



**EXECUTIVE DIRECTOR'S REPORT**  
Peter V. Lee, Executive Director | August 18, 2016 Board Meeting

# ANNOUNCEMENT OF CLOSED SESSION

# OVERVIEW

## Executive Director's Report

### Covered California Policy and Action Items

- 1332 Waiver Update
- Remote Identity Proofing Regulations Readoption
- Certified Application Counselors Emergency Regulations Readoption
- Individual Eligibility and Enrollment Regulations Emergency Readoption
- Covered California for Small Business Eligibility and Enrollment Regulations Emergency Readoption

# COVERED CALIFORNIA IN THE MEDIA

# COVERED CALIFORNIA CONTINUES TO REACH OUT TO DIVERSE MEDIA OUTLETS



**Opportunity remains for thousands to enroll in health coverage through Covered California**



**Para muchos, aún es tiempo de obtener cobertura de salud**



**Thousands Qualify to Still Enroll Even After Deadline Passes for Covered California**



**人生如遇重大變卦而無健保 加州全保隨時保護你**



**Para muchos, aún es tiempo de obtener cobertura de salud**

# COVERED CALIFORNIA FOR SMALL BUSINESS

# COVERED CALIFORNIA FOR SMALL BUSINESS

- Current Group & Membership Update (7/31/16)
  - Groups: 3,838
  - Members: 28,964
  - Average Group Size: 7.5 members
- New Business Sales Update (7/31/16)
  - 128% of YTD Membership Goal
  - 55% of Annual Membership Goal
  - 230x increase in in-bound leads year-over-year
- Operations Update (7/31/16)
  - 99% of New Groups set up in 3 days or less
  - 100% of New Groups sent initial invoice in 3 days or less
  - 93% of Account Maintenance issues resolved in 3 days or less



# APPENDIX

# SERVICE CHANNEL UPDATE



# ENROLLMENT ASSISTANCE PROGRAMS

- Uncompensated partners supporting enrollment assistance efforts

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	405	2,241 Certified
Plan-Based Enroller	12 Plans	1,215 Certified
Medi-Cal Managed Care Plan	2 Plans	41 Certified

# OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Data as of August 1, 2016

## 14,204 Certified Insurance Agents

- 17% Spanish
- 7% Cantonese
- 7% Mandarin
- 4% Korean
- 4% Vietnamese

## 1,762 Navigator: Certified Enrollment Counselors

- 63% Spanish
- 4% Cantonese
- 3% Mandarin
- 3% Vietnamese
- 2% Korean

## 2,241 Certified Application Counselors

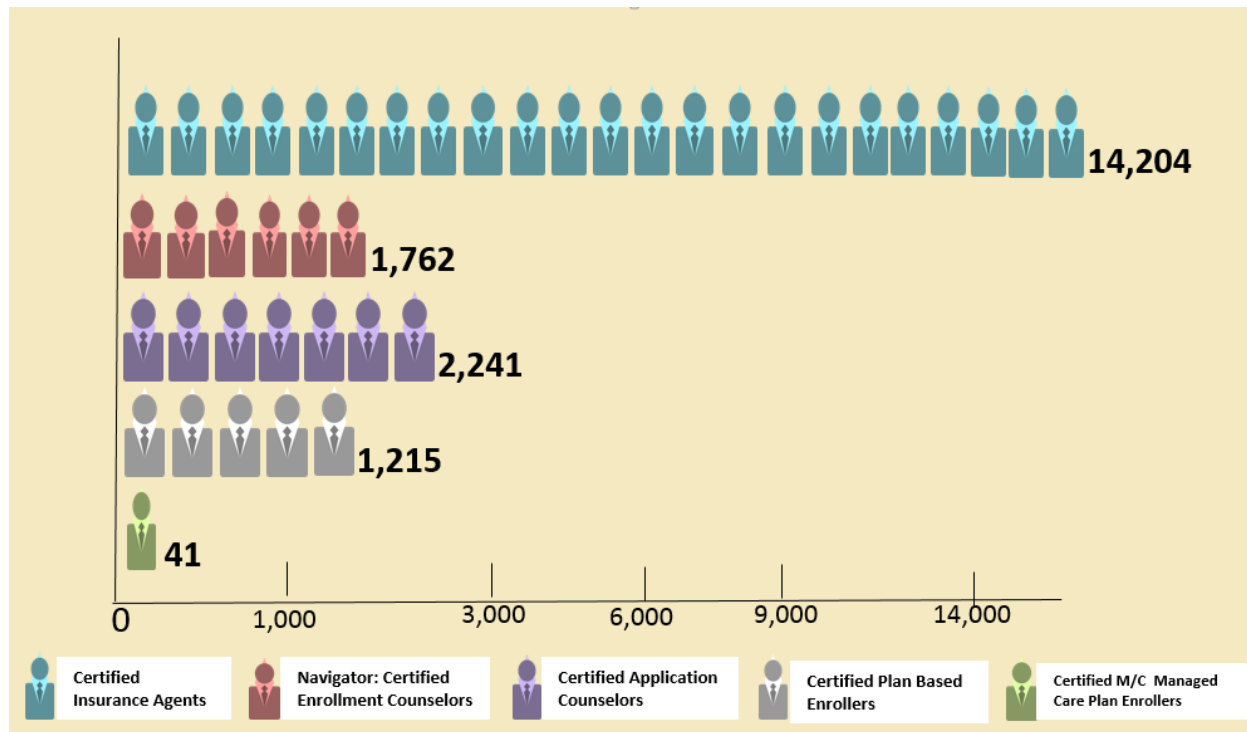
- 59% Spanish
- 5% Cantonese
- 4% Mandarin
- 1% Vietnamese
- 1% Korean

