



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | June 14, 2018 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

NAVIGATOR PROGRAM - EXTEND GRANTEE CONTRACTS FOR 10 MONTHS

- Covered California remains committed to its Navigator program and the partnership with our grantees and community partners who have been a part of our “Five Years Strong” success.
- At this time we are extending the current grantee contracts through a non-competitive bid through June 30, 2019. We will issue a Request for Application (RFA) for a three year period from 7/1/2019 to 6/30/2022 early next year.
- We will actively engage our grantee partners in the development of a refreshed program that will build on existing expectations and provide robust incentives and rewards for continuing the good work of helping Californians get and keep health insurance coverage.
- Over the next year, we will share data with our grantees that will assist in the development of new standards that may be used in the next grant period.

EXECUTIVE DIRECTOR'S UPDATE

COVERED CALIFORNIA WINS CREATIVE AWARD TARGETING LATINO COMMUNITY



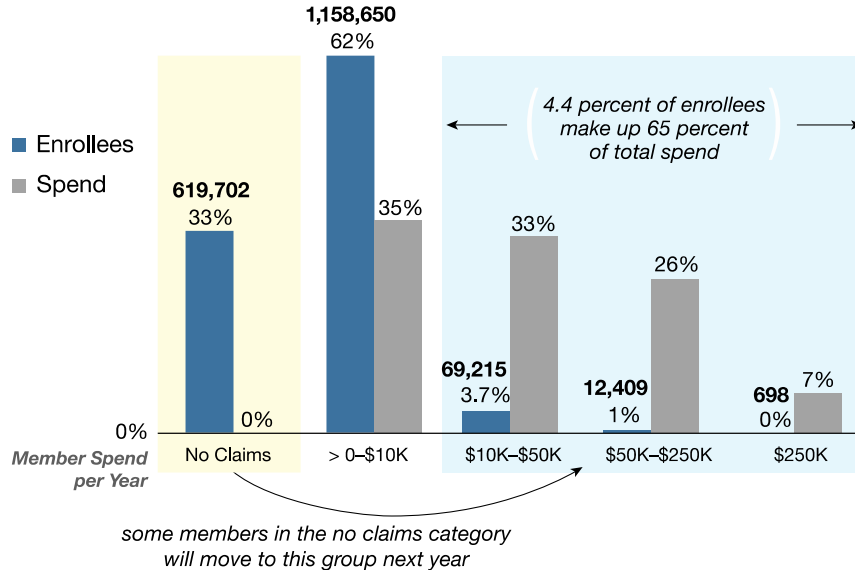
- The “Soccer” Spanish radio spot was developed to promote enlistment during special enrollment period to target those who lost or may be losing their health insurance.
- The spot was developed to air prior to the 2018 FIFA World Cup.
- This is the second consecutive year Covered California has been awarded for its creative marketing by Radio Mercury Awards.
- The spot has been listened to more than 21 million times ahead of the World Cup. Listen to the spot [here](#).

CONSUMER HEALTH CARE SPENDING CAN CHANGE FROM YEAR TO YEAR

An emergency room visit can move a consumer from the “No Claims” category to significant health care spending

Covered California Enrollees Compared To Health Care Spend

(12 month period ending Sept. 2017)



