



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | April 7, 2016 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

OVERVIEW

Executive Director's Report

- Section 1332 State Innovation Waiver Initial Recommendations (**Report**)

Covered California Policy and Action Items

- 2017 Qualified Health Plans Model Contract and Standard Benefit Design Modifications (Action)
- 2017 Qualified Health Plan Contract Quality Reform (Action)
- Special Enrollment Period Policies (Action)
- Individual Eligibility and Enrollment Regulations Emergency Readoption (**Discussion**)
- Covered California for Small Business (SHOP) Appeals Permanent Regulations (Action)
- Certified Application Counselors Regulations Emergency Readoption (Discussion)

PR NEWS DIVERSITY HEROES 2016 AWARD

COVERED CALIFORNIA HONORED WITH PR AWARD

- Covered California took top honors in Washington D.C. on March 15 being named a 2016 “PR News Diversity Hero” by PR News.
- The award acknowledged outstanding public relations practices, strategies and tactics aimed at reaching diverse audiences as well as efforts to help promote diversity in the public relations industry.
- Covered California was among 19 organizations honored including Consumer Reports, Better Homes and Gardens Real Estate, Food Lion, the Entertainment Software Association and the Metropolitan Water District of Southern California, among others.



SECTION 1332 STATE INNOVATION WAIVER

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SECTION 1332 STATE INNOVATION WAIVER

- Covered California has engaged the public over the last several months in a discussion of options for a Section 1332 State Innovation Waiver
- Covered California developed a report based on feedback received as part of a public forum on February 23rd
- The report, *Analysis and Report on California's 2016 Section 1332 State Innovation Waiver Proposals*, is posted [HERE](#)
- Covered California will share this report with stakeholders, the State Legislature and administrative agencies and provide technical assistance as needed

APPENDIX

SERVICE CHANNEL UPDATE

ENROLLMENT SUPPORT: COMPENSATION

Total CEE Payments through March 30, 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 March 30, 2016

	# Certified Insurance Agents Paid	Total Paid
Medi-Cal Payments	~10,969	\$10,926,533
Total Medi-Cal Commissions paid to CIAs		\$10,926,533

OUTREACH & SALES ENROLLMENT SUPPORT: Key Metrics

Data as of March 30, 2016

➤ **14,815** Certified Insurance Agents

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

➤ **1,924** Navigator: Certified Enrollment Counselors

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

➤ **2,148** Certified Application Counselors

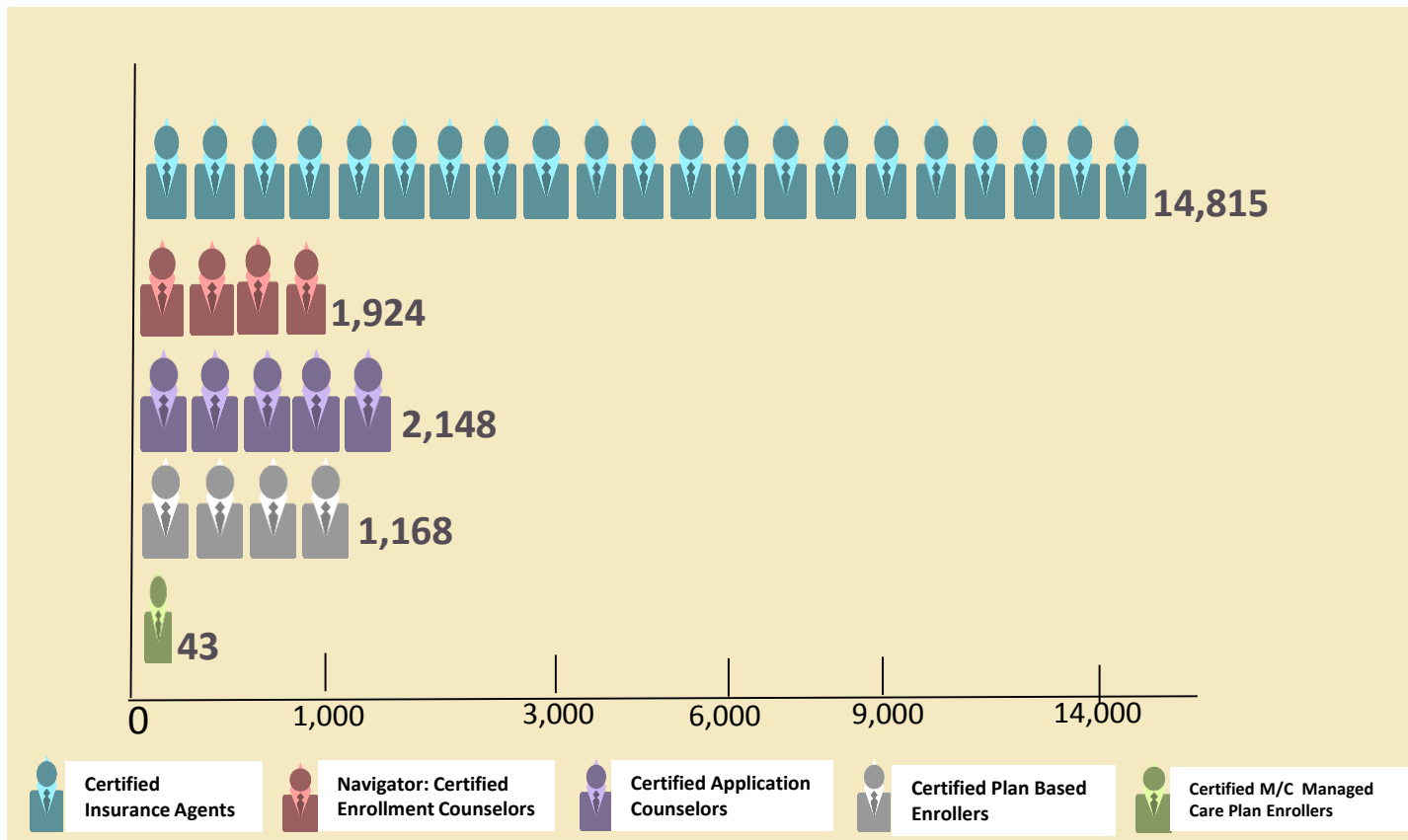
- 59% Spanish
- 5% Cantonese
- 4% Mandarin
- 1% Vietnamese
- 1% Korean

