigator Dollars)	%	Effectuated Individuals	%
Los Angeles	\$4,520,080	31%	28,929	31%
Central Valley	\$2,432,368	17%	16,230	17%
Northern California	\$2,057,543	14%	13,379	14%
Bay Area	\$1,598,624	11%	9,376	11%
Orange	\$1,331,958	9%	8,614	9%
Inland Empire	\$1,246,662	9%	8,077	9%
San Diego	\$1,019,887	7%	5,632	6%
Central Coast	\$442,368	3%	3,230	3%
<b>Grand Total</b>	<b>\$14,649,490</b>	<b>100%</b>	<b>93,467</b>	<b>100%</b>

# NAVIGATOR PROGRAM: SELECTED APPLICATIONS



# SERVICE CHANNELS



# NAVIGATOR PROGRAM: FUNDING BY ETHNICITY

Ethnicity	Lead Grantees	Nav Dollars Awarded	% of Total
<b>Latino</b>	<b>62</b>	<b>\$7,567,468</b>	<b>51.70%</b>
<b>Caucasian</b>	<b>52</b>	<b>\$2,360,174</b>	<b>16.10%</b>
<b>Asian</b>	<b>47</b>	<b>\$1,903,061</b>	<b>13.00%</b>
<i>Cambodian</i>	10	\$98,805	0.70%
<i>Chinese</i>	23	\$382,068	2.60%
<i>Filipino</i>	30	\$247,926	1.70%
<i>Hmong</i>	15	\$126,666	0.90%
<i>Japanese</i>	7	\$19,641	0.10%
<i>Korean</i>	21	\$713,566	4.90%
<i>Laotian</i>	10	\$23,356	0.20%
<i>Vietnamese</i>	27	\$291,033	2.00%
<b>African/African American</b>	<b>54</b>	<b>\$1,854,756</b>	<b>12.70%</b>
<i>African</i>	17	\$313,470	2.10%
<i>African American</i>	44	\$1,541,286	10.50%
<b>Other</b>	<b>40</b>	<b>\$902,290</b>	<b>6.20%</b>
<i>Armenian</i>	6	\$54,052	0.40%
<i>Middle Eastern</i>	20	\$64,127	0.40%
<i>Russian</i>	9	\$50,114	0.30%
<i>Ukrainian</i>	5	\$6,981	0.00%
<i>Other</i>	28	\$727,017	5.00%
<b>American Indian</b>	<b>15</b>	<b>\$61,740</b>	<b>0.40%</b>
<b>Grand Total</b>		<b>\$14,649,490</b>	<b>100%</b>

Does not include any affiliated subcontractor organizations or Outreach and Education Grant roll-over funds

# NAVIGATOR PROGRAM: LATINO FOCUS

At least 60% of the following organizations' efforts will reach the Latino community:

## Lead Organizations:

- AltaMed Health Services Corporation
- Bienestar Human Services, INC.
- Bienvenidos Community Health Center
- Centro de Salud de la Comunidad de San Ysidro, Inc. (d.b.a. San Ysidro Health Center)
- Clinica Sierra Vista
- Family Health Care Resources
- Family Tax Services
- Hub Cities Consortium
- LDP Financial
- Omni Family Health
- Physicians for a National Health Program-California
- St. Francis Medical Center of Lynwood Foundation
- Unidos Por La Musica
- Vision y Compromiso

## Key Subcontractors:

- El Concilio – The Council for the Spanish Speaking
- Mexican American Business and Professional Association of San Diego
- La Clinica de la Raza Inc.
- Tiburcio Vasquez Health Center
- Spirit of Unity – Puertas Abiertas Community Resource Center

# NAVIGATOR PROGRAM: AFRICAN AMERICAN FOCUS

At least 30% of the following organizations' efforts will reach the African American community:

## **Lead Organizations:**

- California Black Chamber Foundation
- California NAACP
- Crenshaw Health Partners
- Kelly Rolfe Financial Services
- Riverside County Black Chamber of Commerce
- Sac Cultural Hub Media Foundation
- The Green Foundation

# NAVIGATOR PROGRAM: ASIAN FOCUS

At least 20% of the following organizations' efforts will reach the Asian community:

## Lead Organizations:

- Alameda Health Consortium (Chinese)
- Asian Americans Advancing Justice – Los Angeles (API, Vietnamese, Filipino)
- Asian Pacific Self-Development and Residential Association (Cambodian)
- California Health collaborative (South Asian, Hmong, Filipino)
- Cambodian Association of American (Laotian, Hmong, Vietnamese, Cambodian)
- D' Access Central Inc. (Filipino)
- Herald Christian (Chinese)
- Koreatown Multipurpose Senior Center (Korean)

## Key Subcontractors:

- Chinatown Service Center
- Empowering Pacific Islander Community
- Filipino Americans Services Group, Inc.
- Guam Communications Network
- Lao American Coalition
- Thai Community Development Center
- Vietnamese Voluntary Foundation, Inc.