## 1,215 Certified Plan Based Enrollers

- 45% Spanish
- 10% Cantonese
- 2% Mandarin
- 7.5% Vietnamese
- 7.3% Korean

## 41 Certified Medi-Cal Managed Care Plan Enrollers

- 44% Spanish
- 36% Cantonese
- 31% Mandarin
- 1% Russian



# APPENDIX WEBSITE UPDATE

# 24 MONTH COVEREDCA.COM ROADMAP UPDATES

- The last major release for CalHEERS was deployed August 1, 2016 and included:
  - The ability for certain families with APTC to obtain coverage under different plans (within the same family)
  - Enhancements for consumers seeking referrals for Other Non-Health Services such as CalWORKs or CalFRESH

# 24 MONTH COVEREDCA.COM ROADMAP UPDATES

- The final major release scheduled prior to next Open Enrollment (September 2016) is planned to include:
  - A major upgrade to the platform for consumer choice/plan selection
    - Includes the ability for consumers to “shop” and save their selections through the application process
  - Enhancements to the renewal process, including Family Dental
  - Enhancements for the Service Center to allow improved assistance to consumers
    - Automated workflow
    - Ability to correct consumer or other errors independently (without reliance on submitting “tickets” and waiting in queue)
  - Ability for consumers to “opt in” to receiving in-person assistance if needed in the future
  - A long-term solution for duplicate cases between CalHEERS and SAWS
  - Improvements to data reporting for CMS

# 24 MONTH COVEREDCA.COM ROADMAP UPDATES

- The first release for 2017 planned for the first quarter is planned to include:
  - Enhancements to information shared with the SAWS
    - MAGI income information passed to the SAWS (“Business Rules Exposure”)
  - Enhancements to Income Data Quality and Usability
  - Enhancements to Delegations
    - Add ability to maintain CEC delegations to allow for continued assistance to consumers
  - Enhancements to Document Management
    - Ability for Service Center Representatives to upload documents to a consumer case outside of the initial application
    - Ability for Service Center Representatives to reprint and re-mail documents to consumers through the print vendor

# 24 MONTH COVEREDCA.COM ROADMAP UPDATES

- Outside of CalHEERS, several changes impacting consumers have been implemented or are planned:
  - In conjunction with Covered California University, an updated knowledge base for Service Center Representatives was implemented. (June 2016)
  - A year-long consolidation of records in our Customer Relationship Management software was completed. This consolidation allows Service Center Representatives to better serve consumers seeking assistance, and will improve future marketing efforts. (July 2016)
  - An upgrade of the enterprise to Office 365 and instant messaging provides the Service Center enhanced ability to communicate instantly with supervisors and managers for assistance on calls.
  - The first renewal of Covered California's Authority to Connect to federal services was completed, allowing Covered California to continue to electronically verify consumers participation in the Exchange. (July 2016)
  - "Courtesy call back" was implemented in the Service Center (August 2016)
    - Allows consumers to keep their place in queue and receive a call back instead of holding for the next available agent
  - The "Shop and Compare" application was decommissioned August 1, 2016 in preparation for an enhanced consumer shopping experience rolling out from CalHEERS (September/October 2016)

# APPENDIX

# SERVICE CENTER UPDATE



# SERVICE CENTER UPDATE

- Improving Customer Service
  - Over 30 new or revised task guides or job aids were published in the Knowledgebase (KB) for Service Center Representatives (SCRs)
  - Completed CalHEERS release 16.7 training for all staff
  - 2017 plan rate talking points distributed to all staff prior to press release
  - Processed 103,697 manual verifications and general correspondence items
- Enhancing Technology Solutions
  - Implemented Estimated Wait Time (EWT) and Courtesy Call Back (CCB) functionality in the Interactive Voice Response (IVR) system
  - CalHEERS release 16.7 included several enhancements to the system to make County and Covered CA staff more efficient and effective
- Staffing Updates
  - Job openings being posted to fill positions created by the Service Center restructure
  - Maintaining staffing levels to budgeted positions

# SERVICE CENTER PERFORMANCE UPDATE\*

- July 2016 Call Statistics

	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
<b>Totals</b>	247,726	105,661	2.36%	138,313	0:00:28	0:16:37	79.38%

*Does not include outbound, SHOP, or internal consults*

## Top 5 Call Dispositions

1. Current Customer – Application/Case Status - Inquiry/Assistance
2. New Enrollment – Inquiry/Assistance
3. Current Customer – Disenrollment/Termination – Requesting to be Terminated
4. Medi-Cal - Provided County Contact/Number Info
5. Medi-Cal - Medi-Cal/Enrollment Inquiries

*\*Performance metrics are measured monthly.*

# JULY INDICATORS

- July's contact volume was 142,065 calls, which is about 15.98% decrease from June.
- Service level in July was 79%, very close to June's level of 82%.
- The percentage of abandoned calls was low for July at 2.4%, compared to 2.3% in June.
- Average handle time for July was 0:16:37, compared to 0:16:30 in June.

# QUICK SORT VOLUMES

- July Weekly Quick Sort Transfers

Week 1*	Week 2*	Week 3	Week 4	Week 5	Total
118	512	608	624	610	2,486

\* Partial Week

- July Consortia Statistics

	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	524	97.33%	0.19%	0:00:06
CalWIN	1,164	90.40%	0.69%	0:00:20
Leader	809	95.80%	0.90%	0:00:09

QuickSort normal days of operation for consumers are Monday through Friday.

**QuickSort Transfer  
July 2016**

