



## **EXECUTIVE DIRECTOR'S REPORT**

Peter V. Lee, Executive Director | May 21, 2015 Board Meeting

# ANNOUNCEMENT OF CLOSED SESSION ACTIONS

# OVERVIEW

## Executive Director's Report

- Special Enrollment Period Update
- Effectuated Coverage Report: Covered Lives
- 1095 Update and Lessons Learned
- Covered California for Small Business Update
- Board Planning Calendar

## Covered California Policy and Action Items

- Proposed 2015-16 Budget (Discussion)
- Proposed 2016 Family Dental Revenue Assessment (Action)
- Establishment of Audit Committee (Action)
- Covered California Regulatory Changes
  - 2016 Standard Benefit Design Re-Adoption (Action)

# SPECIAL ENROLLMENT UPDATE

# SPECIAL ENROLLMENT PERIOD UPDATE

- The Special Enrollment Period for consumers who did not realize there was a tax penalty in 2014 or learned they may face a penalty in 2015 ended on April 30th, 2015.
- However, consumers are still eligible for special enrollment under other qualifying life events like:
  - Marriage
  - Loss of insurance
  - Birth
  - Income changes
- Also, consumers are able to apply for the Medi-Cal Program throughout the year.
- For more information on special enrollment and the full list of qualifying life events, please visit the Covered California website at: <http://www.coveredca.com/individuals-andfamilies/getting-covered/special-enrollment/>

# SPECIAL ENROLLMENT UPDATE

- Total number of special enrollments from February 23 through May 10, 2015: 117,024
- Average Monthly Rate of 47,000 (or 30,000 when excluding Tax Penalty individuals), which is significantly higher than forecasted amount – 25,000.

SEP Reason	Number of Individuals
American Indian/Alaskan Native	1,356
Detected change in eligibility for APTC/CSR	640
Gained citizenship/lawful presence	512
Got married or entered into domestic partnership	405
Had a baby	543
Informed of Tax Penalty Risk	43,929
Lost my health insurance including Medi-Cal	41,390
Other qualifying life event	24,247
Permanently moved to/within California	3,193
Released from jail or prison	734
Returned from active duty military service	75
<b>Grand Total</b>	<b>117,024</b>

# COVERED CALIFORNIA: MOVING FROM “ENROLLMENT” TO “COVERED CALIFORNIANS”

**During the month of March 2015, Covered California had:**

**1,342,956**

# Covered Californians

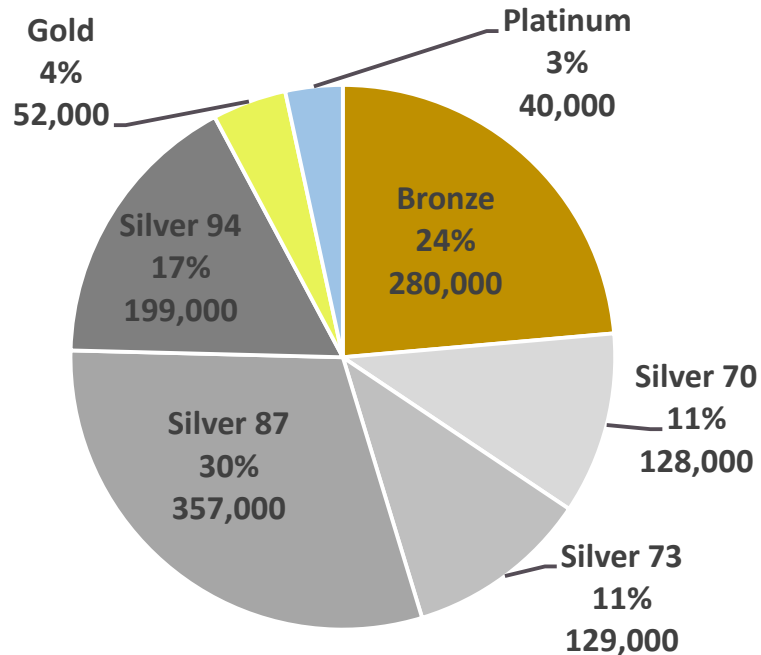
- **Covered California is now California's second largest purchaser of health care for those under 65 (after Medi-Cal)**
- **Covered California is now one of the largest purchasers in California across all ages, after only the federal government, Medi-Cal and CalPERS.**



# Consumers Are Getting Real Value

58% of Covered California's subsidy eligible population enrolled in an "enhanced" Silver that means lower costs when accessing health services.

2015 Subsidized Enrollees' Metal Tier Selection



- Over **three quarters (77%, about 912,000 of Californians)** of all subsidized enrollees pay less than \$150 per member per month after subsidies.
- More than 120,000 enrollees pay less than \$10 per member per month after subsidies.
- A quarter of the Silver 94 (about 70,000 Californians) enrollees pay less than \$25 per member per month after subsidies and over half (58%, about 115,000 Californians) of the Silver 94 enrollees pay less than \$50 per member per month after subsidies. (With cost-sharing subsidies, these individuals pay only \$3.00 for office visits and greatly reduced out-of-pocket costs.)
- Because of Covered California's Standard Benefit designs: even those with Bronze coverage can get at least three office visits and lab-work not subject to deductible and for the Silver, Gold and Platinum tiers, deductibles do not apply to any out-patient services and many other types of care.

