



COVERED
CALIFORNIA

COVERED CALIFORNIA PROGRAM REPORTS

January 23, 2014

CONSUMER WEBSITE REPORT

Karen Ruiz, CalHEERS Project Director
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COVEREDCA.COM 2013 ROLLOUT SCHEDULE

Planned Date	Description	Current Status
October 1	Launched CoveredCA.com for Open Enrollment	Completed
October 2 – November 17	Regular planned maintenance releases	Completed
November 25	Major Release 2.5a for SHOP features – Release moved from November 18. Features for payments for January through March moved out to January and February maintenance releases.	SHOP Completed, Accounts Payable rescheduled for January and February
December 1	Enhanced Remote Identity Proofing in CalHEERS. Deferred – new implementation date is pending.	New Implementation date pending
December 2 – Present	Regular planned maintenance releases	Ongoing
January 1	CalHEERS / SAWS Integration	Completed January 21

CONTINUING WEBSITE IMPROVEMENTS

- Maintenance releases continue with goals to:
 - Ensure a stable and uninterrupted consumer enrollment experience
 - Continue to improve performance of the website to address higher peak levels of consumer demand
- Key initiatives on the website:
 - Improve integration and usability between CoveredCA.com and the CalHEERS solution
 - Leverage CoveredCA.com and CalHEERS to provide additional self-service opportunities in the voice (IVR) channel

CalHEERS APPLICATION CHANGES

- The CalHEERS application will continue to evolve in 2014
 - Specifications identified in late 2011 have been clarified
- Changes will be scheduled through regular releases
- The Project is evaluating the frequency of releases and will develop a schedule for 2014
- The content of the releases will be determined by business priorities and will include:
 - Base functionality
 - Newly identified clarifications and realignments
 - Application defect correction
- Changes to CalHEERS will be managed through the Change Control Board and the Release Management Process

TENTATIVE CALHEERS RELEASE SCHEDULE 2014

(Subject to review of priorities throughout the year)

Scheduled Release - Quarters may include multiple releases	Example Content – <i>Includes completion of base functionality, some recently identified clarifications, and is not an exhaustive list</i>
Quarter 1 - Release 3	<ul style="list-style-type: none">• CalHEERS/Statewide Automated Welfare System (SAWS) Interface• Expanded Voter Registration Updates• Electronic Residency Verification• Remote Identity Proofing
Quarter 2 – Release 4	<ul style="list-style-type: none">• Medi-Cal Plan Selection• Begin translations of Notices/written materials to other languages (already in English and Spanish)• IRS Interface• Web Agent Connectivity
Quarter 3 – Release 5	<ul style="list-style-type: none">• New Plans, Products and Benefit Designs• Data Warehouse and Reporting• Enrollment Assistance Program Enhancements• Appeals• Renewals• Additional Translations• Online application changes based on Stakeholder and CMS input
Quarter 4 – Release 6	<ul style="list-style-type: none">• Mobile Application• Provider Directory Enhancements

SERVICE CENTER REPORT

Carene Carolan, Deputy Director of the Service Center

SERVICE CENTER UPDATE

- Offered more than double the calls in December versus October due to heightened consumer interest, system challenges and federal decisions
- Continued System and Process stabilization efforts across the Service Centers assisting with customer experience improvements
- Balancing minimal Service Center resources across both inbound and outbound calls while managing manual data entry needs
- Data entry of the paper applications impacted – phone and chat service

STAFFING UPDATE

- Rancho Cordova, Contra Costa and Fresno are receiving general inquiry and application contact volumes in support of the Covered California marketing efforts statewide.
- A mass hiring effort to bring on 400 additional Service Center Representatives is underway (350 in Fresno and Rancho and 50 in Contra Costa). These staff will be in production by early March 2014.

