



EXECUTIVE DIRECTOR'S REPORT
Peter V. Lee, Executive Director | August 17, 2017 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

COVERED CALIFORNIA BOARD CALENDAR: 2017

- September, 2017 (no meeting this month)
- October 5, 2017
- November 16, 2017
- December 21, 2017 (possibly no meeting this month)

COVERED CALIFORNIA BOARD CALENDAR: 2018

- January 18
- February 15 (possibly no meeting)
- March 15
- April 26 (possibly no meeting)
- May 17
- June 21
- July 19 (possibly no meeting)
- August 16
- September 20 (possibly no meeting)
- October 4
- November 15
- December 20 (possibly no meeting)

MEETING OVERVIEW

- Executive Director's Report
- Covered California Policy and Action Items

Action

- 2017-2019 Qualified Health Plan Issuer Contract Amendment for 2018
- 2017-2018 Budget (Final Report and Potential Adjustment)

Discussion

- Individual Eligibility and Enrollment Regulations
Emergency Readoption

REAL STORIES OF CALIFORNIANS



Real Stories of Covered California

Español



Adam

<http://www.coveredca.com/real-stories/>

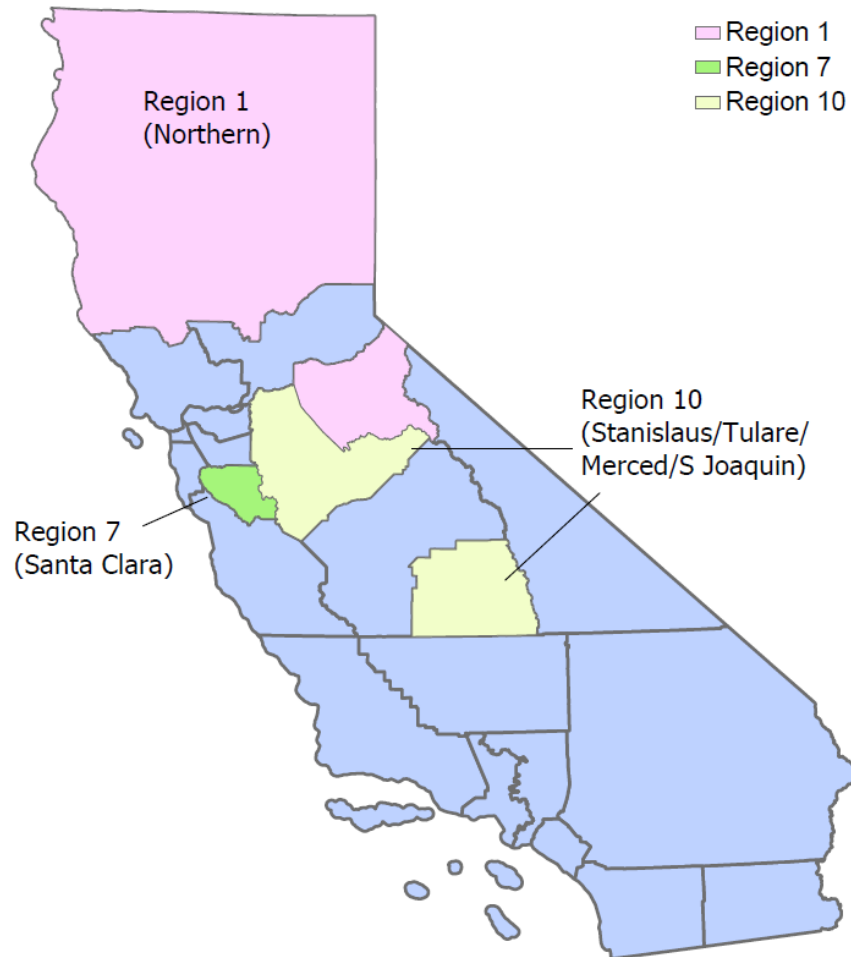
REVIEW OF 2018 RATES AND OFFERINGS

REVIEW OF 2018 RATES AND OFFERINGS

- Average weighted rate change of 12.5 percent. The change is lower than last year and includes a one-time increase of 2.8 percent due to the end of the health insurance tax “holiday.”
- Consumers can limit the rate change to 3.3 percent if they switch to the lowest-cost plan in the same metal tier.
- Health plans also submitted rates for a potential “cost-sharing reduction surcharge” that would be added only to the premium for Silver-tier consumers. The increase averages 12.4 percent, which is what is required to address continued uncertainty over the federal funding that lowers out-of-pocket costs for more than 650,000 enrollees in California.
- All 11 health insurance companies will return to the market in 2018, and 82 percent of consumers will be able to choose from three companies or more. However, Anthem will be leaving some markets that comprise about half of its enrollment.

REVIEW OF 2018 RATES AND OFFERINGS

Regions Where Anthem Remains in 2018 (EPO Only)



Approximately **153,000** Covered California members (and **151,000** members in off-Exchange, mirror plans) will be impacted by Anthem's exit from 16 regions.

Other service area changes in 2018:

- Health Net is adding its PPO to Sacramento, Placer, Yolo, Los Angeles, San Diego, and other parts of Southern California
- Health Net is removing its HMO from Regions 1, 3, 7, and 11 (northern/central California)
- Blue Shield is expanding its HMO to Solano, Contra Costa, Alameda, and Ventura
- Oscar will expand to Northeast Los Angeles (Region 15)

2018 COST SHARING REDUCTION SURCHARGE RATE IMPACT

Region	Regional Rate Change		% Increase due to CSR surcharge
	Lowest-price Silver plan (unweighted average)	Lowest-price Silver plan <i>with surcharge included</i> (unweighted average)	
Region 1	3.9%	19.1%	15.2%
Region 2	11.2%	27.4%	16.2%
Region 3	2.5%	11.0%	8.5%
Region 4	6.3%	23.4%	17.1%
Region 5	3.9%	19.1%	15.2%
Region 6	3.9%	19.1%	15.2%
Region 7	0.0%	12.0%	12.0%
Region 8	3.9%	19.1%	15.2%
Region 9	3.9%	18.6%	14.7%
Region 10	6.7%	22.0%	15.3%
Region 11	7.5%	16.5%	9.0%
Region 12	4.3%	13.0%	8.7%
Region 13	16.0%	38.8%	22.8%
Region 14	12.6%	26.7%	14.1%
Region 15	13.7%	29.6%	15.9%
Region 16	19.3%	34.3%	15.0%
Region 17	24.9%	37.4%	12.5%
Region 18	13.5%	27.7%	14.2%
Region 19	17.4%	32.1%	14.7%

If Covered California determines that it must incorporate a surcharge due to lack of CSR funding, Silver-tier plans would increase to make up for the loss.

The additional surcharge would be paid predominantly by the federal government in the form of higher premium assistance for consumers.

Issuer	CSR surcharge
Anthem	11.2%
Blue Shield	8.3%
CCHP	16.0%
Health Net Life	13.1%
Health Net of CA	12.5%
Kaiser	14.6%
LA Care	21.0%
Molina	19.6%
Oscar	10.3%
Sharp	27%
Valley	12.0%
WHA	17.7%

2018 PRODUCT OFFERING HIGHLIGHTS

- **Primary Care:** 2017 marked the first year of a policy requiring all health plans to assign members to a primary care clinician within 60 days of enrolling. This new initiative aims to help consumers get the right care when they need it by connecting them to providers who can serve as the point of entry into an often complex and daunting health care system. As a result, 99 percent of consumers were matched to a primary care physician or clinician in 2017.
- **Benefit Design:** In 2018, consumers in Silver 94, Gold and Platinum plans will have lower out-of-pocket maximums. Platinum consumers will have a lower copay to see a specialist. Gold consumers will see lower copays for primary care and urgent care visits, and consumers in Silver and Silver 73 plans will see a lower pharmacy deductible.

