



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | May 12, 2016 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

OVERVIEW

Executive Director's Report

- 2016 Special Enrollment Outreach Kickoff Meetings
- Covered California for Small Business

Covered California Policy and Action Items

- Preliminary Forecast and Market Analysis 2017-2022 Report (Discussion)
- 2016/17 Proposed Budget, Forecast and QHP Assessment Fee (Discussion)
- Covered California for Small Business Model Contract (Action)
- Special Enrollment Period Policies (Discussion)
- Individual Eligibility and Enrollment Regulations Emergency Readoption (Action)
- Certified Application Counselors Emergency Regulations Readoption (Action)

2016 SPECIAL ENROLLMENT OUTREACH KICKOFF MEETINGS

Outreach &
Sales
Update!!!

The Power of Synergy

2016 SPECIAL ENROLLMENT
OUTREACH KICKOFF MEETINGS – April 2016

- Open to all Certified Enrollers – Agents, Navigators
- 13 meetings statewide in eight days
- Over 600 participants

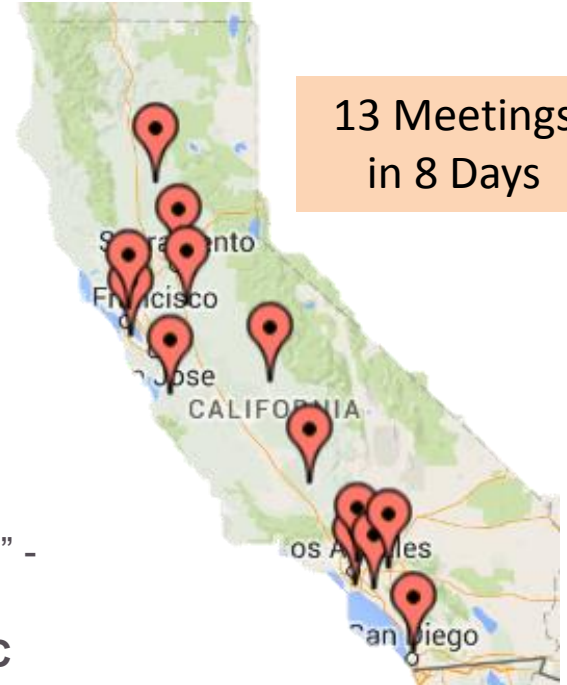
Topics Covered

- Review of Open Enrollment
- Panel - Certified Enrollment Representatives
- Special Enrollment Period Strategies & Best Practices
- Enrollment Tools & Resources

Lots of Positive Feedback

“Thank you for a great meeting yesterday! Lots of good information!” -
Linda M. Quinlan, Certified Insurance Agent

“Thank you in advance for everything you do.” - **Silvia Gomez, CEC
with Altura**



COVERED CALIFORNIA FOR SMALL BUSINESS

EXCITING NEWS

Covered California for Small Business SALES ARE UP!

- First quarter sales - 126% of goal with 4942 new lives
- Year-over-year Q1 sales are up 37%*
- Number of selling agents are up 70%

Enrollment through 3/31/2016

- Groups: 3,663
- Members: 27,467
- Average Group Size: 7.5



Sales up 83%**

* Q1 effective year over year **2015 over 2014

APPENDIX

SERVICE CHANNEL UPDATE

ENROLLMENT ASSISTANCE PROGRAMS

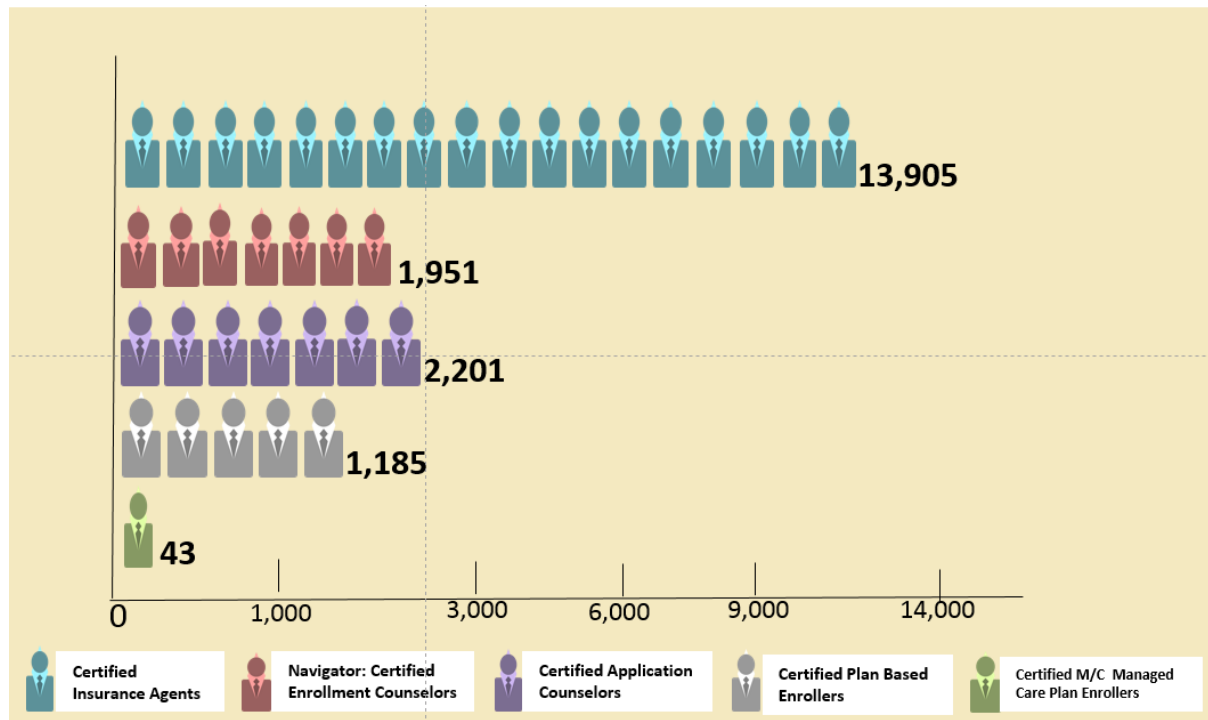
Uncompensated partners supporting enrollment assistance efforts during Open Enrollment 3

