



## **EXECUTIVE DIRECTOR'S REPORT**

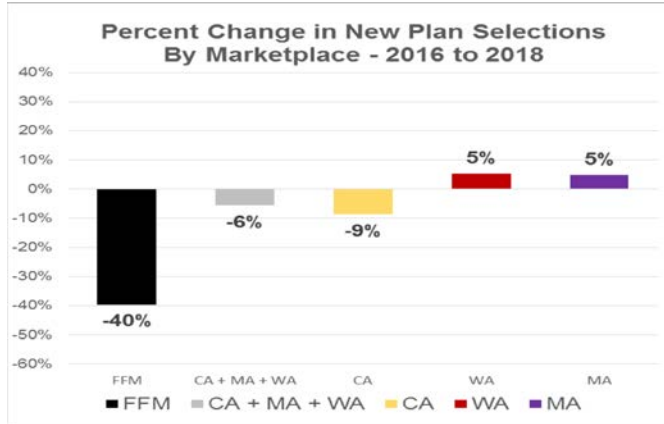
Peter V. Lee, Executive Director | May 16, 2019 Board Meeting

# ANNOUNCEMENT OF CLOSED SESSION

# EXECUTIVE DIRECTOR'S UPDATE

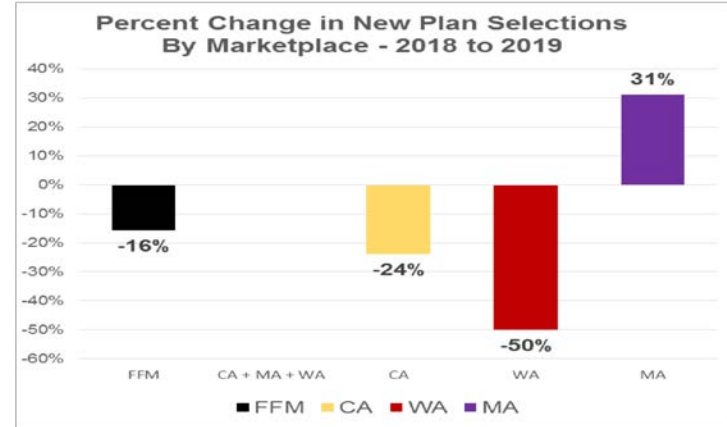
# NEW SIGN-UPS DURING OPEN ENROLLMENT FOR 2019: PENALTY AND STATE SUBSIDIES APPEAR TO DRIVE MAJOR DIFFERENCES

## 2016 to 2018



- From 2016 to 2018, the FFM saw its level of new enrollments in open enrollment drop considerably — from 4.0 million to 2.5 million, a drop of 40 percent.
- By contrast, California, Washington and Massachusetts had relatively steady numbers of new sign-ups during open enrollment, from 547,000 to 516,000 in 2018, a drop of 6 percent.

## FOR 2019



- For 2019, the 16 percent decline in the FFM **was on top of a 40 percent cumulative decline** from 2016 to 2018.
- California and Washington — both states with very good risk mixes — saw their new sign-ups drop off significantly.
- Washington saw lower enrollment, particularly among unsubsidized consumers, due to affordability concerns.
- Massachusetts, which still has a state mandate and adds additional state subsidies for enrollees, saw substantial increases in new enrollment.

Analysis of CMS/ASPE reported plan selections in public use files (<https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Marketplace-Products/index.html>) and using 2019 releases from CMS (<https://www.cms.gov/newsroom/fact-sheets/final-weekly-enrollment-snapshot-2019-enrollment-period>), along with state data from CA, MA and WA. FFM includes SBM-FP states. Kentucky excluded due to shift from SBM to SBM-FP between 2016 and 2017 plan year.

Find press release [here](#)

# EFFECTUATION RATES FOR RENEWING CONSUMERS: ONCE INSURED, CONSUMERS ARE STAYING!

State Exchange	2018			2019			Difference
	Covered in Dec. of prior year	Covered in Jan.	Effectuation Rate	Covered in Dec. of prior year	Covered in Jan.	Effectuation Rate	
California	1.24M	1.07M	86.5%	1.29M	1.15M	89.0%	+ 2.5%
Massachusetts	252,178	219,055	86.9%	261,495	237,955	90.9%	+ 4.0%
Washington	166,961	131,642	79.0%	178,314	156,596	88.0%	+ 9.0%

\*Data refers to renewing consumers only. Total effectuation, including new enrollment, will be available in the summer.  
Find press release [here](#)