# NAVIGATOR PROGRAM: FUNDING BY LEAD ORGANIZATION TYPE

Organization Type	Total Funding (Nav Dollars)	% of Total Funding	# of Organizations	% of Organizations
Non-Profit Community Organization	\$7,386,504	50.4%	34	51.52%
Safety-Net Clinic	\$3,637,719	24.8%	15	22.73%
Tax Preparer	\$850,000	5.8%	5	7.58%
Chamber of Commerce	\$800,000	5.5%	2	3.03%
City, County or Local Government Agency	\$675,267	4.6%	3	4.55%
Faith-Based Organization	\$600,000	4.1%	2	3.03%
Labor Union	\$500,000	3.4%	1	1.52%
Community College or University	\$100,000	0.7%	2	3.03%
American Indian Tribe or Tribal Organization	\$50,000	0.3%	1	1.52%
Trade, Industry, or Professional Organization	\$ 50,000	0.3%	1	1.52%
<b>Grand Total</b>	<b>\$14,649,490</b>	<b>100%</b>	<b>66</b>	<b>100%</b>

Navigator Funding amounts only; Does not include Outreach and Education Grant roll-over funds



# NAVIGATOR PROGRAM: SELECTED APPLICANTS

Applicant Organization	Amount Funded (Navigator Dollars)	O&E Roll Over	Total Award
1. Alameda Health Consortium	\$500,000		\$500,000
2. AltaMed Health Services Corporation	\$750,000		\$750,000
3. Asian Americans Advancing Justice - Los Angeles	\$501,000	\$184,000	\$685,000
4. Asian Pacific Self-Development And Residential Assoc.	\$52,268		\$52,268
5. Best PRactices Group, Inc.	\$50,000		\$50,000
6. Bienestar Human Services, INC.	\$200,000	\$127,547	\$327,547
7. Bienvenidos Community Health Center	\$50,000		\$50,000
8. California Black Chamber Foundation	\$500,000		\$500,000
9. California Council of Churches	\$0	\$130,000	\$130,000
10. California Health Collaborative	\$383,000	\$234,000	\$617,000
11. California NAACP	\$185,562	\$64,438	\$250,000
12. Cambodian Association of America	\$50,000		\$50,000
13. Catholic Charities of California, Inc.	\$300,000	\$247,622	\$547,622
14. Central Valley Health Network Inc.	\$400,000	\$79,604	\$479,604
15. Centro de Salud de la Comunidad de San Ysidro, Inc.	\$362,719		\$362,719
16. City of Long Beach Dept. of Health and Human Services	\$225,267		\$225,267

# NAVIGATOR PROGRAM: SELECTED APPLICANTS

Applicant Organization	Amount Funded (Navigator Dollars)	O&E Roll Over	Total Award
17. Clinica Sierra Vista	\$500,000		\$500,000
18. Coalition of Orange County Community Clinics	\$200,000		\$200,000
19. Community Health Alliance of Pasadena	\$175,000		\$175,000
20. Community Health Centers of the Central Coast	\$300,000		\$300,000
21. Community Health Clinic Ole	\$200,000		\$200,000
22. Community Medical Centers, Inc.	\$100,000		\$100,000
23. Comprehensive Community Health Centers	\$250,000		\$250,000
24. Crenshaw Health Partners	\$300,000		\$300,000
25. D' Access Central Inc.	\$50,000		\$50,000
26. East Bay Agency for Children	\$313,000	\$27,418	\$340,418
27. Family Health Care Resources	\$100,000		\$100,000
28. Family Health Centers of San Diego	\$300,000		\$300,000
29. Family Tax Services	\$100,000		\$100,000
30. Foothill Health Center	\$50,000		\$50,000
31. Greenville Rancheria	\$50,000		\$50,000
32. Health Access Foundation	\$450,000		\$450,000
33. Healthy Community Forum for the Greater Sacramento Region	\$206,270	\$153,730	\$360,000

# NAVIGATOR PROGRAM: SELECTED APPLICANTS

Applicant Organization	Amount Funded (Navigator Dollars)	O&E Roll Over	Total Award
34. Healthy House Within a MATCH Coalition	\$200,000		\$200,000
35. Herald Christian Health Center	\$100,000		\$100,000
36. Home Start, Inc.	\$100,000		\$100,000
37. Hub Cities Consortium	\$150,000		\$150,000
38. INFO LINE of San Diego County	\$34,550	\$215,450	\$250,000
39. Institute for Healthcare Advancement	\$500,000		\$500,000
40. Kelly Rolfe Financial Services	\$500,000		\$500,000
41. Koreatown Multipurpose Senior Center	\$500,000		\$500,000
42. LDP Financial	\$100,000		\$100,000
43. Loma Linda University	\$0	\$311,000	\$311,000
44. Northeast Community Clinic	\$100,000		\$100,000
45. Omni Family Health	\$300,000		\$300,000
46. Physicians for a National Health Program-California	\$50,000		\$50,000
47. Planned Parenthood of Orange and San Bernardino Counties	\$50,000		\$50,000
48. Providence Little Company of Mary Foundation	\$183,342		\$183,342
49. Quantum Investments Inc.	\$100,000		\$100,000
50. Quinn Community Outreach Corporation	\$150,000		\$150,000