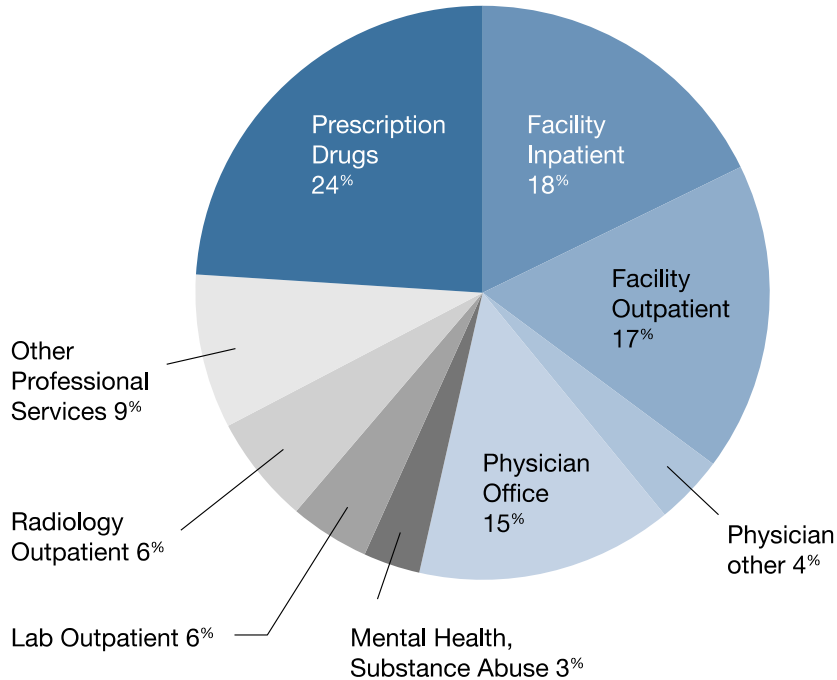
- A relatively small portion of enrollees account for the majority of health care spend.
- 4.4 percent of Covered California enrollees account for 65 percent of total spend in the 12 months ending September 2017. Within that group, 24 members had claims over \$1 million.
- Conversely a relatively high portion of enrollees have no health care claims.
- One-third of Covered California enrollees did not have a health care claim submitted in the 12 months ending in September 2017.



Based on twelve months ending Sept. 2017

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FACILITY-BASED CARE AND PRESCRIPTION DRUGS ACCOUNTED FOR 59 PERCENT OF COVERED CALIFORNIA'S HEALTH CARE SPEND



- Facility care is the largest area of spend. 35 percent of Covered California health care spend went to facility care (inpatient and outpatient, excluding professional care).
- Prescription Drugs are the second-largest component with 24 percent of spend.
- Covered California had a similar spend across service categories compared to California commercial group coverage benchmarks.*

APPENDICES

APPENDICES: TABLE OF CONTENTS

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

COVERED CALIFORNIA FOR SMALL BUSINESS

Group & Membership Update (5/31/18)

- ❑ Groups: 5,585
- ❑ Members: 45,600
- ❑ Member Retention: 81%
- ❑ Average Group Size: 8.2 members
- ❑ Year over Year Net Membership Growth: 34%



Operations Update (5/31/18)

- ❑ 100% of New Groups set up in 3 days or less
- ❑ 100% of New Groups sent initial invoice in 3 days or less
- ❑ 99.1% of Account Maintenance Transactions completed in 3 days or less

OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Uncompensated partners supporting enrollment assistance efforts.

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	271	1,495 Certified
Plan-Based Enroller	11 Plans	586 Certified
Medi-Cal Managed Care Plan	2 Plans	21 Certified