FEDERAL UPDATE

FEDERAL UPDATE

- **All repeal efforts failed in the Senate.**
- **Congress reconvenes from recess on September 4th.**
- **Bipartisan Approach:** Next steps are unclear but there are signals of a bipartisan approach to stabilize the markets.
- **September 30th Deadline:**
 - Fiscal year ends, hard deadline as the current budget resolution is set to expire and a new budget resolution for Fiscal Year 2018 must be enacted.

APPENDICES

APPENDICES: TABLE OF CONTENTS

- Covered California for Small Business Update
- Service Channel Update
- Website Update
- Service Center Update

COVERED CALIFORNIA FOR SMALL BUSINESS

Current YTD Group & Membership Update (6/31/17)

- Groups: 4,531
- Members: 34,550
- Retention: 81.6%
- Average group size: 7.6 members
- YTD net membership growth: 13%



Information Technology Update:

- Employer portal launch: September 2017

Operations Update (5/31/17)

- 100% of new groups set up in 3 days or less
- 91% of new groups sent initial invoice in 3 days or less

ENROLLMENT ASSISTANCE PROGRAMS

- Uncompensated partners supporting enrollment assistance efforts.

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	321	1,999 Certified
Plan-Based Enroller	11 Plans	1,034 Certified
Medi-Cal Managed Care Plan	2 Plans	31 Certified

OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Data as of August 8, 2017

13,641 Certified Insurance Agents

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

1,289 Navigator: Certified Enrollment Counselors

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

1,999 Certified Application Counselors

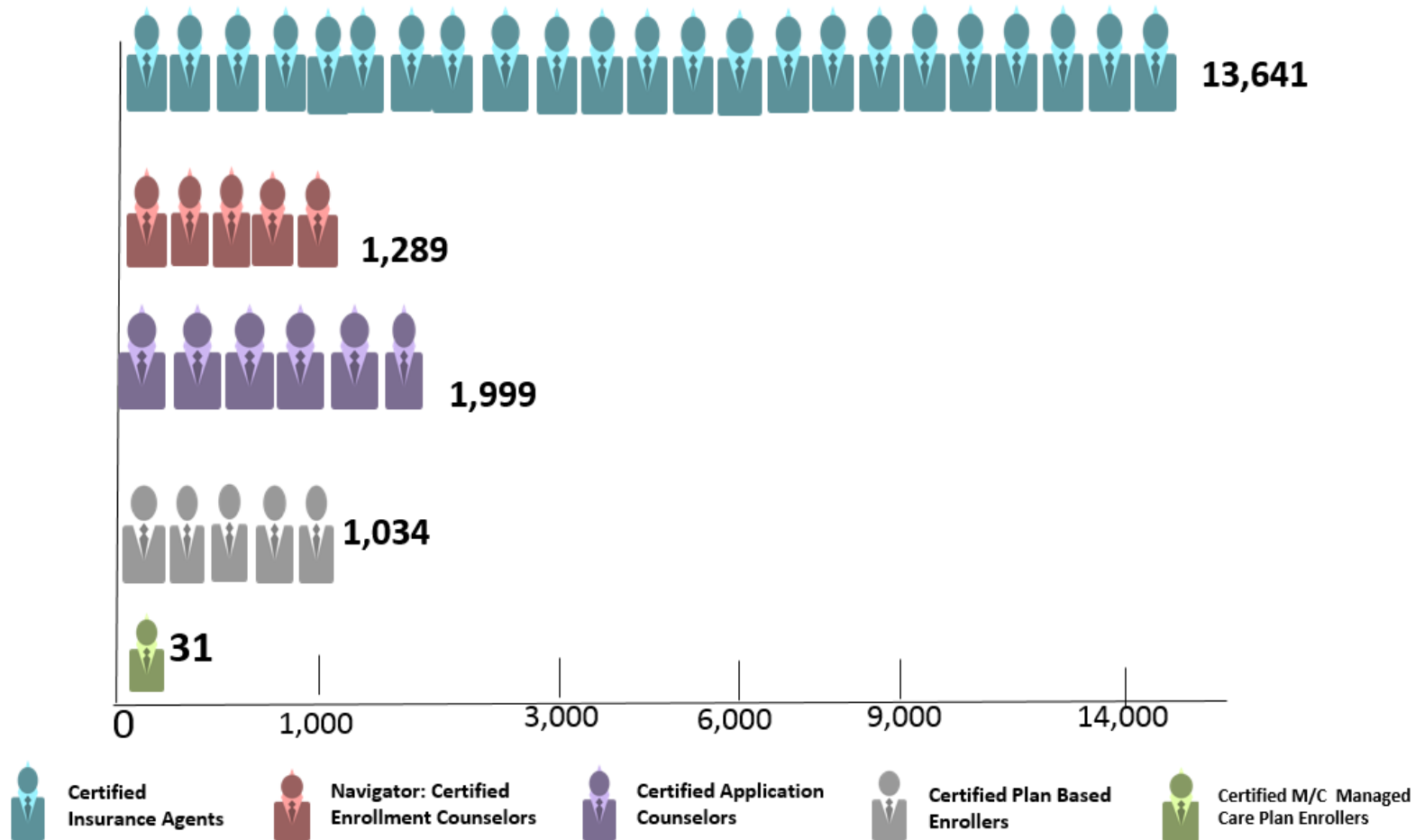
- 59% Spanish
- 5% Cantonese
- 4% Mandarin
- 1% Vietnamese
- 1% Korean