# NAVIGATOR PROGRAM: SELECTED APPLICANTS

Applicant Organization	Amount Funded (Navigator Dollars)	O&E Roll Over	Total Award
51. Redwood Community Health	\$312,000	\$438,000	\$750,000
52. Riverside County Black Chamber of Commerce	\$300,000		\$300,000
53. Saban Community Clinic	\$100,000		\$100,000
54. Sac Cultural Hub Media Foundation	\$200,000		\$200,000
55. San Mateo County Health System	\$300,000		\$300,000
56. Solano Coalition for Better Health	\$47,200	\$62,800	\$110,000
57. St. Francis Medical Center of Lynwood Foundation	\$36,355	\$213,645	\$250,000
58. The Actors' Fund of America	\$43,010	\$112,000	\$155,010
59. TheGreenFoundation	\$100,000		\$100,000
60. Tides Center/California Coverage & Health Initiatives	\$400,000		\$400,000
61. UHW	\$500,000		\$500,000
62. Unidos Por La Musica	\$300,000		\$300,000
63. United Ways of California	\$200,495	\$224,504	\$424,999
64. University of Southern California	\$100,000	\$0	\$100,000
65. Vision y Compromiso	\$238,452	\$261,548	\$500,000
66. Young Invincibles	\$200,000		\$200,000
<b>Total</b>	<b>\$14,469,490</b>	<b>\$3,087,306</b>	<b>\$17,736,796</b>

# QUALITY AND NETWORK MANAGEMENT

Anne Price, Director, Plan Management

# QUALITY RATING SYSTEM (QRS) FOR 2015- MINIMAL CHANGE\*

- Same common CAHPS across all QHPs
  - 10 measures, 3 Domains; no HEDIS scores used
  - Updated with data from RY2013 (most current available)
  - Based on historic CAHPS performance; no exchange enrollee experience yet available
  - No scores available for Valley Health Plan or Chinese Community
- Same process for creating a single statewide index score
- Same regional PPO benchmark-CMS Region IX/Western

## What Did Change

- Single blended statewide rate for QHPs offering both HMO and PPO products (Anthem and Health Net) based on weighted Exchange membership
- EPO Exchange products have no historical commercial equivalent score available, so PPO scores are used in instances where a plan has an EPO product

\*Full methods description available

# QRS FOR 2015- SCORE SUMMARY

	1 Star	2 Star	3 Star	4 Star
2014 Health Plan Star Ratings	0	2	3	4
2013 Health Plan Star Ratings	0	2	3	4

# QRS SCHEDULE AHEAD

- Week of September 8- Shared scores with QHPs, blinded to competitors
- September 12 - Advisory Committee update
- September 18 - Board presentation
- October 1 (approximately)- load scores into enrollment system
- October 6- Scores publicly available in Enrollment system
- October- Scores available in Shop and Compare for renewal



# NETWORK POLICY AND ANALYSIS

## Covered California's Approach to QHP Networks

QHP Provider  
Networks-  
"Network  
Adequacy"

QHP ECP  
Networks  
340B, 1204a,  
HiTech

QHP  
Networks to  
serve low-  
income  
communities

# NETWORK POLICY AND ANALYSIS

- **Guiding Principles of QHP Network Adequacy**
  - Assure capacity meets consumer needs in all regions
  - Promote affordability
  - Improve health care quality
  - Offer choice among Qualified Health Plans
- All products must meet licensure, regulatory and product filing requirements of the appropriate regulatory body (Department of Managed Health Care or California Department of Insurance).
- **Evaluation of Covered California access and utilization of services**
  - Analysis underway of comparing Jan – June 2014 actual office visits to managed care benchmarks specific to California.
  - Consumer survey results related to care access and comparison to other state exchanges.

# NETWORK POLICY AND ANALYSIS (CONT)

- Guiding Principles of Essential Community Provider (ECP) Network Adequacy
  - Ensure access for low-income, medically underserved individuals.
  - Ensure access to a mix of provider types (hospitals and out-patient services), specifically to include providers classified as 340B.
  - Assess and support inclusion of specific provider types, including Tribal/Urban Indian clinics, Federally Qualified Health Centers (FQHCs), and county hospitals.
  - Include non-340B medical providers who have demonstrated service to low-income individuals (HI-TECH).
- Guiding Principles for Access to Care for Medically Underserved Communities
  - New Covered California effort to assess access to care for low-income Californians enrolled in a QHP.
  - Measure physician availability in low-income communities (overall supply) and assess network participation of available physicians for each QHP.

# PROVIDER DIRECTORY SEARCH STATUS

- QHP contract requires quarterly provider data submission in a format specified by Covered California.
- Q2 data submitted; most current available and used in negotiations for Plan Year 2015 recertification.
- Q3 data due October 15<sup>th</sup> (earliest available)- to include regulator approved networks for 2015.
- Known threshold requirements for Provider Search
  - Accuracy
  - CalHEERs prioritization
  - PCP selection functionality for HMO products
  - User friendly navigation
- Individual QHP directories are source of information for 2015 open enrollment.
- Accessing future implementation of combined directory.

# INSURANCE RATE PUBLIC JUSTIFICATION AND ACCOUNTABILITY ACT

# LEGISLATIVE UPDATE

David Panush, Director of External Affairs

# KEY LEGISLATION

## STATUS: ENROLLED

- **California Health Benefit Exchange: Appeals**  
AB 617 (Nazarian)
- **California Vision Care Access Council**  
AB 1877 (Cooley)
- **Schools: Health Care Coverage Enrollment Assistance**  
AB 2706 (Hernandez)
- **Health Care Coverage: Formularies**  
SB 1052 (Torres)
- **Medi-Cal: Statewide Automated Welfare System**  
SB 1341 (Mitchell)

