



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | February 18, 2016 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION ACTIONS

OVERVIEW

Executive Director's Report

- Open Enrollment Update
- 1332 Waiver Process Update
- Vision Program Update

Covered California Policy and Action Items

- 2017 QHP Certification, New Entrant and Benefit Design Framework (Action)
- Quality and Delivery System Reform (Discussion)
- Special Enrollment Period Policies (Discussion)
- Individual Eligibility & Enrollment Regulation Readoption (Discussion)
- Certified Plan-Based Enrollment Regulations Adoption (Action)

OPEN ENROLLMENT UPDATE

2016 OPEN ENROLLMENT

Major observations from third open enrollment and second renewal period:

- **Strong Enrollment:** Nearly 440,000 new enrollees in Covered California.
- **Competition is working:**
 - Migration among renewals shows that consumers are shopping for better deals
 - Carriers that had lower prices relative to competitors picked up strong shares of new enrollees
- **Take-up among Latinos and African-Americans** consistent with improvements from OE 2, and indicate our targeted outreach, education, and marketing efforts continue to bear fruit.
- **Age mix of new enrollees continues to improve:** ensuring a good risk mix.

2016 OPEN ENROLLMENT

Through February 6, 2016:

439,392

New Individuals Selected a Qualified Health Plan for 2016

- Level of new enrollments during open enrollment consistent with medium forecast for 2016.

2016 OPEN ENROLLMENT and RENEWAL

- Continued strong enrollment among subsidy-eligible consumers.

	2015 Open Enrollment (%)	2016 Enrollment to date					
	Total	Renewal (As current on 2/6/2016*)		2016 New (Plan selections as of 2/6/2016)		Total	
	Column %	Count	Column %	Count	Column %	Count	Column %
Eligible for Subsidy	90%	1,003,842	89%	383,424	87%	1,387,266	88%
Unsubsidized	10%	128,840	11%	55,968	13%	184,808	12%
Total	100%	1,132,682	100%	439,392	100%	1,572,074	100%

* Note: All data is plan selection only, and does not yet incorporate effectuation – carriers may not yet have submitted terminations for non-payment among passive renewals.

2016 OPEN ENROLLMENT

Race/Ethnicity

	CalSIM 1.91 (%)	Race & Ethnicity - SUBSIDY ELIGIBLE RESPONDENTS ONLY -					
	Total	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
		Column %	Count	Column %	Count	Column %	Count
Asian	21%	208,357	23%	53,076	18%	51,410	20%
Native Hawaiian or Pacific Islander		2,237	<1%	895	<1%	790	<1%
Black or African American	5%	26,038	3%	10,359	4%	9,610	4%
Latino	38%	280,025	31%	105,553	37%	95,160	36%
White	34%	317,311	35%	99,512	34%	89,140	34%
American Indian or Alaskan Native	4%	2,496	<1%	1,289	<1%	770	<1%
Other		26,305	3%	9,708	3%	10,220	4%
Multiple Races		50,101	5%	9,163	3%	6,810	3%
Total	100%	912,870	100%	289,555	100%	263,910	100%



Note: Excludes individuals who did not respond to the race or ethnicity questions: 195,144 (23%) for 2014 and 147,415 (34%) for 2015 and 119,510 (31%) for 2016.

2016 OPEN ENROLLMENT

Age: Those between 18 and 34 years old are a growing portion of new enrollment – 29% in 2014; 34% in 2015 and 38% in 2016

	Age					
	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
	Count	Column %	Count	Column %	Count	Column %
Age 17 or less	77,963	6%	26,726	5%	28,290	6%
Age 18 to 25	161,762	12%	64,093	13%	74,520	17%
Age 26 to 34	241,066	17%	101,895	21%	92,320	21%
Age 35 to 44	238,801	17%	83,867	17%	71,410	16%
Age 45 to 54	338,439	24%	113,730	23%	91,480	21%
Age 55 to 64	336,525	24%	101,909	21%	78,930	18%
Age 65 or more	1,373	<1%	2,853	1%	2,450	1%
Total	1,395,929	100%	495,073	100%	439,390	100.0%

2016 OPEN ENROLLMENT

Gender

Gender						
	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
	Count	Column %	Count	Column %	Count	Column %
Female	724,433	52%	248,435	50%	217,350	50%
Male	671,496	48%	246,638	50%	222,040	50%
Total	1,395,929	100%	495,073	100%	439,390	100.0%

2016 OPEN ENROLLMENT

Service Channel

- Agents and self-service remained the two most prevalent channels for enrollment.
- Service Center Representatives continue to play a critical role in enrolling consumers.

