



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | June 16, 2016 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

OVERVIEW

Executive Director's Report

- Section 1332 State Innovation Waiver Update
- Covered California for Small Business

Covered California Policy and Action Items

- 2016/17 Proposed Budget, Forecast and QHP Assessment Fee
- Standard Benefit Design Technical Modifications
- Certified Application Counselors Emergency Regulations Readoption

SECTION 1332 STATE INNOVATION WAIVER UPDATE

STATUS OF SENATE BILL 10 (LARA)

- Signed by Governor Brown on June 10, 2016.
- Requires Covered California to apply for a State Innovation Waiver pursuant to Section 1332 of the Affordable Care Act that will allow individuals who lack lawful presence status to obtain health coverage from Covered California.
- If the waiver is approved, all Covered California issuers will be required to offer a California qualified health plan to those individuals who are unable to enroll in a qualified health plan because of their immigration status.
- A California qualified health plan is identical to a qualified health plan except for the eligibility requirements based on immigration status.
- Enrollees in California qualified health plans are not eligible for advanced premium tax credits or cost-sharing reductions.
- The requirement to offer California qualified health plans would become operative on January 1, 2018, for coverage effective beginning January 1, 2019.

1332 STATE INNOVATION WAIVER NEXT STEPS

- Covered California is committed to submitting a complete and accurate waiver application that will support the federal government's ability to make an informed decision on whether to grant the waiver.
- Covered California has started preparing the internal analyses needed to support the development of the waiver application.
- Covered California issued a RFP for a contractor to assist in drafting the waiver application and has posted a notice of intent to award to Health Management Associates.
- A public comment period on the waiver application will take place once the application has been drafted and prior to its submission.
- Once the waiver application is submitted, the federal government may take up to 180 days to review the application and make a decision.

COVERED CALIFORNIA FOR SMALL BUSINESS

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Current Group & Membership Update (5/31/16)

- Groups: 3,775
- Members: 28,476
- Average Group Size: 7.5 members

New Business Sales Update (YTD April)

- 133% of YTD Membership Goal
- 43% of Annual Membership Goal
- 2,300% Increase in in-bound leads year-over-year



Operations Update (5/31/16)

- 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

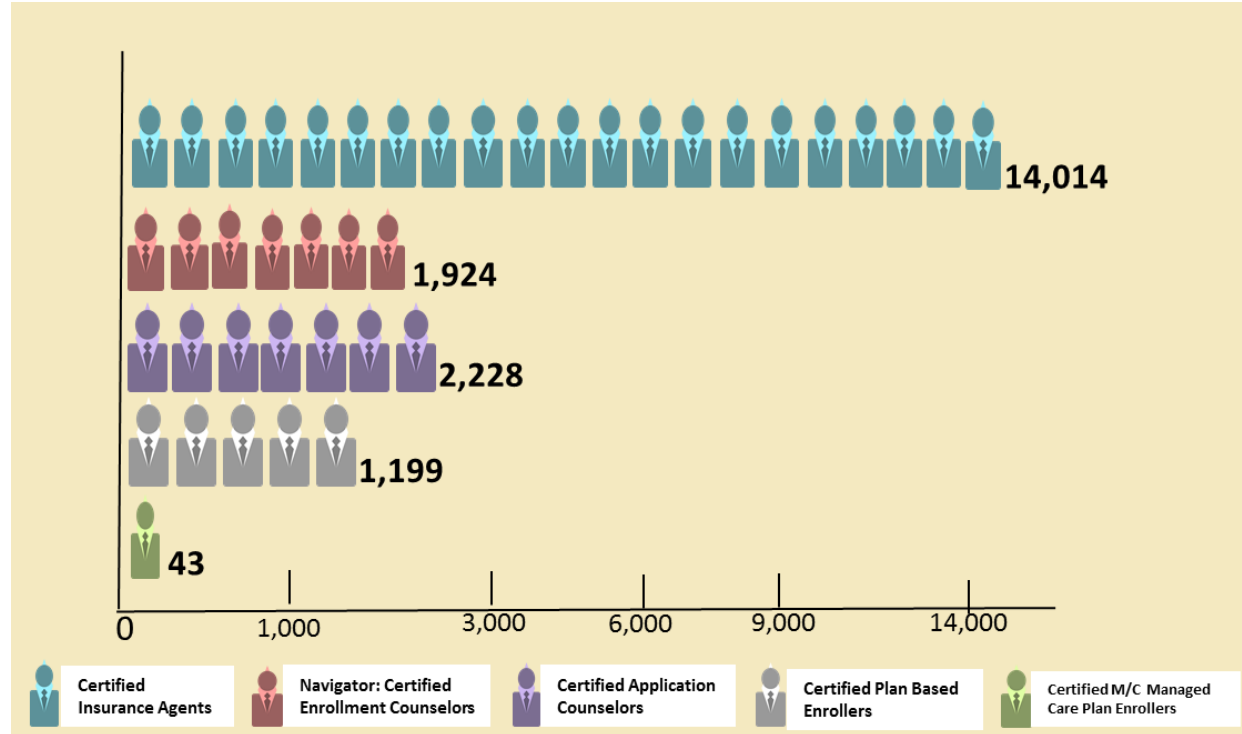
- Uncompensated partners supporting enrollment assistance efforts