# APPENDIX OUTREACH UPDATE



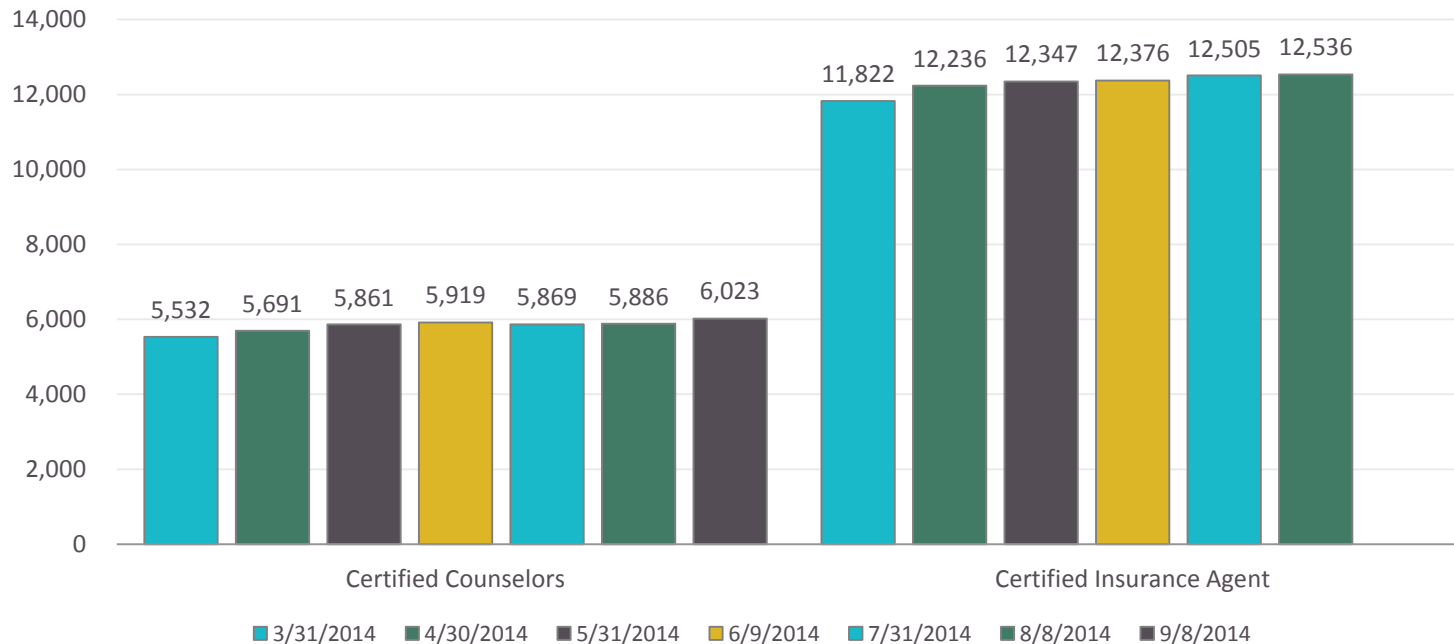
# ENROLLMENT SUPPORT: KEY METRICS

6,023 Certified Enrollment Counselors (as of September 8, 2014)

57% Spanish; 3% Cantonese; 3% Other; 3% Mandarin;  
2% Vietnamese; 1% Tagalog Speaking.

12,536 Certified Insurance Agents (as of August 11, 2014)

15% Spanish; 5% Chinese; 5% Korean; 4% Mandarin;  
3% Cantonese; 3% Vietnamese Speaking.



