



ACKNOWLEDGEMENT OF PAST COVERED CALIFORNIA BOARD MEMBERS

Peter V. Lee, Executive Director | April 8, 2021 Board Meeting

COVERED CALIFORNIA'S FOUNDING BOARD MEMBERS



Diana Dooley

2011 – 2018

Kim Belshé

2011 – 2015

Susan Kennedy

2011 – 2015

Dr. Robert Ross

2011 – 2014

Paul Fearer

2011 – 2021

COVERED CALIFORNIA'S VISION

The vision of Covered California is to improve the health of all Californians by assuring their access to affordable, high quality care.

COVERED CALIFORNIA'S MISSION

The mission of Covered California is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

COVERED CALIFORNIA'S STRATEGIC PRIORITIES

Covered California is guided by five areas of strategic focus:

- ❑ **Affordable Plans:** Consumers purchase and keep Covered California products based on their perception that this is a good value for them.
- ❑ **Needed Care:** Consumers receive the right care at the right time.
- ❑ **Effective Outreach and Education:** Consumers understand what we offer and have a positive attitude about Covered California.
- ❑ **Positive Consumer Experience:** Consumers have a positive experience from initial enrollment to keeping their coverage.
- ❑ **Organizational Excellence:** Covered California has the right tools, processes and resources to support our team and deliver on our mission.



COVERED
CALIFORNIA

EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director

ANNOUNCEMENT OF CLOSED SESSION

EXECUTIVE DIRECTOR'S UPDATE

COVERED CALIFORNIA BOARD 2021 MEETING DATES

All meetings will be held at Covered CA Headquarters, 1601 Exposition Boulevard, Sacramento. Depending on social distancing and emergency rules regarding how meetings are held during the pandemic, we are planning for meetings to be virtual through the end of 2020 and likely well into 2021. Unless otherwise notified, meetings will begin at 10:00 am and are held the third Thursday of the month.

2021 Meeting Dates

January 14

February 18 *No Meeting*

March 18

April 8 New Date!

May 20

June 17

July 15 *(Possibly no meeting)*

August 19

September 16

October 21 *(Possibly no meeting)*

November 18

December 16 *(Possibly no meeting)*

STATE AND FEDERAL LEGISLATIVE UPDATE

FEDERAL REGULATORY UPDATE

- ❑ The Department of Health and Human Services (HHS) delayed the effective date of the SUNSET regulation. The SUNSET regulation, would have imposed new regulatory review and “sunset” requirements for all HHS regulations (with certain exceptions) that are not reviewed in a timely manner.
- ❑ The partially finalized 2022 Notice of Benefit and Payment Parameters became effective on March 15th. The finalized elements of the regulation are the new Exchange direct enrollment option, codifying the 2018 guidance for 1332 Waivers, the user fee reduction, network adequacy standards, and premium payments from HRAs and QSEHRAs.
- ❑ Effective March 9, 2021, the Department of Homeland Security (DHS) formally vacated the August 2019 public charge inadmissibility regulation from the Code of Federal Regulations. DHS will revert to applying pre-Trump administration guidance which does not consider an applicant’s receipt of Medicaid when determining whether individuals can be granted lawful entry into the United States.

FEDERAL POLICY UPDATE

- ❑ **Increased Marketing Spend for the American Rescue Plan:** On April 1, 2021, HHS Secretary Xavier Becerra announced an additional \$50 million in advertising to bolster the Special Enrollment Period (SEP) outreach campaign and the American Rescue Plan.
- ❑ **Timing:** Campaign runs through August 15, 2021.
- ❑ **Campaign Focus:**
 - Raising awareness among the uninsured about the new savings and the availability of assistance for those who qualify for an SEP.
 - Communicating with current enrollees to promote the opportunity to update their enrollment information and access the expanded financial assistance.
 - Broadcast and digital advertising and educates enrollees through email and text messages.

PUBLIC COMMENT

CALL: (877) 336-4440

PARTICIPANT CODE: 6981308

- ❑ To request to make a comment, press 10; you will hear a tone indicating you are in the queue for comment. Please wait until the operator has introduced you before you make your comments.
- ❑ If watching via the live webcast, please mute your computer to eliminate audio feedback while calling in. Note, there is a delay in the webcast.
- ❑ The call-in instructions can also be found on page two of the Agenda.

EACH CALLER WILL BE LIMITED TO TWO MINUTES PER AGENDA ITEM

NOTE: Written comments may be submitted to BoardComments@covered.ca.gov.