| ENROLLMENT ASSISTANCE PROGRAM | ENTITIES | COUNSELORS |
|---------------------------------|----------|-----------------|
| Certified Application Counselor | 404 | 2,228 Certified |
| Plan-Based Enroller | 12 Plans | 1,199 Certified |
| Medi-Cal Managed Care Plan | 3 Plans | 43 Certified |

OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Data as of June 8, 2016

- **14,014** 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
- **2,228** Certified Application Counselors
 - 59% Spanish
 - 5% Cantonese
 - 4% Mandarin
 - 1% Vietnamese
 - 1% Korean
- **1,199** 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

COVEREDCA.COM ROADMAP UPDATES

- The last major release for CalHEERS was deployed May 16, 2016 and included:
 - 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

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
- 2017 planning is underway

COVEREDCA.COM ROADMAP UPDATES

- Outside of CalHEERS, several enhancements for consumers have been implemented or are planned:
 - Adding search function on the main CoveredCa.com website (May 2016)
 - Improving consumer ability to find needed content directly
 - Various e-mail and call recording enhancements for Service Center Representatives to aid in serving consumers and documenting consumer interactions (May and June 2016)
 - Knowledgebase for Service Center Representatives (June 2016)
 - Implementation of “courtesy call back” in the Service Center (moved from May 2016 to July 2016)
 - Allows consumers to keep their place in queue and receive a call back instead of holding for the next available agent

APPENDIX

SERVICE CENTER UPDATE

SERVICE CENTER UPDATE

- Enhancing Technology Solutions
 - An all new Knowledgebase was rolled out to all staff, including training. All staff can quickly search to answers to consumers questions.
 - Training on CalHEERS release 16.4 completed for all staff. The release included several enhancements to CalHEERS to make County and Covered CA staff more efficient and effective.
- Staffing Updates
 - Maintaining staffing levels to budgeted positions.

SERVICE CENTER PERFORMANCE UPDATE*

- May 2016 Call Statistics

| | Calls to IVR | Calls Offered to SCR | Abandoned % | Calls Handled | ASA | AHT | Service Level % |
|---------------|--------------|----------------------|-------------|---------------|---------|---------|-----------------|
| Totals | 302,413 | 179,982 | 2.45% | 174,409 | 0:00:33 | 0:16:31 | 78.23% |

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.*

MAY INDICATORS

- May's contact volume was 179,982 calls, which is a 47.53% decrease from April.
- Service Level increased in May to 78.23% from April's level of 26.96%.
- The percentage of Abandoned calls was 2.45%, down from 22.25% in April.
- Average Handle Time for May was 0:16:31, which decreased from 0:17:17 in April.

QUICK SORT VOLUMES

May Weekly Quick Sort Transfers

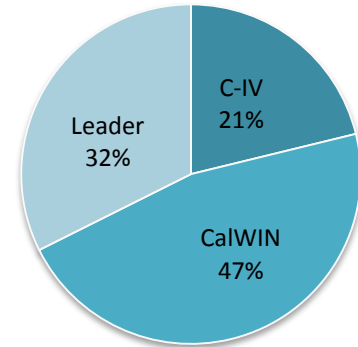
| Week 1 | Week 2 | Week 3 | Week 4 | Week 5* | Total |
|--------|--------|--------|--------|---------|-------|
| 543 | 557 | 563 | 459 | 80 | 2,202 |

* Partial Week

May Consortia Statistics

| | Calls Offered | Service Level | Calls Abandoned % | ASA |
|--------|---------------|---------------|-------------------|---------|
| C-IV | 502 | 98.21% | 0.00% | 0:00:06 |
| CalWIN | 1,100 | 89.83% | 0.64% | 0:00:21 |
| Leader | 767 | 97.60% | 1.10% | 0:00:09 |

QuickSort Transfer May 2016



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