Staff Group	1/1/2014 Target	1/1/2014 To Date	2/1/2014 Target	2/1/2014 To Date
Service Center Representatives	653	469	842	469
Other staff (Management, Back Office, Quality Assurance, etc...)	200	191	280	220
Total	853	660	1122	689

- Training is currently underway in both Fresno and Rancho Cordova service centers with a productive date planned for 2/7
- All three Covered California Service Centers are handling statewide calls using the “first available Service Center Representative model”
 - Fresno – 100 SCRs, 17 leads, 13 SCR resources in training
 - Rancho Cordova – 280 SCRs, 23 leads, 13 SCR resources in training
 - Contra Costa- 89 SCRs, 23 leads

SERVICE CENTER PERFORMANCE UPDATE*

Service Center Metric	Goal	December Stats	4 th Quarter 2013
Total Calls Offered		434,877	933,480
Service Level	80% of calls answered within 30 seconds	.5% of calls answered within 30 seconds	13% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	51.4% of calls abandoned	52.4% of calls abandoned
Total Dialed Attempts		1,815,147	2,521,862
Busy Message Presented to Callers	0% or less of calls receive busy signal	53% of calls received busy signal	38% of calls received busy signal

Top Inquiries

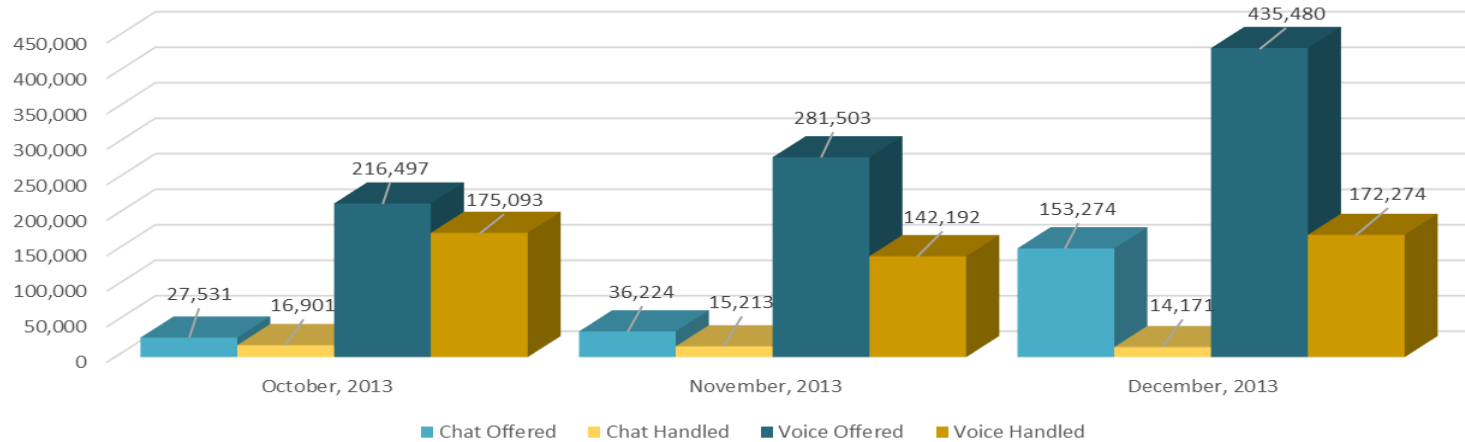
1. Password reset/user name reset request from Consumers, Agents and CEC's
2. Difference in information between QHP and Covered California
3. Application Status/Manual Verifications
4. Received no information from the county regarding applications for Medi-Cal
5. Wait time is too long at QHP Call Centers

* Performance metrics are measured monthly.