1,034 Certified Plan Based Enrollers

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

31 Certified Medi-Cal Managed Care Plan Enrollers

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



CALHEERS UPDATES

- The last release for CalHEERS, Release 17.7, was deployed July 31, 2017 and included the following features:
 - Updated reporting to Centers for Medicaid & Medicare Services (CMS)
 - Automated processing of consumer returned mail
 - Updates to agent functionality to recognize agency roles in CalHEERS
 - Additional notice changes and enhancements

CALHEERS UPDATES, CONT.

- The next release of CalHEERS in preparation for Renewals and Open Enrollment, is planned for September 25, 2017. This release will include:
 - Implementation of a major upgrade to the usability of the online single streamline application for consumers, including user interface updates for renewals
 - A fully mobile experience for consumers
 - Changes to allow the application to be more dynamic (and easier to use), depending on the information provided by a consumer
 - Eligibility updates based on immigration status which will make the application process easier for lawfully present immigrants (non-citizens) to be determined eligible for both APTC and Medi-Cal
 - Reconciliation functions between CalHEERS and MEDS

OTHER TECHNOLOGY UPDATES

- Enhancements planned for the CoveredCA.com website for Open Enrollment:
 - CoveredCA.com mobile design to allow consumers to access the website and use all features on a mobile device
 - Ombudsman Customer Relations – Create a webpage and a customer relations tool to track incoming correspondence and calls
- Other Improvements:
 - ePraise – Developed site for employees to acknowledge co-workers in support of the Covered CA Recognition Program
 - Agent Contract Management – Updated agent/agency Contracts approval process to enable all required documents to be submitted and approved through electronic means

SERVICE CENTER TECHNOLOGY TRANSITION UPDATES

- Covered California is transitioning Service Center IT technologies and support to a new platform. The transition includes:
 - Workforce management
 - Quality management
 - Reporting
 - Voice services
 - Interactive voice response (IVR)
 - Workstation hardware and software management
 - IT service desk
- Project Status
 - All planning phases are complete including: initiation, discovery and design phase
 - Implementation phase is currently in progress and on track according to plan
 - User acceptance testing and training efforts are in progress on track according to plan
 - Service Center transition on track for an implementation date of September 15, 2017