# PROMOTING MORE ENGAGEMENT OF MEDI-CAL MANAGED CARE PLANS IN COVERED CALIFORNIA

- Since 2014, Covered California has contracted with between 10 and 12 Qualified Health Plan Issuers representing a variety of plan types including large national carriers, regional carriers, Medi-Cal Managed Care Plans, and Local Health Plans.
- Many Medi-Cal Managed Care Plans are locally-based, not-for-profit plans serving as public plan options in communities throughout the state.
- Covered California has long partnered with L.A. Care – a Public Medi-Cal Managed Care Plan that also contracts to serve the individual market. Partnerships like this further mission alignment and help foster robust plan choice for consumers, and Covered California continues working toward having more Medi-Cal Managed Care Plans actively participate in the marketplace.
- Covered California has contracted with Health Management Associates to assess the feasibility of Medi-Cal Managed Care Plans entering the individual market. Findings are due in mid-July, and will help inform current and future discussions about the potential inclusion of more Medi-Cal Managed Care Plans in the exchange.

# STATE AND FEDERAL POLICY UPDATE

# COVERED CALIFORNIA COMMENTS ON FEDERAL REQUEST FOR INFORMATION ON SALE OF INSURANCE ACROSS STATE LINES

On March 11, 2019, Covered California submitted [comments](#) on the Center for Medicare and Medicaid's Request for Information on the sale of individual health insurance coverage across state lines through Health Care Choice Compacts (CMS-9921-NC). Covered California commented that:

- ❑ **Sales Across State Lines are Already Allowed but Not Utilized:** The ability to sell individual insurance across state lines is already allowed under Section 1333 of the ACA. To date, no state has enacted a law authorizing it to enter into a Health Care Choice Compact as described in section 1333 of the ACA.
- ❑ **Health Care is Local:** Simply allowing for the sale of health insurance across state lines does not change the fact that health care is local and that it is enormously difficult for out-of-state insurers to build local provider networks, while meeting local regulatory and benefit mandates.
- ❑ **Adverse Impact to Exchanges and Consumers:** The fragmented and confusing role of regulatory enforcement that is associated with the sale of insurance across state lines could lead to fraud and abuse, as well as decreased consumer protections.



# APPENDICES

# APPENDICES: TABLE OF CONTENTS

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

# COVERED CALIFORNIA FOR SMALL BUSINESS

## Group & Membership Update

- Groups: 6,498
- Members: 54,149 \*
- Retention: 88.9%
- Average Group Size: 8.3 members
- Net Membership Growth over 4/1/18 - 20%

\* membership reconciled to 5/7/19

## “New Functionality” Launched for Agent On-line Services

- Initiate employer/employee application process
- Ability to view current book of business on the dashboard
- View new business history and current status
- Access to employer invoices
- Review employees eligibility status and carrier assignment
- View account eligibility transactions
- Upload Change Forms for Employee (Adds, Terms)



# OUTREACH & SALES ENROLLMENT PARTNER TOTALS

Uncompensated partners supporting enrollment assistance efforts.

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	244	1,552 Certified
Plan-Based Enroller	11 Plans	466 Certified
Medi-Cal Managed Care Plan	2 Plans	25 Certified

# OUTREACH & SALES NON-ENGLISH ENROLLMENT SUPPORT

**Data as of May 1, 2019**

**13,067 Certified Insurance Agents**

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

**1,010 Navigator: Certified Enrollment Counselors**

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

**1,552 Certified Application Counselors**

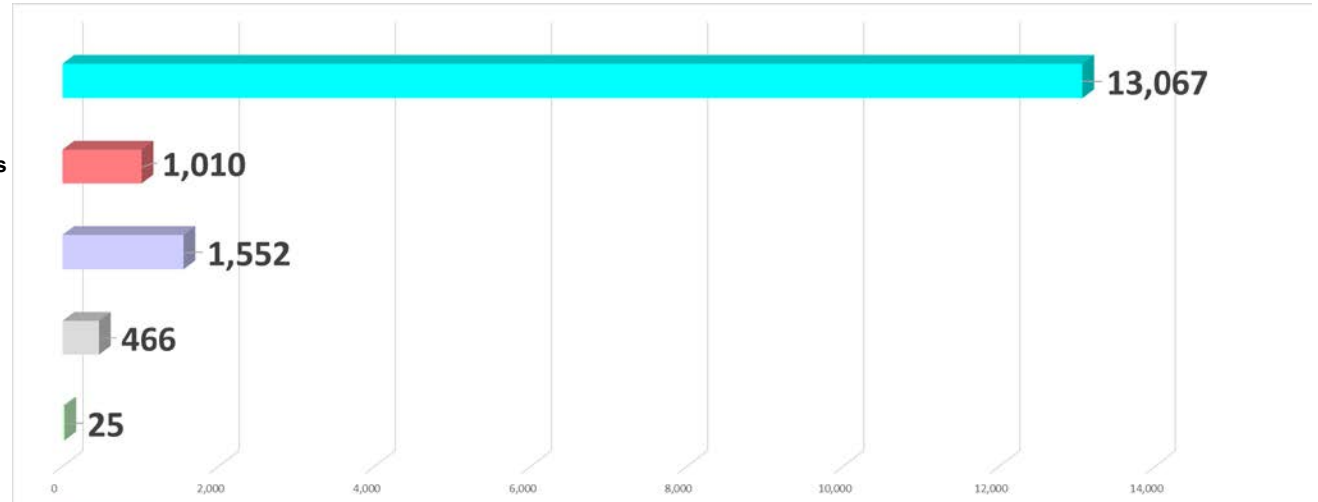
- 59% Spanish
- 5% Cantonese
- 4% Mandarin
- 1% Vietnamese
- 1% Korean