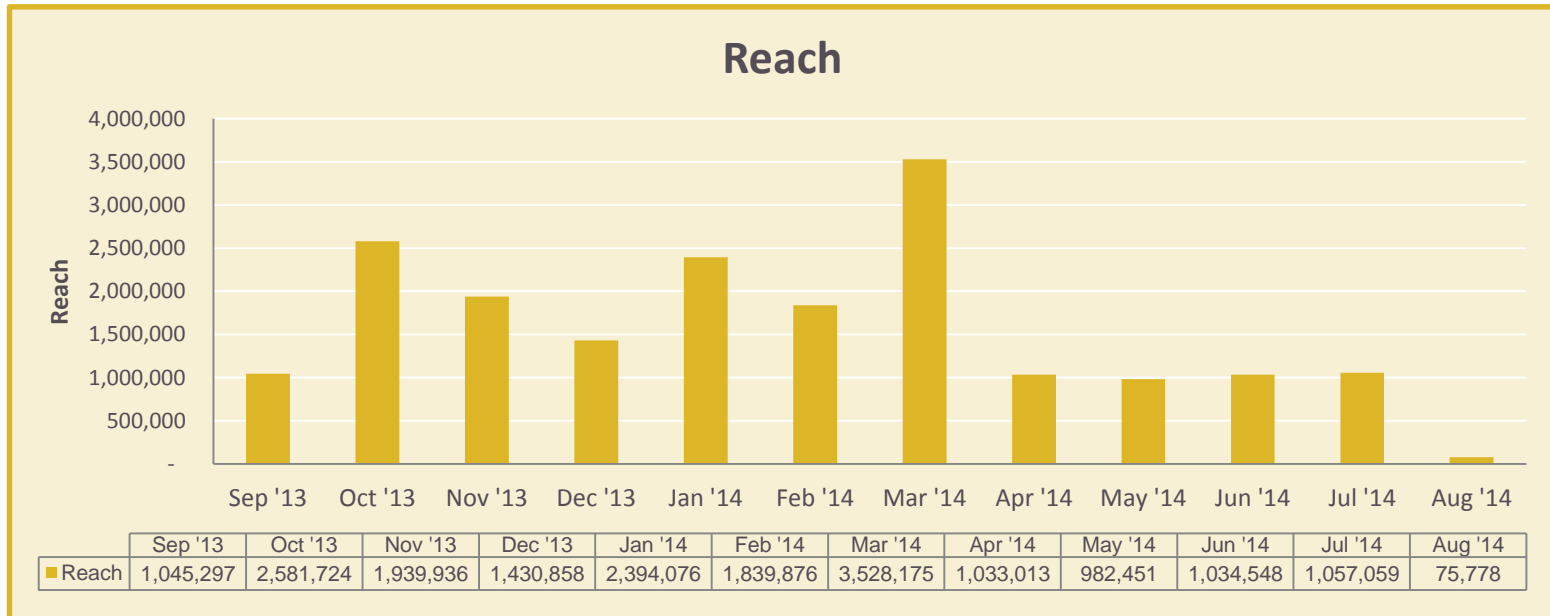
# ENROLLMENT SUPPORT: COMPENSATION

Payment Date	# Certified Enrollment Entities Paid	Total Paid
March 14, 2014	276	\$308,154
April 10, 2014	373	\$469,742
May 12, 2014	417	\$474,092
June 17, 2014	494	\$704,410
August 15, 2014	458	\$395,850
Total Paid for Covered CA Plans		\$2,352,248

	# Certified Enrollment Entities Paid	Total Paid
Covered CA Plans	542	\$2,352,248
Medi-Cal Payments (paid June 26, 2014)	388	\$1,129,144
Medi-Cal Payments (paid August 27, 2014)	80	\$55,506
<b>Total Payments Made to Certified Enrollment Entities</b>		<b>\$3,536,898</b>

# OUTREACH: KEY METRICS

- 2,655 Certified Educators (as of September 8, 2014)
- Outreach & Education Grantee reach:
  - **23.9 million overall reach**
  - 20.1 million individual consumers
  - 1.7 million business owners
  - 2.1 million medical professionals



# APPENDIX

# CONSUMER WEBSITE UPDATE

# KEY WEB INITIATIVES – UPDATE FROM AUGUST

- Providing System Support to Aid in Medi-Cal Processing
  - CalHEERS Project working with DHCS and Counties to prioritize enhancements, defect remediation and special batch processing / reports to assist in efforts to accelerate processing of new Medi-Cal applications.
  - **UPDATE: This work continues. Improvements continue and incidents continue to decrease. Batch processes to help clear pending verifications have been successful to date and are continuing with close coordination with counties. Many more significant enhancements for Medi-Cal processing will implement in early October and November.**
- Performance Improvements
  - Project is analyzing recommendations for infrastructure expansion in anticipation of increasing volumes for Medi-Cal and to prepare for 2015 Open Enrollment.
  - **UPDATE: Infrastructure expansion continues. The completion date has moved from end of September to mid-October.**
- Functional Improvements
  - Continued work with sponsors and stakeholders to ensure the most critical enhancements are completed for the Medi-Cal and Covered California programs.
  - **UPDATE: Initial work toward first year renewals was completed and implemented in CalHEERS in August. Additional releases are planned for October and November. It is expected that some functionality will need to be deferred and workarounds will be needed for some populations.**

# CALHEERS UPDATED RELEASE PLAN

July 2014 – December 2014

## Clear Medi-Cal Pending Cases and eHIT Improvements

- Income Reporting Enhancements (Completed)
- Remote Identity Proofing (Completed)
- Provide ability to Determine Retro Eligibility (“Prior Months Pending”) (Completed)
- Send Notice of Withdrawal of Apps in CalHEERS to SAWS (Completed)
- Special Batch Processing for Missing Verifications (Ongoing)
- Verification Plan Updates (including Caching values to reduce hits to FedHub) (October 2014)
- Provide Eligibility Workers Ability to Remove “Soft Pause” (November 2014)
- Real-time Error Reporting to Eligibility Workers (November 2014)

# CALHEERS UPDATED RELEASE PLAN

August 2014 – December 2014

## MAGI Medi-Cal and Covered California Renewals

- Pre-notifications to consumers to update on-line accounts (Completed) and e-verification authorizations (Early September 2014)
- Renewal notices for Covered California and Support for SAWS pre-populated renewals (October 2014)
- Mixed household (APTC and MAGI) renewals (October 2014)
- Support for carrier renewal transactions and notices (October 2014)
- Eligibility notices for 2015 enrollment (November 2015)

# CALHEERS UPDATED RELEASE PLAN

November - December 2014

## Second Year Open Enrollment for QHP

- Updates to align paper and on-line application
- Updates based on advocate feedback
  - Examples include updating wording and instructions for pregnant women and foster youth
- Updates based on consumer / usability feedback
  - Usability experts have been engaged and are building a more unified website incorporating learning opportunities and more streamlined access to application for insurance
- Full scope voter registration requirements
- New 1095 (APTC Credit notices) to IRS and consumers for 2014 Tax Year
- On-line payments for QHP enrollments
- CalHEERS / SAWS eHIT Enhancements
  - Enhanced renewal, soft pause and single streamlined application (SSA) features



# APPENDIX

# SERVICE CENTER UPDATE

# SERVICE CENTER UPDATE

- Improving Customer Service
  - Balancing staffing during Special Enrollment to assist with inconsistencies verification efforts and incoming contact volumes in preparation for the renewals and open enrollment periods.
  - Staff hiring underway in preparation for the anticipated renewal and open enrollment consumer support volumes in to the Service Centers.
- Enhance Technology Solutions
  - Continued development in key areas to leverage the IVR and improve self-service options in preparation for renewals and open enrollment.
- Clarifying channels and improved communications
  - Multiple Service Center resources remain focused on inconsistencies verification efforts.
  - Active planning of upcoming staffing and scheduling for renewals and open enrollment.