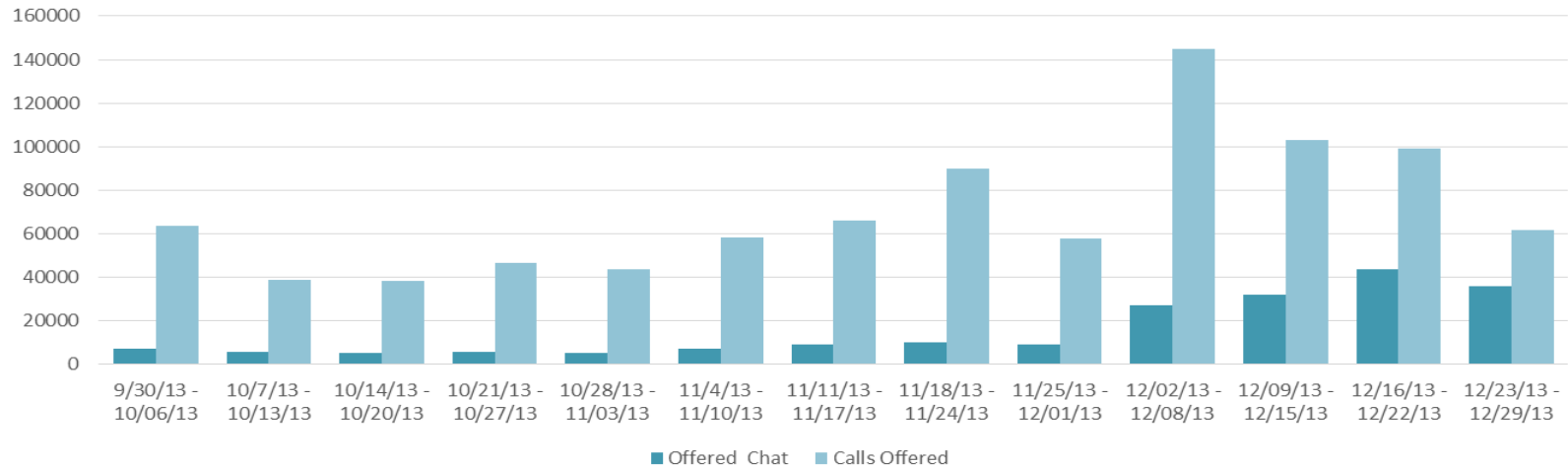


SERVICE CENTER PERFORMANCE UPDATE*

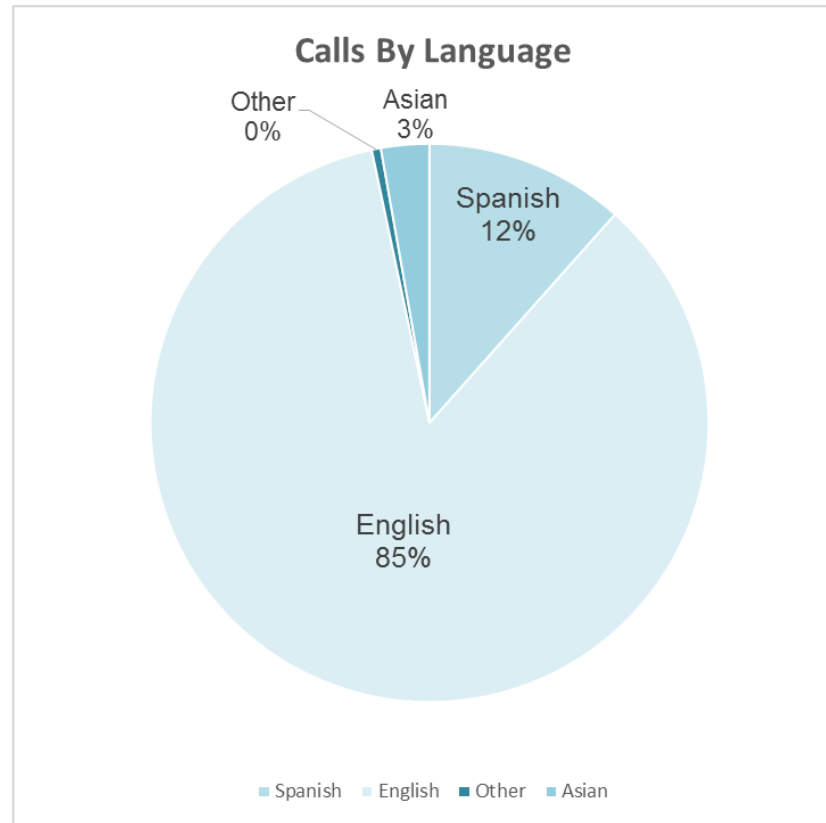
4th Quarter Chat & Voice Offered & Handled Calls