**466 Certified Plan Based Enrollers**

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

**25 Certified Medi-Cal Managed Care Plan Enrollers**

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



# CALHEERS UPDATES

- The next CalHEERS release is planned for May 20, 2019, and will include:
  - Implementation of a federal integration standard known as “Account Transfer” that will provide a separation of eligibility determinations and enrollments in health plans. This will reduce data duplication and reconciliation needs, as well as enable CalHEERS to take advantage of standards in use across the country.
  - Updating additional consumer pages within the Single Streamlined Application for improved workflow and readability.
  - Noticing to Consumers who have not complied with requirements to file taxes and reconcile Advance Premium Tax Credits. Covered California is continuing outreach in an effort to minimize impacts on consumers who may lose tax credits due to non-compliance.
  - Updating the registration flow for consumers to provide additional security through the use of one-time passcodes (via text or e-mail) when logging into CalHEERS.
- The CalHEERS June release will focus on improving the integration and data exchange between the CalHEERS system and the Statewide Automated Welfare Systems (SAWS) – an ongoing effort associated with the “Business Rules Exposure” project within CalHEERS.

# OTHER TECHNOLOGY UPDATES

- Successfully rolled out new Customer Relationship Management (CRM) platform to all service center staff on May 6, 2019.
- Rolled out additional enhancements for the CoveredCA.com chatbot, CiCi
- Continued work to bring CoveredCA.com and HBEX.CoveredCA.com into compliance with new Americans with Disabilities Act (ADA) regulations by effective date of July 1, 2019.
- Continued work on package for the Centers for Medicare and Medicaid Services (CMS) for triennial renewal of Authority to Connect and Authority to Operate the Exchange Systems. Target completion for the package is early June. Renewal is due 8/31/2019.

# SERVICE CENTER UPDATE

## Improving Customer Service

- Met Service Level goal of 80/30 by ensuring consumers have different avenues to contact us, besides handling calls through the Interactive Voice Response (IVR), assisting consumers through Live Chat, CiCi (Chatbot) had 14,326 conversations with our consumers in the month of April
- International Customer Management Institute (ICMI) soft skills training around improving the consumer experience

## Enhancing Technology Solutions

- Partnered with Information Technology to work on the transitioning from the current Oracle Customer Relationship Management (CRM) to the new Salesforce CRM
- Started the Desktop refresh program Pilot users phase 1 and 2
- Enhanced the Post Call Survey in the Interactive Voice Response (IVR) to include all 14 languages
- Added the abandonment rate to the Executive Dashboard

## Staffing Updates

- Worked on keeping the vacancy rate below 12% and for April 2019 the vacancy rate ended with 10.6% percent
- Held efforts to hire for all positions



# SERVICE CENTER PERFORMANCE UPDATE

## Comparing April 2019 vs. 2018 Call Statistics

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
2019	341,848	183,976	2.00%	179,787	0:00:59	0:17:23	80.44%
2018	376,190	197,460	2.17%	192,465	0:00:38	0:16:43	78.94%
Percent Change	9% Decrease	7% Decrease	8% Decrease	7% Decrease	55% Increase*	4% Increase*	2% Increase

\*Time formats (H:MM:SS) are not equal to decimals. Time formats must be converted to decimal before performing calculations. (Example 0:15:45 = 15.75)

- The total Calls Offered decreased from 2018 by 7%
- Calls Handled decreased by 7%
- The Abandoned % decreased by 8%
- Service Level increased by 2%.

# QUICK SORT VOLUMES

## April Consortia Statistics

SAWS Consortia	Calls Offered	Service Level	Calls Abandoned %	ASA
C-IV	255	94.55%	1.58%	0:00:21
CalWIN	478	91.84%	0.21%	0:00:17
LRS	274	99.20%	3.60%	0:00:10

## April Weekly Quick Sort Transfers

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
253	253	230	282	167	1185

\*Partial Week 4/1 – Service Center Closed in observance of Cesar Chavez Day

- 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

# QUICK SORT DISTRIBUTIONS

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.

## QuickSort Transfers April 2019