SERVICE CENTER UPDATE

- Improving Customer Service
 - Quality Assurance provided refresher training to leadership and SCR's
 - Brown Bag sessions with Doug McKeever in Fresno and Rancho Cordova
 - Monthly 1x1 staff coaching and development sessions in progress
 - Rolled out streamlined escalation process
 - Rolled out Warm Transfer process between Covered California, CDSS and DMHC
- Enhancing Technology Solutions
 - NWN/ Calabrio IT Transition in progress with target Go Live date of 9/15/17
 - Workforce Management (WFM), Quality Recording and Evaluations, IVR
 - Avatar focus group kick-off
 - Implemented Wi-Fi in Rancho Cordova and Fresno
- Staffing Updates
 - Service Center continues ongoing recruitment efforts for various classifications
 - Covered California Service Center partnered with Human Resources at the California State Fair with a focus on Bilingual
 - Surge Vendor Bilingual new hire class
 - Sit to Stand rolling out Service Center wide

SERVICE CENTER PERFORMANCE UPDATE*

July 2017 Call Statistics

	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
Totals	240,968	148,769	2.37%	145,028	0:00:23	0:16:28	84.77%

Does not include outbound, SHOP, or internal consults

Top 5 Call Dispositions

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

**Performance metrics are measured monthly.*

SERVICE CENTER UPDATE

- Improving Customer Service
 - Quality Assurance provided refresher training to leadership and SCR's
 - Brown Bag sessions with Doug McKeever in Fresno and Rancho Cordova
 - Monthly 1x1 staff coaching and development sessions in progress
 - Rolled out streamlined escalation process
 - Rolled out Warm Transfer process between Covered California, CDSS and DMHC
- Enhancing Technology Solutions
 - NWN/ Calabrio IT Transition in progress with target Go Live date of 9/15/17
 - Workforce Management (WFM), Quality Recording and Evaluations, IVR
 - Avatar focus group kick-off
 - Implemented Wi-Fi in Rancho Cordova and Fresno
- Staffing Updates
 - Service Center continues ongoing recruitment efforts for various classifications
 - Covered California Service Center partnered with Human Resources at the California State Fair with a focus on Bilingual
 - Surge Vendor Bilingual new hire class
 - Sit to Stand rolling out Service Center wide

QUICK SORT VOLUMES

Quick Sort refers to the calculator tool used to determine if a consumer is eligible for CoveredCA or should be referred to Medi-Cal. The tool also determines which consortia the consumer should be referred. This volume represents the total of those transfers.

July Weekly Quick Sort Transfers

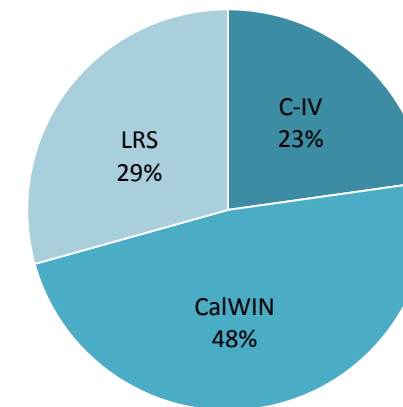
Week 1	Week 2	Week 3	Week 4	Week 5*	Total
296	374	380	373	165	1,588

*Partial Week

July Consortia Statistics

SAWS Consortia	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	437	96.57%	0.92%	0:00:10
CalWIN	866	83.26%	1.04%	0:00:24
LRS	631	99.4%	0.8%	0:00:07

QuickSort Transfers
July 2017



SAWS = Statewide Automated Welfare System (consortia). California has three SAWS consortia's to provide service to the counties.

C-IV = SAWS Consortium C-IV (pronounced C 4)

CalWIN = California Welfare Information Network

LRS = formally LEADER = Los Angeles Eligibility Automated Determination, Evaluation and Reporting Systems