Chat & Voice Weekly Q4 Offered Volume



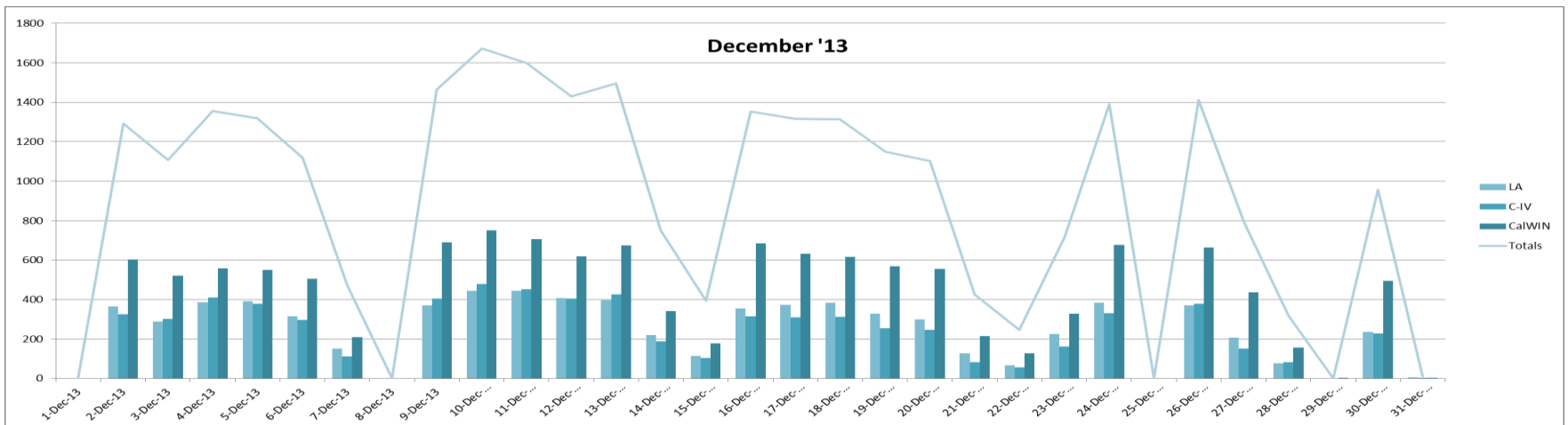
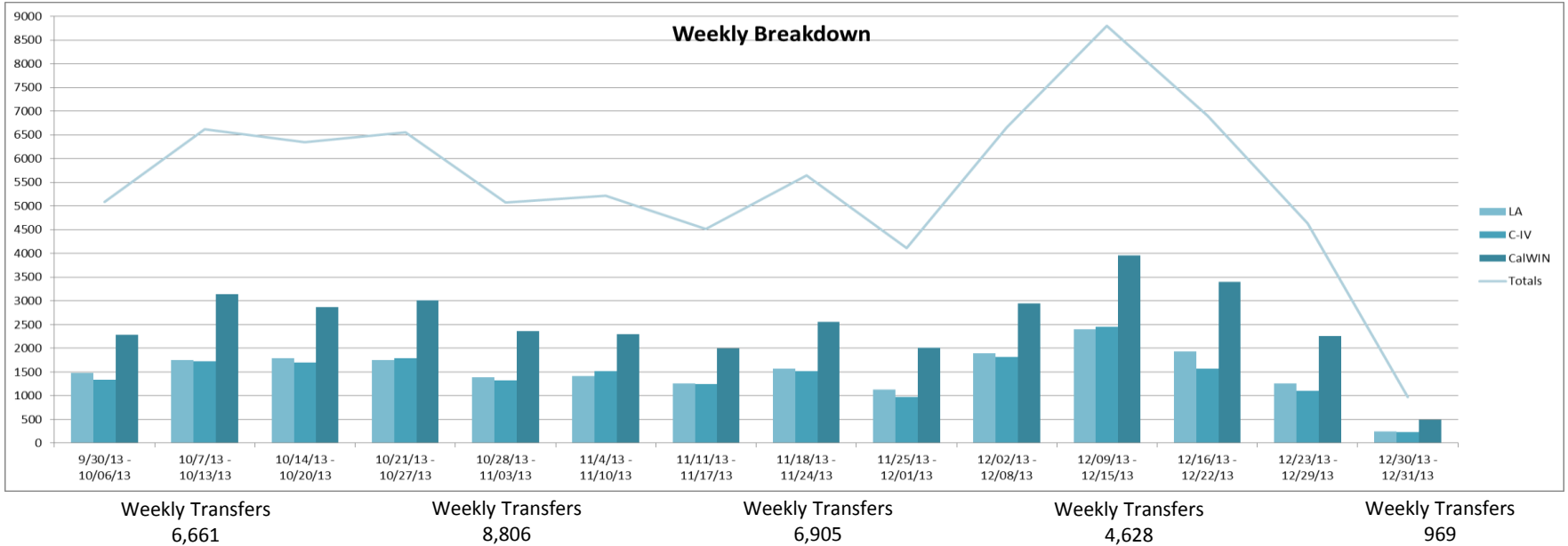
LANGUAGE DISTRIBUTION OF CALLS HANDLED