# Californians Covered During 2014

## Covered Lives 2014: Open Enrollment and Special Enrollment Periods

	Open Enrollment	Special Enrollment	Overall
Effectuation Rate (%)	81%	78%	81%
Effectuated (N)	1,135,928	187,279	1,323,207

- “Enrollment” means a consumer has completed all aspects of their application and selected a health plan.
- An enrollee is “effectuated” once his or her initial premium payment has been received by the qualified health plan on or before the due date.

Since Covered California opened its doors:

**1,864,014**

Californians have been covered.

# 1095-A UPDATE AND LESSONS LEARNED

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- Covered California 1095-A generation process highlights:
  - Notices Generated
    - 943,598 1095-A's were issued to consumers by April 10<sup>th</sup>.
    - Of the 319,050 corrected 1095-A's that were sent, 132,689 were issued after tax filing deadline.
    - Comprehensive data reconciliation effort with Issuers.
    - 1095 calls significantly less than planned (142K vs 900K).
  - IRS policy that it would accept whichever 1095-A consumer filed means a relatively small number of Californians need to amend their returns.
- An extensive review of the 1095-A process identified key areas for refinement:
  - On-going data reconciliation with the Carriers.
  - Improve system functionality for generating form 1095-A.
  - Identified opportunities for additional consumer outreach and education.

# COVERED CALIFORNIA FOR SMALL BUSINESS UPDATE

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- **Current Enrollment through April 2015**
  - Groups: 2,528
  - Members: 16,855
  - Average Group Size: 6.7
- **Agent Compensation**
  - All past due January – September 2014 commissions paid by end of May
  - October 2014 – December 2014 commissions paid by end of June
  - January – March commissions paid by July
- **Marketing, Outreach and Education**
  - 2015/16 Budget for Marketing and Outreach Efforts: \$2,000,000 (including \$300,000 for targeted community outreach)

# 2015 PROPOSED BOARD CALENDAR



# 2015 BOARD MEETING DATES

- Thursday, January 15, 2015
- No meeting in February
- Thursday, March 5, 2015
- Thursday, April 16, 2015
- Thursday, May 21, 2015
- Thursday, June 18, 2015
- **Tentatively no meeting in July \***
- Thursday, August 20, 2015
- **Tentatively no meeting in September \***
- Thursday, October 22, 2015
- Thursday, November 19, 2015
- **Tentatively no meeting in December \***