OUTREACH & SALES ENROLLMENT SUPPORT: KEY METRICS

Data as of June 14, 2018

13,689 Certified Insurance Agents

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

994 Navigator: Certified Enrollment Counselors

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

1,494 Certified Application Counselors

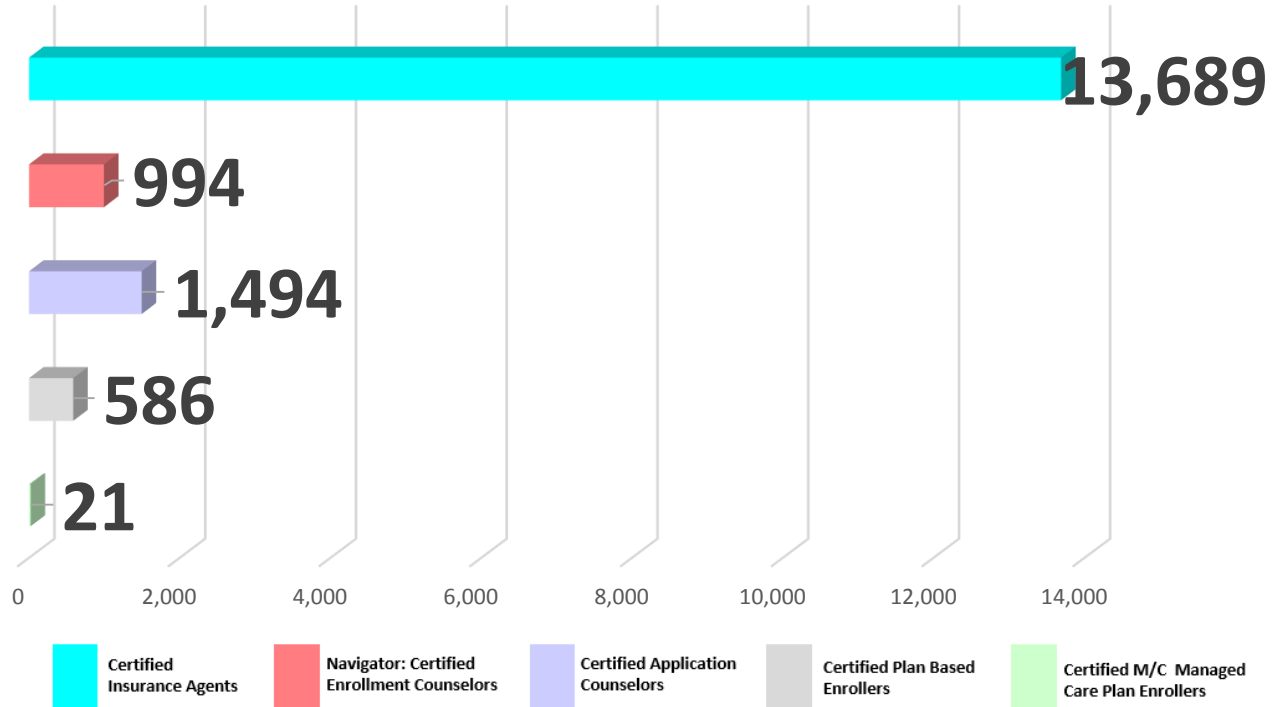
- 59% Spanish
- 5% Cantonese
- 4% Mandarin
- 1% Vietnamese
- 1% Korean

586 Certified Plan Based Enrollers

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

21 Certified Medi-Cal Managed Care Plan Enrollers

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



CALHEERS UPDATES

CalHEERS deployed Release 18.6 on June 4, 2018, which included the following features:

- Updates to the Shop and Compare tool that improves consumer experience by improving the overall functionality, the user interface, and the mobile experience.
- Allowing Authorized Representatives the ability to complete applications on behalf of consumers.

The next release for CalHEERS, Release 18.7, is planned for July 23, 2018, and will include:

- User Interface updates for Managed Verifications to improve the consumer experience by focusing the consumer on incomplete information and guiding them through the process to complete their application.

SERVICE CENTER UPDATE

Improving Customer Service

- Revamped New Employee Training for staff to improve customer service
- Developed Call Whisper to alert Service Center staff of call type and language selection prior to call connection
- Increased Appeals Informal Resolution Rate
- Reviewing vendor proposal for the Service Center Training (Soft Skills) Request for Proposal

SERVICE CENTER UPDATE (CONTINUED)

Enhancing Technology Solutions

- Executed contract and began Kick off meeting for Chat Bot work group (i.e. Intelligent Virtual Assistant). Training and focus testing under development.
- Reviewing vendor proposal for the Service Center Assessment Improvements Request for Proposal

Staffing Updates

- Vacancy rate down to less than 6 percent (2018) from just less than 10 percent (2017), a reduction of approximately 4 percent

SERVICE CENTER PERFORMANCE UPDATE*

Comparing May 2018 vs. 2017 Call Statistics

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
2018	306,141	175,302	1.90%	169,955	0:00:28	0:17:01	81.85%
2017	337,241	212,107	4.88%	201,424	0:01:46	0:16:51	56.89%
Percent Change	9% decrease	17% decrease	61% decrease	16% decrease	74% decrease	1% increase	44% increase

The total Calls Offered decreased from 2017 by 17%.

The Abandoned % decreased by 61% and Service Level Increased by 44%.

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.

May Weekly Quick Sort Transfers

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
173	238	207	270	208	1,096

*Partial Week – 5/28 Memorial Day

May Consortia Statistics

SAWS Consortia	Calls Offered	Service Level	Calls Abandoned %	ASA
CalACES	237	96.20%	0.84%	0:00:17
CalWIN	434	96.31%	0.23%	0:00:13
LRS	495	98.50%	0.40%	0:00:07

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

CalACES = California Automated Consortium Eligibility Systems

CalWIN = California Welfare Information Network

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

QuickSort Transfers May 2018