- 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 54% of non-English calls
 - Contracted language line representatives are handling 46% of non-English calls
- 56 Covered California Service Center Representatives answering multi-lingual calls

**Metrics are for December, 2013*

QUICK SORT VOLUMES



Consistent trending of Quick Sort transfers

Note: Columns with no data reflect Sunday, when Covered California Service Centers are closed, open December 15th & 22nd.

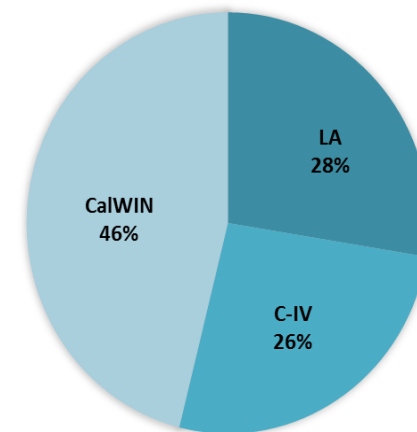


COVERED CALIFORNIA/COUNTY WORKFLOW COORDINATION “QUICK SORT” PERFORMANCE*

Quick Sort Metrics	Service Level Standards	C-IV	CalWIN	Leader
Average Speed of Answer		8 Seconds	13 Seconds	14 Seconds
Service Level	80% of calls answered within 30 seconds	96% of calls answered within 30 seconds	99% of calls answered within 30 seconds	92% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	.8% of calls abandoned	.8% of calls abandoned	2% 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 4th Quarter Percentage of Quick Sort Transfers



* Metrics are for December 2013.

FINANCIAL REPORT

John Hiber, Chief Financial Officer

FISCAL YEAR 2013-14 YEAR-TO-DATE BUDGET & EXPENDITURE REPORT (PERIOD ENDING NOVEMBER 30, 2013)

Performance versus Budget

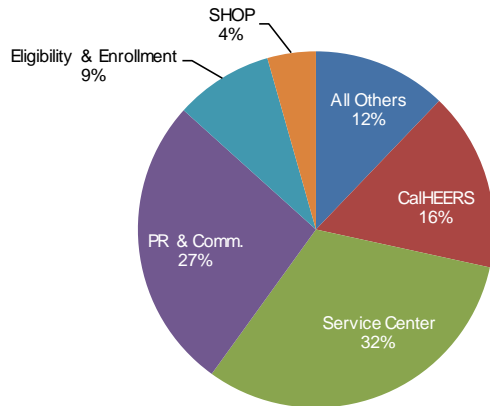
	Annual Budget	October Expenditures	November Expenditures	Year-to-Date Expenditures	% Expended YTD	Encumbrances	Encumbrances & Expenditures
Salaries & Benefits	\$ 80,992,502	\$ 3,500,693	\$ 3,882,343	\$ 14,557,368	18%	\$ -	\$ 14,557,368
Contractual Costs	\$ 291,286,812	\$ 13,123,007	\$ 12,815,982	\$ 30,666,672	11%	\$ 272,146,685	\$ 302,813,357
Travel	\$ 905,783	\$ 36,523	\$ 39,040	\$ 143,382	16%	\$ -	\$ 143,382
Supplies	\$ 3,320,311	\$ 114,090	\$ 284,888	\$ 500,696	15%	\$ 172,390	\$ 673,086
Equipment	\$ 2,123,303	\$ 197,680	\$ 899	\$ 381,454	18%	\$ 244,774	\$ 626,228
Facilities	\$ 14,659,487	\$ 647,112	\$ 61,462	\$ 1,598,414	11%	\$ 2,139,250	\$ 3,737,664
Other	\$ 6,402,051	\$ 77,939	\$ 126,462	\$ 262,359	4%	\$ 199,074	\$ 461,433
Expenses	\$ 399,690,249	\$ 17,697,043	\$ 17,211,076	\$ 48,110,345	12%	\$ 274,902,173	\$ 323,012,518
CalHEERS Cost Sharing	\$ (15,742,621)	\$ (60,825)	\$ (330,297)	\$ (527,004)	3%	\$ (18,369,452)	\$ (18,896,455)
Total Operating Costs	\$ 383,947,628	\$ 17,636,218	\$ 16,880,779	\$ 47,583,341	12%	\$ 256,532,721	\$ 304,116,063