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	404	2,201 Certified
Plan-Based Enroller	12 Plans	1,185 Certified
Medi-Cal Managed Care Plan	3 Plans	43 Certified

OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Data as of May 3, 2016

- **13,905 Certified Insurance Agents**
 - 17% Spanish
 - 7% Cantonese
 - 7% Mandarin
 - 4% Korean
 - 4% Vietnamese
- **1,951 Navigator: Certified Enrollment Counselors**
 - 63% Spanish
 - 4% Cantonese
 - 3% Mandarin
 - 3% Vietnamese
 - 2% Korean
- **2,201 Certified Application Counselors**
 - 59% Spanish
 - 5% Cantonese
 - 4% Mandarin
 - 1% Vietnamese
 - 1% Korean
- **1,185 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)
 - 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:
 - New internal escalation process to warm transfer callers to County Liaison Helpline (CLH) with complex issues regarding Medi-Cal M9, MCAP or CCHIP cases.
 - A special vanity 800# has been set-up to use in Covered CA NODs related to MCAP, M9/Pregnancy and CCHIP programs, which is directed to the CLH
 - The Appeals Unit is in the process of finalizing a warm transfer process with the Department of Managed Health Care which will assist consumers with health care issues outside of the jurisdiction of Covered California.
 - The Appeals Unit is working closely with County partners to improve the appeal process for cases which have both Medi-Cal and Covered California eligibility.
 - Service Center Staff completed annual mandatory Privacy training

SERVICE CENTER UPDATE

- Enhancing Technology Solutions:
 - Service Catalog enhanced in the Service Now (SNOW) application. Training for all Rancho Supervisors and Managers completed. Service Catalog is used to open tickets for moves, add, and changes.
- Staffing Updates:
 - Rancho Cordova Service Center interviewed 85 internal and 1 bilingual external candidates over 5 days with 3 interview panels for the Permanent Intermittent staff to transition to Permanent Fulltime staff.
 - “Team Lead” project started to provide additional support to each team of Service Center Representatives.

SERVICE CENTER PERFORMANCE UPDATE*

April 2016 Call Statistics

	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
Totals	460,429	265,532	22.25%	201,610	0:09:35	0:17:17	26.96%

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. Current Customer – Report a Change – Income Change

**Performance metrics are measured monthly.*

APRIL INDICATORS

- April's contact volume was 265,532 calls, which is a 24.18% decrease from March
- Service Level decreased in April to 26.96% from March's level of 45.05%
- The percentage of Abandoned calls was 22.25%, up from 9.25% in March
- Average Handle Time for April was 0:17:17, which increased from 0:15:10 in March
- Redirected about 250 staff from phones to process manual work streams

QUICK SORT VOLUMES

April Weekly Quick Sort Transfers

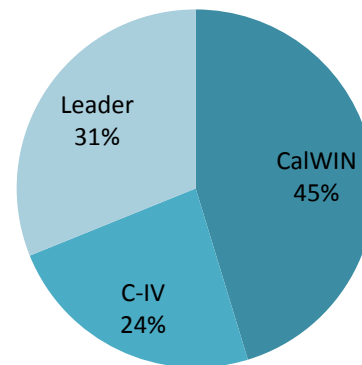
Week 1*	Week 2	Week 3	Week 4	Week 5	Total
107	531	309	547	546	2040

* Partial Week

April Consortia Statistics

	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	498	97.79%	0.20%	0:00:07
CalWIN	956	89.90%	4.17%	0:00:22
Leader	657	87.40%	1.70%	0:00:10

QuickSort Transfer April 2016



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