	Service Channel					
	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
	Count	Column %	Count	Column %	Count	Column %
Certified Insurance Agent	548,847	39%	214,517	43%	198,604	45%
Certified Enrollment Counselors and Navigators	123,270	9%	51,040	10%	24,606	6%
County Eligibility Worker	8,834	1%	739	<1%	3,515	1%
Consumer	577,376	41%	149,077	30%	141,484	32%
Certified Plan-based Enroller	13,588	1%	17,698	4%	5,712	1%
Service Center Representative	124,014	9%	62,002	13%	65,469	15%
Total	1,395,929	100%	495,073	100%	439,390	100%

2016 OPEN ENROLLMENT

Issuer

	Issuer						
	2014	2015			2016		
	Open Enrollment (Plan selections 10/1/13 – 3/31/14)	Renewal (As current on 2/26/2015)	New (Plan selections through 2/22/2015)	Total (Plan selections through 2/22/2015 and renewals current on 2/26/2015)	Renewal (As current on 2/6/2016)	New (Plan selections through 2/6/2015)	Total (Plan selections through 2/6/2015 and renewals current on 2/6/2016)
	Column %	Column %	Column %	Column %	Column %	Column %	Column %
Anthem	30%	28%	28%	28%	26%	24%	25%
Blue Shield	27%	28%	19%	25%	28%	27%	28%
Chinese Community	1%	1%	1%	1%	1%	1%	1%
Health Net	19%	17%	19%	18%	15%	10%	14%
Kaiser Permanente	17%	22%	28%	24%	24%	23%	24%
LA Care	3%	2%	1%	2%	1%	1%	1%
Molina Health Care	1%	1%	3%	2%	3%	12%	6%
Oscar Health Plan					<1%	<1%	<1%
SHARP Health Plan	1%	1%	2%	1%	1%	2%	2%
United Healthcare					<1%	<1%	<1%
Valley Health	<1%	<1%	<1%	<1%	<1%	<1%	<1%
Western Health	<1%	<1%	1%	<1%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%

2016 OPEN ENROLLMENT

Metal Tier Selection - Subsidized

- Subsidy-eligible consumers continue to prefer a Silver plan.

	Metal Tier - SUBSIDIZED only					
	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
	Count	Column %	Count	Column %	Count	Column %
Minimum Coverage	6,534	1%	2,902	1%	3,680	1%
Bronze	297,448	24%	128,342	29%	118,530	31%
Silver	809,085	66%	274,351	63%	237,650	62%
Gold	61,507	5%	17,866	4%	14,190	4%
Platinum	47,746	4%	13,509	3%	9,370	2%
Total	1,222,320	100%	436,970	100%	383,420	100.0%

2016 OPEN ENROLLMENT

Metal Tier Selection - Unsubsidized

- Unsubsidized consumers continue to move away from Gold and Platinum plans and towards Silver and Bronze plans.

Metal Tier - UNSUBSIDIZED only						
	2014 Open Enrollment (Plan selections 10/1/13 – 3/31/14)		2015 New (Plan selections through 2/22/2015)		2016 New (Plan selections through 2/6/2016)	
	Count	Column %	Count	Column %	Count	Column %
Minimum Coverage	13,160	8%	4,148	7%	4,860	9%
Bronze	61,880	36%	22,366	39%	21,670	39%
Silver	51,722	30%	18,793	32%	18,460	33%
Gold	21,851	13%	6,336	11%	6,120	11%
Platinum	24,996	14%	6,460	11%	4,860	9%
Total	173,609	100%	58,103	100%	55,970	100.0%

1332 STATE INNOVATION WAIVER

SECTION 1332 STATE INNOVATION WAIVER MEETING

- As part of the Affordable Care Act (ACA), an option for states called a “Section 1332 State Innovation Waiver” offers states the flexibility to modify portions of the ACA based on guidelines set forth by Health and Human Services (HHS).
- Covered California is exploring options for pursuing a 1332 Waiver and is hosting a public forum on February 23, 2016 here in the Tahoe Auditorium from 8:30 am to 12:30 pm.
- Expert panelists and advocates will be discussing the 1332 Waiver process, federal requirements and guardrails, and options for consideration.
- Public comments can be submitted ahead of time to 1332@covered.ca.gov.
- Check the [website](#) frequently for new items to be posted. The meeting will be broadcast live [HERE](#).