# STAFFING UPDATE

- Rancho Cordova and Contra Costa Service Centers are receiving general inquiry, application & enrollment and now ongoing support contact volumes in support of the Covered California marketing efforts statewide
- Fresno Service Center is dedicated to the inconsistencies verification efforts

Staff Group	9/1/2014 Target	9/1/2014 To Date	10/1/2014 Target	10/1/2014 To Date
Service Center Full Time Equivalent Representatives	538	625	595	673
Other staff (Management, Back Office, Quality Assurance, etc...)	280	174	280	193
<b>Total</b>	<b>818</b>	<b>799</b>	<b>875</b>	<b>866</b>

- All three Covered California Service Centers are set up to handle statewide calls using the “first available Service Center Representative model.”
  - Fresno – 299 SCRs, 52 leads
    - \*\* All Fresno SCRs off phones dedicated to the inconsistencies verification activities
  - Rancho Cordova –176 SCRs, 22 chat SCRs, 30 Hotline SCRs, 15 leads
  - Contra Costa- 42 CSAs, 21 leads

# SERVICE CENTER PERFORMANCE UPDATE\*

Service Center Metric	Goal	July 2014 Stats	August 2014 Stats
Total Calls Offered		217,174	217,517
Service Level	80% of calls answered within 30 seconds	38.4% of calls answered within 30 seconds	0.9% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	31.2% of calls abandoned	63.8% of calls abandoned
Total Dialed Attempts		312,836	434,336
Busy Message Presented to Callers	0% or less of calls receive busy message	3% or less of calls receive busy message	15% or less of calls receive busy message

## Top Inquiries

1. Consumers calling to check status of their Medi-Cal application
2. Consumers calling with questions on notices of action
3. Calls to update application information or make changes associated with a qualifying event
4. Consumers calling to check on status
5. Consumers calling to inquire on dis-enrollment or health plans cancelation

\*Performance metrics are measured monthly.

Note: Abandoned Calls: includes callers who may listen to FAQ messaging while on hold and release the call prior to speaking with an SCR