➤ **1,168** Certified Plan Based Enrollers

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

➤ **43** Certified Medi-Cal Managed Care Plan Enrollers

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



APPENDIX WEBSITE UPDATE

24 MONTH COVEREDCA.COM ROADMAP UPDATES

- CalHEERS had a major release on March 7, 2016 which included:
 - MAGI Eligibility Determination for C-CHIP
 - Improved Medi-Cal and e-HIT application processing
 - Phase 1 of Senate Bill 1341, movement of MAGI Medi-Cal Notices to SAWS
 - Covered California / QHP notices to consumers via secure mailbox / e-mail (depending on consumer preference)
- CalHEERS implemented a special release on March 28, 2016 to update the Federal Poverty Level Tables used to compute eligibility for all insurance affordability programs

24 MONTH COVEREDCA.COM ROADMAP UPDATES

- Outside of CalHEERS, several enhancements for consumers have been implemented or are planned:
 - Ability for consumers to submit questions / issues with 1095 forms on-line (February 2016)
 - Enhancements to agents extranet sites to allow expanded assistance to consumers (April 2016)
 - Implementation of “courtesy call back” in the Service Center (May 2016)
 - Allows consumers to keep their place in queue and receive a call back instead of holding for the next available agent
 - Adding search function on the main CoveredCa.com website (May 2016)
 - Improving consumer ability to find needed content directly

24 MONTH COVEREDCA.COM ROADMAP UPDATES

- The next major release for CalHEERS is planned for May 16, 2016 and will include:
 - Many enhancements for Medi-Cal eligibility including
 - SB 75 Full Scope Medi-Cal for All Children
 - Ability for consumers to reset their password via e-mail / text prompts
 - Expected to eliminate the need for many consumers to contact the Service Center
 - Automation to support implementation of regulations related to consumers who have not filed taxes
 - Additional checks to further prevent duplicate consumer accounts and cases
 - Implementation of visual and text-based cues per Americans with Disability Act (ADA) requirements
- A major release in July 2016 is planned to include:
 - Eligibility for Newly Qualified Immigrants under the Medi-Cal Affordability Wrap (NQI)
 - The ability for certain families with APTC to obtain coverage under different plans (within the same family)
 - The ability to re-enable a provider directory in anticipation of the next Open Enrollment
 - 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 planned 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

APPENDIX

SERVICE CENTER UPDATE

SERVICE CENTER UPDATE

Improving Customer Service

- Training completed for 3 County programs: *"Children's County Health Insurance Program (CCHIP)"*, *"Medi-Cal Access Program (MCAP)"* and *"Medi-Cal for Pregnant Woman (M9)"*
- *Training completed for: CalHEERS 16.2 release* – new flexible application and new federal poverty level (FPL) tables
- Refresher training started for special enrollment period (SEP)
- Trained Contra Costa staff on processing manual work streams
- Trained Service Center Representative to update consumer demographics on every call to reduce returned mail

Enhancing Technology Solutions

- Completed CRM efficiency enhancements implemented for Appeals and External Coordination units

Staffing Updates

- Posted Service Center Representative **internal** positions to hire part time staff into permanent positions
- Posted Service Center Representative **external** positions to hire additional bi-lingual staff
- Total staffing count will remain unchanged

SERVICE CENTER PERFORMANCE UPDATE*

March 2016 Call Statistics

	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
Totals	612,904	350,202	9.25%	305,614	0:03:13	0:15:10	45.05%

Does not include outbound, SHOP, or internal consults

Top 5 Call Dispositions

1. Current Customer – Application/Case Status - Inquiry/Assistance
2. Current Customer – 1095-A – 1095-A Inquiry/Assistance
3. New Enrollment – Inquiry/Assistance
4. Current Customer – Disenrollment/Termination – Requesting to be Terminated
5. Medi-Cal – Provided County Contact/Number Info

**Performance metrics are measured monthly.*

MARCH INDICATORS

- March's contact volume was 350,202 calls, which is a 2.41% increase from February.
- Service Level decreased in March to 45.05% from February's level of 71.58%.
- The percentage of Abandoned calls was 9.25%, which is a 4.32% increase from February.
- Average Handle Time for March was 0:15:10, which increased from 0:14:36 in February.

QUICK SORT VOLUMES

March Weekly Quick Sort Transfers

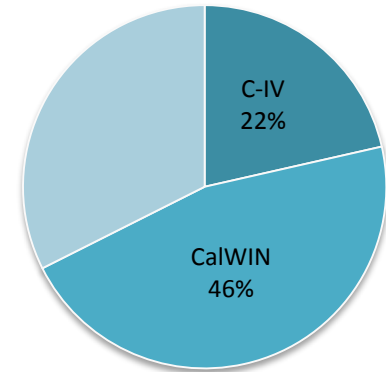
Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
447	564	531	486	421	2,449

* Partial Week

March Consortia Statistics

	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	511	97.66%	0.20%	0:00:08
CalWIN	1,099	91.41%	2.74%	0:18:55
Leader	772	93.70%	1.40%	0:00:15

QuickSort Transfer March 2016



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