VISION PROGRAM UPDATE

VISION PROGRAM UPDATE

- Covered California now offers consumers a pathway to vision coverage. The Vision Coverage web page launched on February 16th with links to contracted vision plan carriers that can enroll consumers directly.
- Consumers will work with their chosen carrier to enroll in a vision plan, and enrollment is available year-round; there are no open enrollment dates. All customer service functions will be performed by the carrier.
- As part of the contract with Covered California, carriers will conduct annual consumer surveys to ensure a positive consumer experience.
- VSP Vision Care is the first carrier to contract with Covered California, and other carriers may be added in the future.



Vision Coverage

Covered California is pleased to offer consumers a pathway to quality vision coverage.

Children's vision care is an "essential health benefit" under the Patient Protection and Affordable Care Act, so vision benefits for children are included in all Covered California health insurance plans. Vision care for adults is not considered an essential health benefit and is not offered in Covered California plans. But in an effort to help Californians of all ages access vision coverage, Covered California is contracting with certain vision insurance companies to offer vision coverage directly to consumers.



Before choosing a vision plan through one of the companies below, you should:

- Review the benefits provided under the plan.
- Consider your budget, life circumstances and vision care needs.
- Review the company's provider directory to make sure that providers are available in your area.

Enrollment in a vision plan is handled directly through the vision companies listed below and not through Covered California.

See below to learn more and to find the plan or doctor that is right for you.

Currently, Covered California has contracted with the company below, but more vision companies will be added in 2016.



VSP Vision Care is the largest not-for profit vision insurance company in America and covers nearly 75 million customers in the United States, including many California residents. It offers affordable and valuable vision insurance plans for individuals and their families, and enrollment is available year-round.

[Find a VSP plan or doctor.](#)

Consumers can call VSP at (800) 410-1857 if they have questions or need enrollment assistance. Help is available by phone during the following hours:

- 5 a.m. to 8 p.m. Monday through Friday,
- 7 a.m. to 8 p.m. Saturday,
- 7 a.m. to 7 p.m. Sunday.

Quick Links

Coverage Basics	⌵
Covered California Health Plans	⌵
Prescription Drugs	⌵
Special Enrollment	⌵
Eligibility and Immigration	⌵
The Application Process	⌵
Health Care Costs and Getting Help Paying for Coverage	⌵
The Tax Penalty for Remaining Uninsured	⌵
Dental Coverage	⌵
Vision Coverage	⌵
Health Coverage Options for Pregnant Women	⌵
Medi-Cal for Low-Income Individuals and Families	⌵
Special Circumstances	⌵

VISION PROGRAM UPDATE

VSP currently has a single plan that includes the following benefits for each enrollee:

- One comprehensive eye exam every 12 months (\$15 copay)
- New frames and lenses every 12 months (\$25 copay) up to \$120, and 20% savings on any amount over the allowance
- Discounts on lens enhancements, such as no-line bifocal lenses, light-to-dark lens tinting, anti-glare, scratch-resistance, impact resistance, tinted (colored) lenses, and UV protection
- Contacts every 12 months for \$0 copay (instead of glasses)
- Savings on additional glasses and sunglasses from any VSP doctor within 12 months of the eye exam

VSP members also receive member extras such as up to \$500 savings on LASIK, savings on digital hearing aids and batteries, and mail-in rebate savings and free trials on contacts.

Premium	Individual	Member +1	Family
Monthly Payment	\$15.16	\$28.83	\$39.41
OR Annual Payment	\$181.92	\$345.96	\$472.92

COVERED CALIFORNIA BOARD CALENDAR 2015 AND 2016

2016 BOARD MEETING DATES / UPCOMING ADVISORY COMMITTEES

- Thursday, January 21
- Thursday, February 18
- **No March Meeting (was March 17th)**
- Thursday, April 7 (was April 21st)
- Thursday, May 12 (was May 19th)
- Thursday, June 16
- **Tentatively no July meeting**
- Thursday, August 18
- Thursday, September 15
- **Tentatively no October meeting**
- Thursday, November 17
- Thursday, December 15

Marketing/Outreach Advisory

- TBD

Plan Management Advisory

- Thursday, March 10, 2016
- Thursday, April 14, 2016

Small Business (SHOP) Advisory

- TBD

Please note the changes to the March, April and May Board meetings.