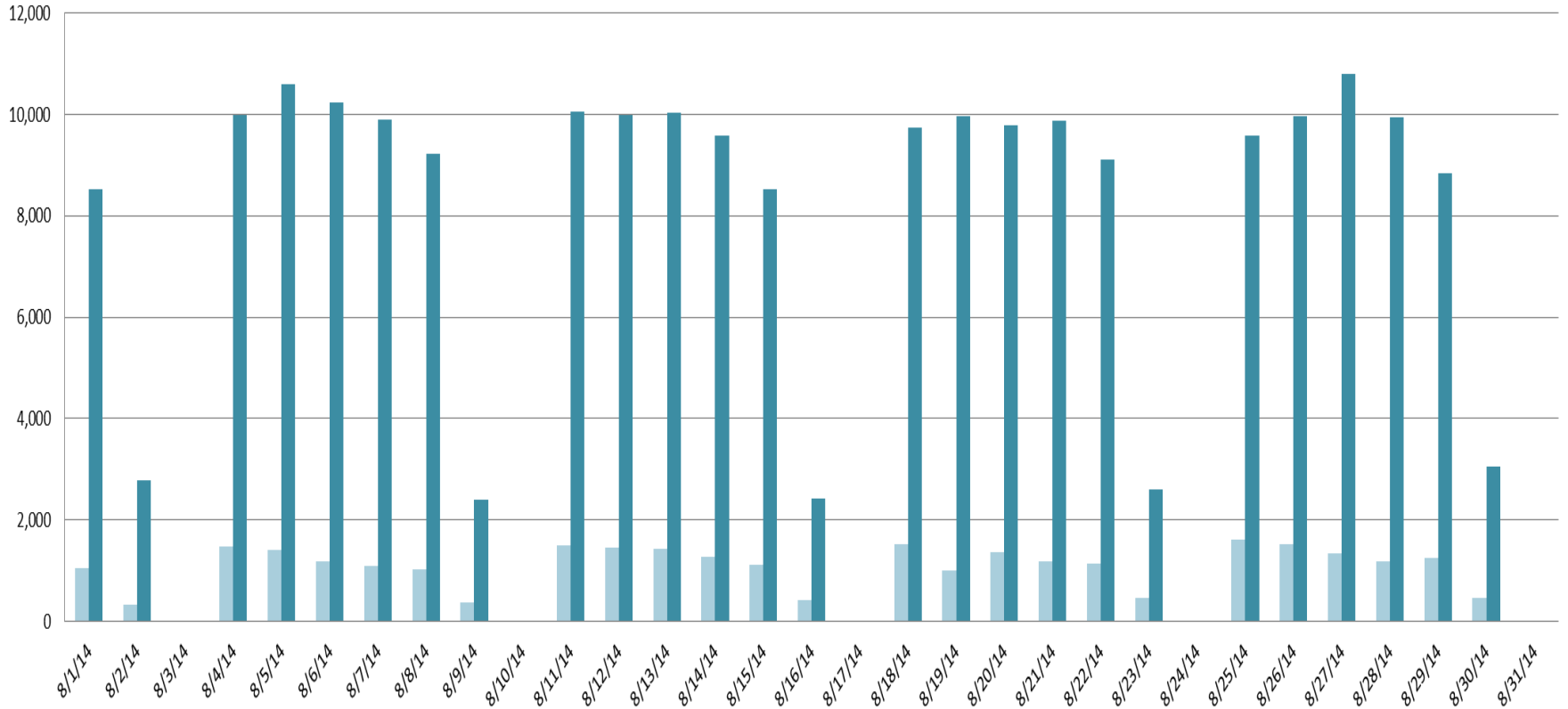
# AUGUST INDICATORS

- August contacts trended upwards as chat volumes increased by over 40%, likely attributed to status checks and notification of action to consumers.
- Average Handle Time in August rose by more than 1 minute from July with the increase in general inquiries, notices and status updates.
- Average Speed of Answer has increased by 42 minutes in August from the July Average Speed of Answer as a result of resources being balanced between incoming volumes and inconsistencies verifications.
- Abandonment Percentage has increased in August by 32.5% from July as longer wait times continued with focus on inconsistencies verifications.

*Note: Abandonment Percentage: includes callers who may listen to FAQ messaging while on hold and release the call prior to speaking with an SCR*

# SERVICE CENTER PERFORMANCE UPDATE\*

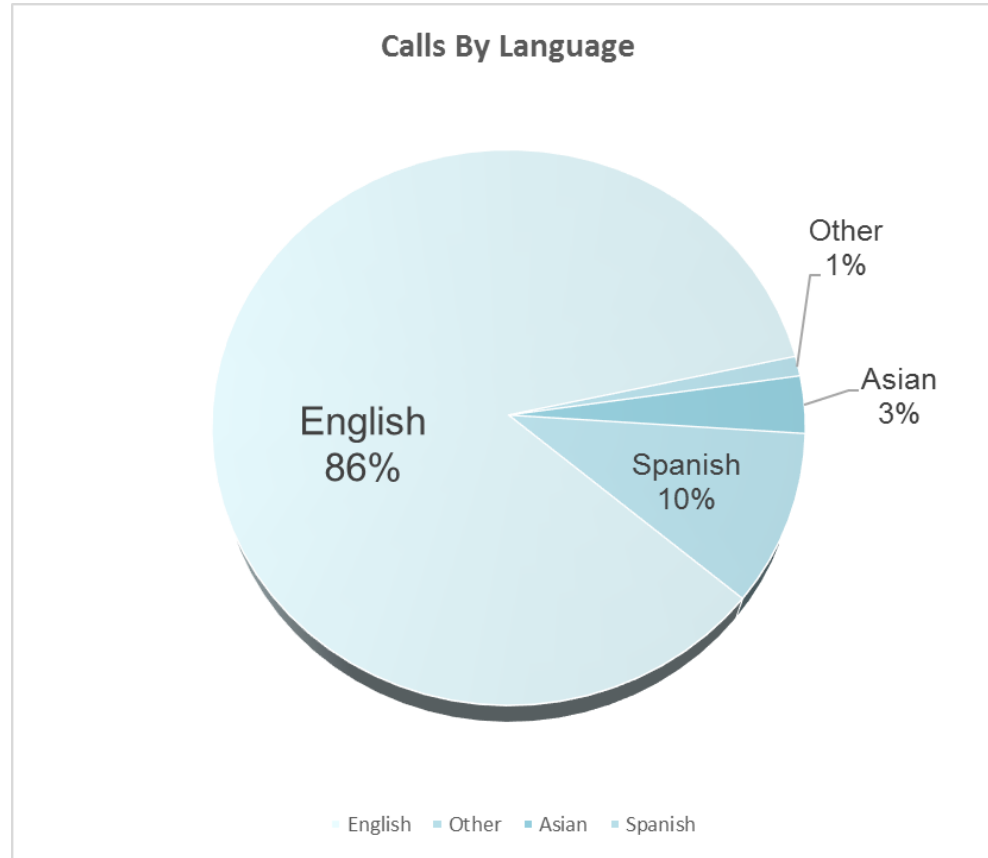
## Voice & Chat Offered Volumes



	8/1/14	8/2/14	8/3/14	8/4/14	8/5/14	8/6/14	8/7/14	8/8/14	8/9/14	8/10/14	8/11/14	8/12/14	8/13/14	8/14/14	8/15/14	8/16/14	8/17/14	8/18/14	8/19/14	8/20/14	8/21/14	8/22/14	8/23/14	8/24/14	8/25/14	8/26/14	8/27/14	8/28/14	8/29/14	8/30/14	8/31/14
Chat Offered	1,052	325	0	1,473	1,405	1,172	1,097	1,030	383	0	1,497	1,451	1,426	1,265	1,126	412	0	1,515	1,002	1,364	1,179	1,142	456	0	1,618	1,529	1,336	1,192	1,243	462	
Voice Offered	8,519	2,793		9,995	10,605	10,231	9,908	9,220	2,392		10,057	9,995	10,032	9,582	8,519	2,424		9,738	9,956	9,784	9,886	9,102	2,609		9,580	9,969	10,795	9,947	8,831	3,048	