*\*Tentatively no Board Meetings these months.*

# APPENDIX

# SERVICE CHANNEL UPDATE

# SALES ENROLLMENT SUPPORT: KEY METRICS

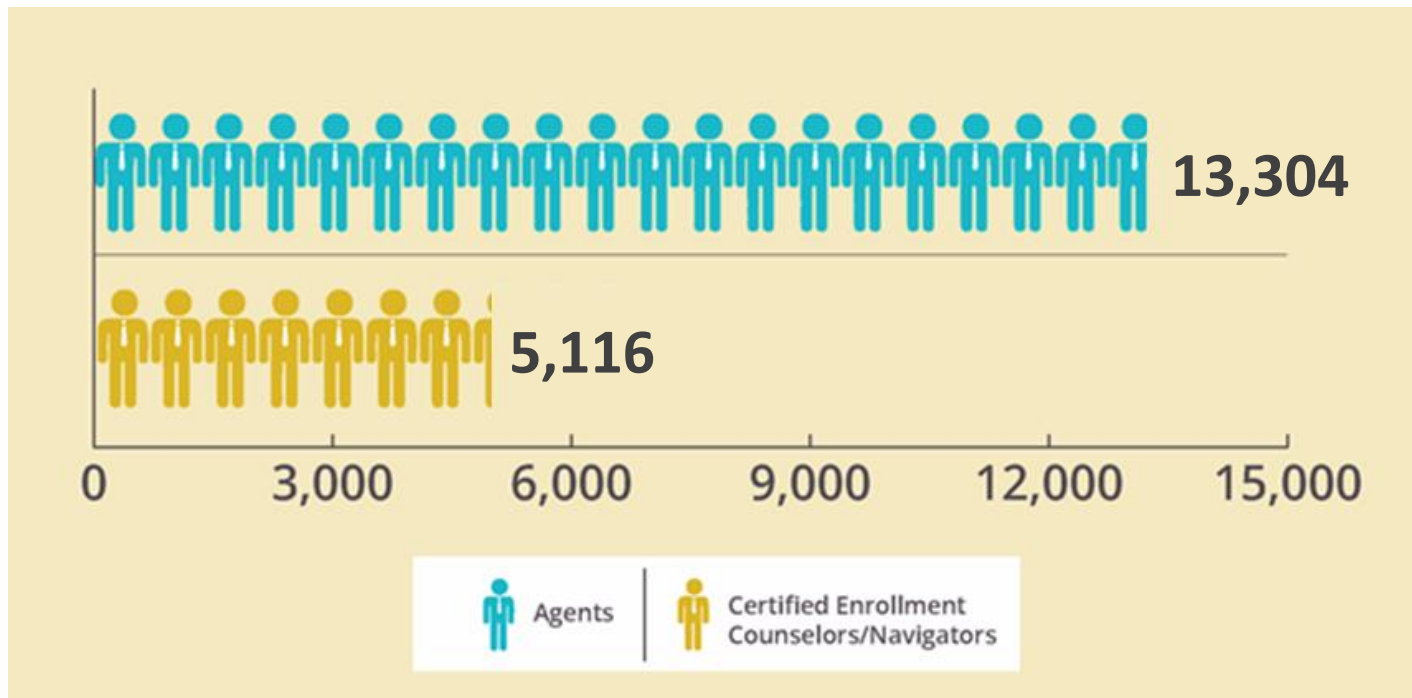
Data as of May 11, 2015

## ➤ 13,304 Certified Insurance Agents

- 17% Spanish;
- 9% Mandarin;
- 8% Cantonese
- 4% Vietnamese;
- 5% Korean;

## ➤ 5,116 Certified Enrollment Counselors

- 59% Spanish;
- 3% Mandarin;
- 3% Cantonese;
- 2% Vietnamese;
- 1% Korean



# ENROLLMENT SUPPORT: COMPENSATION

Total CEE Payments through May 15, 2015

	# Certified Enrollment Entities Paid	Total Paid
Covered CA Plans	584	\$2,871,232
Medi-Cal Payments	525	\$7,100,000
<b>Total Payments made to CEEs</b>		<b>\$9,971,232</b>

Total Agent Commissions Paid through May 15, 2015

	# Certified Insurance Agents Paid	Total Paid
Medi-Cal Payments	~4,500	\$4,725,944
<b>Total Medi-Cal Commissions paid to CIAs</b>		<b>\$4,725,944</b>

# APPENDIX

## 24 MONTH COVEREDCA.COM ROADMAP

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- Both Covered California and the Department of Health Care Services continues to manage the 24 Month Roadmap in collaboration with CalHEERS Project, County Welfare Directors Association and Statewide Automated Welfare Systems.
- Updated functionality as of May 3 include:
  - Updated displays to allow Service Center Representatives and County Eligibility Workers additional information to support the process of determining eligibility for consumers.
  - Added additional information for consumers through “Learn More” links.
  - Implemented the updated Federal Poverty Limit Charts for 2015 year to ensure applicants and beneficiaries receive accurate determinations based on new levels.

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# SERVICE CENTER UPDATE

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## Improving Customer Service

- Transition activities began to migrate the Command Center and Work Force Management functions/activities to Covered California – target completion date 8/31/2015
- Implemented enhancements to our CRM application to improve SCR's call tracking
- Established work group with Covered California University (CCU) to develop SCR refresher training – target roll-out 6/15

## Enhance Technology Solutions

- Submitted “4” Change Requests for the following IVR Enhancements:
  - Skill Based Routing
  - Update zip code tables for multiple counties
  - Cantonese language added to self-service functionality
  - Post Call Survey

## Staffing Updates

- Established County Liaison team – dedicated 800 # for counties
- Released 350 surge vendor resources at the end of April



# SERVICE CENTER PERFORMANCE UPDATE\*

- **April 2015 Call Statistics**

	Service Level	Calls Offered	Calls Handled	Calls Abandoned	Abandonment Rate	ASA	AHT
Totals	91.39%	274,027	263,822	10,205	3.7 %	00:13	14:28

Does not include outbound, SHOP, or internal consults

## Top Consumer Inquiries

1. 1095 documentation
2. Password resets
3. General inquiries for Covered California
4. Application assistance
5. Eligibility and/or enrollment related questions

*\*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*

# APRIL INDICATORS

- April's contact volume was 274,027 calls, a 12% decrease from March
- Service Level increased in April to 91.4% from March's level of 81.04%
- Average Speed of Answer was reduced by 44 seconds from March (57 seconds) to April (13 seconds)
- Average Handle Time decreased slightly from 14:51 in March to 14:28 in April

# QUICK SORT VOLUMES

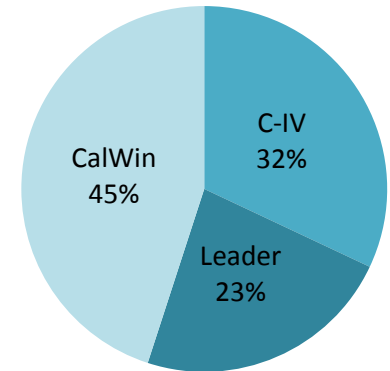
## April Weekly Quick Sort Transfers to County/Consortia

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
738	1,256	889	1,234	1,441	5,558

\* Partial Week

	Calls Offered	Service Level	Calls Abandoned	ASA
C-IV	1,248	98.70%	2	00:07
CalWIN	2,509	91.90%	35	00:08
Leader	1,801	97.80%	23	2:09

**Average Percent of Quick Sort Transfers April '15**



Note:

- Performance metrics are measured monthly. Voice queues normal days of operation for consumers are Monday through Saturday