APPENDIX

ENROLLMENT ASSISTANCE PROGRAMS

ENROLLMENT ASSISTANCE PROGRAMS

Uncompensated partners supporting enrollment assistance efforts during Open Enrollment 3

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	418	2,186 Certified
Plan-Based Enroller	12 Plans	1,378 Certified
Medi-Cal Managed Care Plan	2 Plans	39 Certified

ENROLLMENT SUPPORT: COMPENSATION

Total CEE Payments through February 10, 2016

	# Certified Enrollment Entities Paid	Total Paid
Covered CA Plans	634	\$3,928,801
Medi-Cal Payments	901	\$13,039,299
Total Payments made to CEEs		\$16,968,100

Total Agent Commissions Paid through February 10, 2016

	# Certified Insurance Agents Paid	Total Paid
Medi-Cal Payments	~10,939	\$10,919,979
Total Medi-Cal Commissions paid to CIAs		\$10,919,979

OUTREACH & SALES ENROLLMENT SUPPORT: Key Metrics

Data as of February 10, 2016

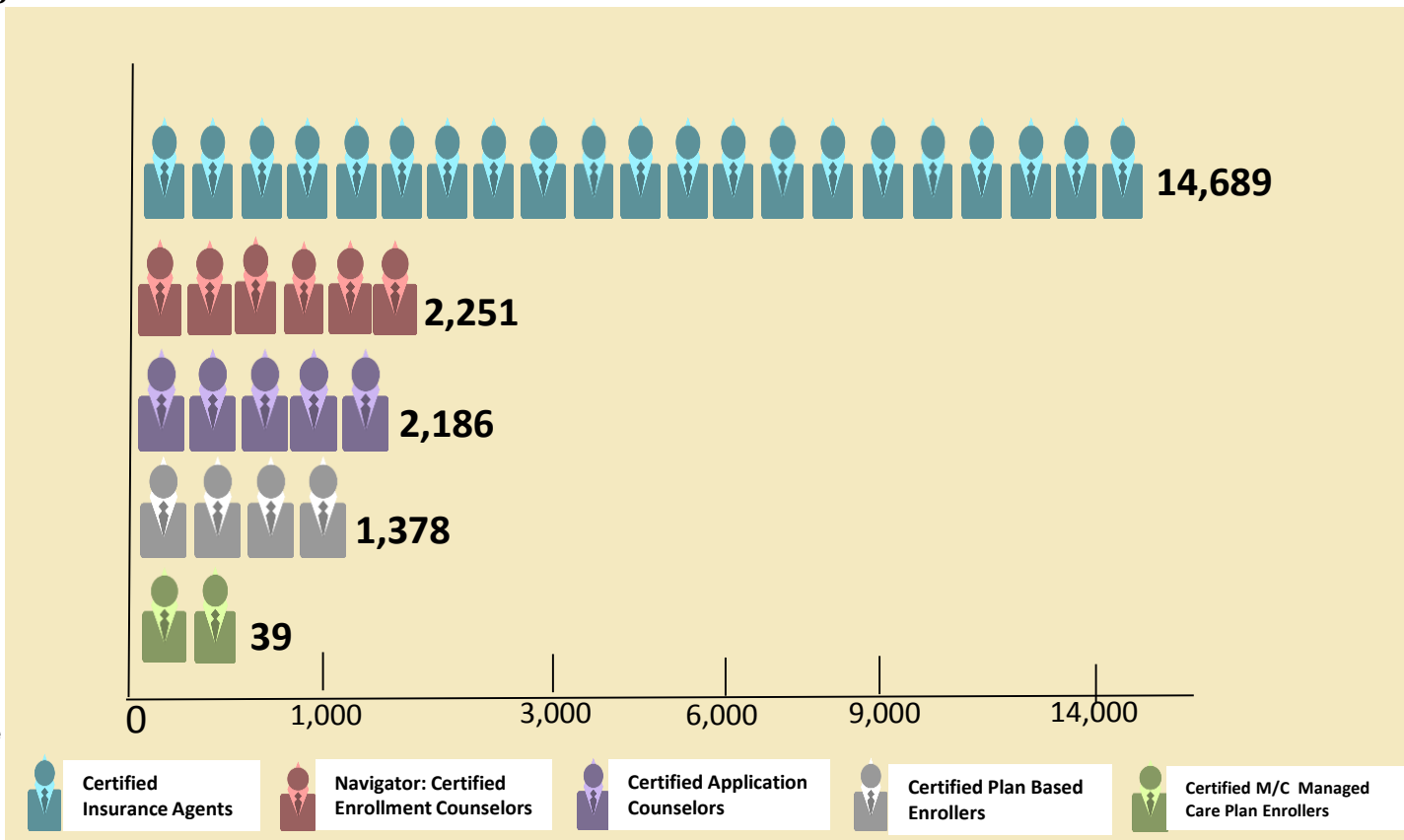
- **14,689** Certified Insurance Agents
 - 17% Spanish
 - 7% Cantonese
 - 7% Mandarin
 - 4% Korean
 - 4% Vietnamese