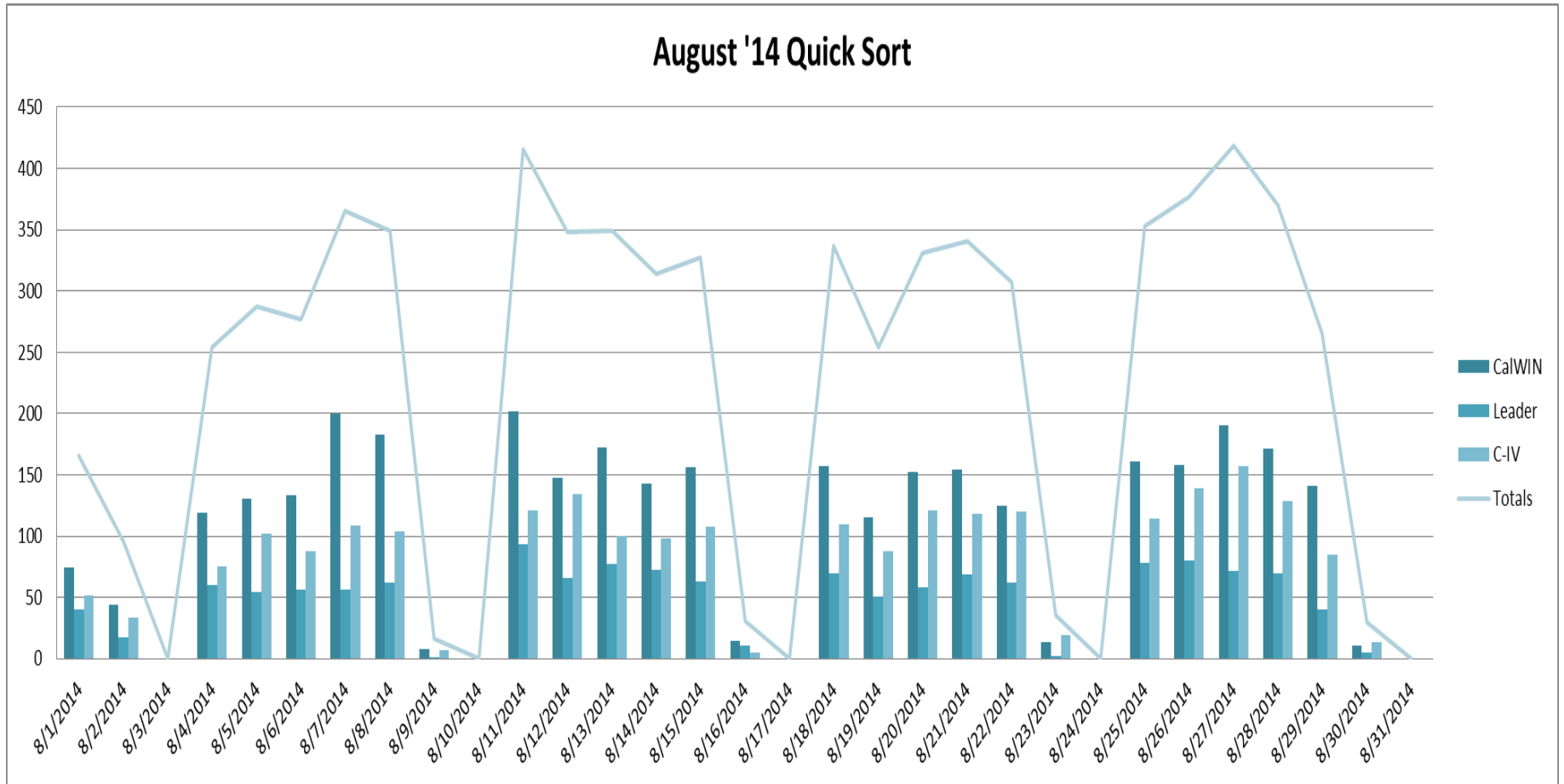
Note: Performance metrics are measured monthly. Voice queues open for consumers Monday through Saturday.

# LANGUAGE DISTRIBUTION OF CALLS HANDLED



- Service Centers are supporting calls in all 13 languages and using an interpreter service when an in-language Service Center Representative is not available.
  - Service Center Representatives are handling 63% of non-English calls
  - Contracted language line representatives are handling 37% of non-English calls
- 77 Covered California Service Center Representatives answering multi-lingual calls and 5 multi-lingual SCRs in chat.

# QUICK SORT VOLUMES



## Weekly Quick Sort Transfers to County/Consortia

Weekly Transfers  
261  
Partial Week

Weekly Transfers  
1,548

Weekly Transfers  
1,785

Weekly Transfers  
1,605

Weekly Transfers  
1,815

Note: Voice queues open for consumers Monday through Saturday.





# COVERED CALIFORNIA/COUNTY WORKFLOW COORDINATION QUICK SORT PERFORMANCE

Quick Sort Metrics	Service Level Standards	C-IV	CalWIN	Leader
Average Speed of Answer		4 Seconds	14 Seconds	7 Seconds
Service Level	80% of calls answered within 30 seconds	97.9% of calls answered within 30 seconds	95.8% of calls answered within 30 seconds	98.7% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	.07% of calls abandoned	1.21% of calls abandoned	.5% of calls abandoned
Busy Signals Presented to Callers	0% or less of calls receive busy signal	0% of calls received busy signal	0% of calls received busy signal	0% of calls received busy signal

- Continued refinement of Quick Sort processes with the Consortia and Service Center have shown continued improvement in process accuracy and delivering a seamless customer experience
- County/Consortia, DHCS and Covered California weekly operational meetings implemented to maintain operational focus

## AVERAGE PERCENT OF QUICK SORT TRANSFERS AUGUST '14