Commentary

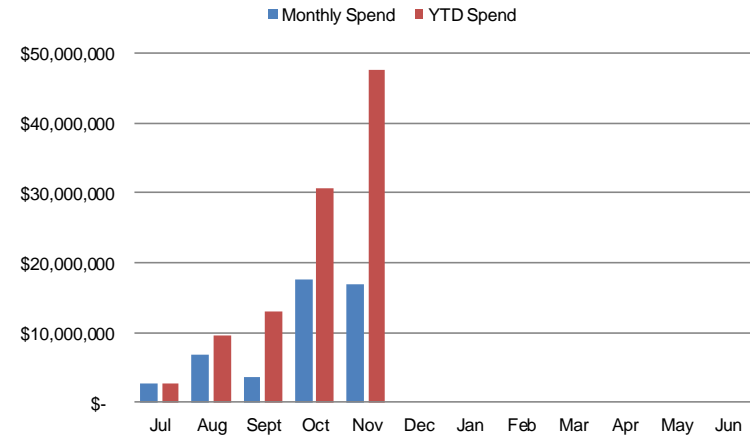
- The pace of expenditures has increased over the past two months. With monthly expenditures of \$17.2 million, spending in November was on par with October expenditures of \$17.7 million.
- November salaries at \$3.9 million, were 11 percent higher than October, in line with staffing growth and also reflecting increased overtime expenses associated with processing paper applications. Increased overtime charges are expected to continue through open enrollment
- Contractual expenditures of \$12.8 million, in November, were driven by expenditures in the Service Center, CalHEERS, Community Grants and Marketing.

FISCAL YEAR 2013-14 YEAR-TO-DATE BUDGET & EXPENDITURE REPORT (PERIOD ENDING NOVEMBER 30, 2013)

Annual Budget - \$383.9 million



Spending Trend



Expenditures versus Budget by Organizational Unit

	Annual Budget	October Expenditures	November Expenditures	Year-to-Date Expenditures	% Expended YTD	Encumbrances	Encumbrances & Expenditures
SHOP	\$ 16,899,206	\$ 1,922,118	\$ 990,775	\$ 4,309,203	25%	\$ 9,715,816	\$ 14,025,020
Service Center	\$ 121,080,758	\$ 10,058,660	\$ 3,867,223	\$ 16,683,339	14%	\$ 40,117,548	\$ 56,800,887
CalHEERS	\$ 78,152,275	\$ 276,353	\$ 1,834,983	\$ 2,928,161	4%	\$ 102,052,510	\$ 104,980,671
Eligibility & Enrollment	\$ 34,281,294	\$ 998,061	\$ 4,966,116	\$ 6,387,955	19%	\$ 32,520,907	\$ 38,908,862
PR & Communications	\$ 102,575,501	\$ 1,957,114	\$ 2,889,792	\$ 7,551,224	7%	\$ 81,095,744	\$ 88,646,968
All Others	\$ 46,701,215	\$ 2,484,738	\$ 2,662,186	\$ 10,250,462	22%	\$ 9,399,648	\$ 19,650,110
Total Expenses	\$ 399,690,249	\$ 17,697,043	\$ 17,211,076	\$ 48,110,345	12%	\$ 274,902,173	\$ 323,012,518
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