- **2,251** Navigator: Certified Enrollment Counselors
 - 63% Spanish
 - 4% Cantonese
 - 3% Mandarin
 - 3% Vietnamese
 - 2% Korean

- **2,186** Certified Application Counselors
 - 59% Spanish
 - 5% Cantonese
 - 4% Mandarin
 - 1% Vietnamese
 - 1% Korean

- **1,378** Certified Plan Based Enrollers
 - 45% Spanish
 - 10% Cantonese
 - 2% Mandarin
 - 7.5% Vietnamese
 - 7.3% Korean

- **39** Certified Medi-Cal Managed Care Plan Enrollers
 - 44% Spanish
 - 36% Cantonese
 - 31% Mandarin
 - 1% Russian



APPENDIX

24 MONTH COVEREDCA.COM ROADMAP

24 MONTH COVEREDCA.COM ROADMAP UPDATES

- CalHEERS implemented a special release on February 7th to accommodate 2015 Tax Year 1095A processing
 - Also provided consumers the ability to submit questions, concerns, or issues with 1095A's on-line
- The next major release for CalHEERS is planned for March 2016 and will include:
 - MAGI Eligibility Determination for C-CHIP (deferred from October release)
 - Improved Medi-Cal and e-HIT application processing
 - Phase 1 of Senate Bill 1341, movement of MAGI Medi-Cal Notices to SAWS
 - Implementation of Covered California / QHP notices to consumers via secure mailbox / e-mail (depending on consumer preference)

24 MONTH COVEREDCA.COM ROADMAP UPDATES, CONT.

- A major release in May 2016 will include:
 - SB 75 – Full Scope Medi-Cal for All Children
 - Additional enhancements to prevent multiple/duplicate accounts, applications and cases in CalHEERS
- Other efforts in 2016 include:
 - Work on a major upgrade to the platform for consumer choice / plan selection (prior to next Open Enrollment)
 - Re-certification through CMS for the CalHEERS Authority to Connect (ATC) to federal data services

APPENDIX

SERVICE CENTER UPDATE

SERVICE CENTER UPDATE

Improving Customer Service

- Service Centers were open until Midnight on Sunday, 1/31/2016
- Service Centers remained open on MLK Day, Monday, 1/18/2016
- Fresno Service Center continued assisted Pinnacle with agent phone calls
- New policy and training on 1095-A support and dispute process
- New policy and training for Authentication of Inbound Callers
 - Improved consumer experience and improved SCR efficiency

Enhancing Technology Solutions

- Work continued in January on IVR enhancement (CR48140)
 - Estimated Wait Time (EWT) - announcing how long callers have to wait in queue
 - Courtesy Call Back – ability for callers to be called back rather than wait in queue

Staffing Updates

- Fully staffed at all location, including surge vendor
 - Able to keep current on processing manual work streams during heavy call volumes

SERVICE CENTER PERFORMANCE UPDATE*

January 2016 Call Statistics

	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
Totals	770,885	464,938	8.10%	413,676	0:03:16	0:15:35	58.55%

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 – Consumers Online Account – Password Reset/Unlock
4. Current Customer – Disenrollment/Termination – Requesting to be Terminated
5. Medi-Cal – Provided County Contact/Number Info

**Performance metrics are measured monthly.*

JANUARY INDICATORS

- January's contact volume was 464,938 calls, which is a 6.53% increase from December.
- Service Level increased in January to 58.55% from December's level of 54.38%.
- The percentage of Abandoned calls was 8.10%, which is a 0.06% increase from December.
- Average Handle Time for January was 0:15:35, which decreased from 0:16:12 in December.

QUICK SORT VOLUMES

January Weekly Quick Sort Transfers

Week 1*	Week 2	Week 3	Week 4*	Week 5**	Total
43	2,551	2,040	1,628	3,995	10,257

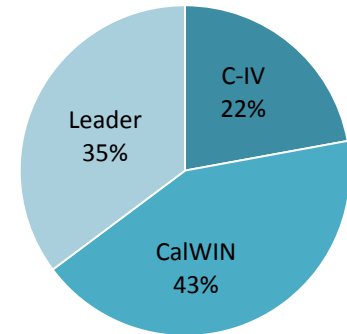
* Partial Week

**Includes Sunday, January 31, 2016

January Consortia Statistics

	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	1,783	96.64%	0.62%	0:00:08
CalWIN	3,437	93.98%	0.89%	0:00:19
Leader	2,838	87.00%	2.90%	0:00:17

QuickSort Transfers January 2016



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