APPENDICES

APPENDICES: TABLE OF CONTENTS

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

COVERED CALIFORNIA FOR SMALL BUSINESS

Group & Membership Update

- ❑ Groups: 8,033
- ❑ Members: 66,504 *
- ❑ Retention: 88.1%
- ❑ Average Group Size: 7.5 members
- ❑ YTD New Membership Sales 2,962

*membership reconciled thru 1/31/2021



Operations Update - March

- ❑ Membership sales are still doing well; however, membership terminations swelled during the month of January which is CCSB's largest renewal month.
- ❑ It is clear many Small Business customers are still struggling to keep their employees covered.

SERVICE CENTER UPDATE

Improving Customer Service

- Partnered with BSB and CCIT to deploy webcams to all Service Center staff
- Updated Tagalog prompts with new Text to Speech (TTS) services

Enhancing Technology Solutions

- Interactive Voice Recognition (IVR) system updated with front end message advising how to access tax forms

Staffing Updates

- Vacancy rate of 5.5 percent (2021) comparable to prior year of 8.3 percent (2020)

SERVICE CENTER PERFORMANCE UPDATE

Comparing March 2021 vs. 2020 Call Statistics

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
2021	367,889	229,980	1.68%	225,866	0:00:36	0:19:27	79.28%
2020	645,786	198,390	10.40%	175,957	0:05:12	0:20:01	40.95%
Percent Change	43% Decrease	16% Decrease	84% Decrease	28% Decrease	88% Decrease	3% Decrease	94% Increase

* Voice Stats above reflect for last year the period of time when we moved staff home and working to get them set up to work from home. Limited staff actually handling interactions while this effort took place (Calls to IVR and Offered are high while Handled lower for 2020).

** 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 increased from 2020 by 16%
- Calls Handled increased by 28%
- The Abandoned % decreased by 84%
- Service Level increased by 94%.

QUICK SORT VOLUMES

March Consortia Statistics

SAWS Consortia	Calls Offered	Service Level %	Calls Abandoned %	ASA
C-IV	518	95.00%	2.00%	00:00:11
CalWIN	961	91.75%	0.94%	00:00:19
LRS	644	88.04%	2.17%	00:00:10

- ❑ SAWS = Statewide Automated Welfare System (consortia). California has three SAWS consortia 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

March Weekly Quick Sort Transfers

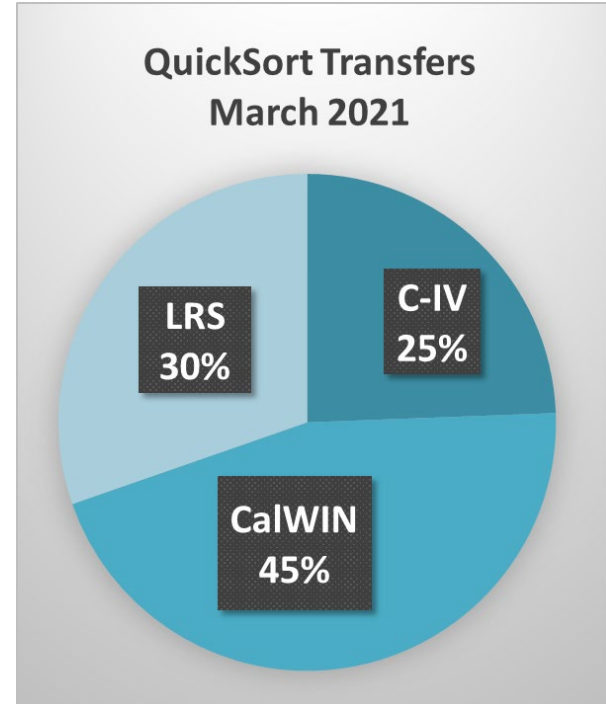
Week 1	Week 2	Week 3	Week 4	Week 5*	Total
3/1 – 3/6	3/7 – 3/13	3/14 – 3/20	3/21 – 3/27	3/28 – 3/31	
770	772	752	763	535	3,592

* Partial Week

** Voice Stats above reflect for last year the period of time when we moved staff home and working to get them set up to work from home. Limited staff actually handling interactions while this effort took place (Calls to IVR and Offered are high while Handled lower for 2020).

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.



CALHEERS UPDATES

- ❑ CalHEERS Release 21.2.5 is planned for April 12, 2021 and will include:
 - Changes in support of the American Rescue Plan to implement batch functionality that will allow redetermination of eligibility for existing consumers that may have been impacted by the contribution percent changes and the removal of the APTC cliff (implemented April 5, 2021)..
 - Updates to allow consumers to select "Learned of American Rescue Plan" as a Qualifying Life Event (QLE) so that consumers coming to the Exchange for this reason can be tracked.

CALHEERS UPDATES

- ❑ CalHEERS Release 21.6 is planned for June 21, 2021 and will include changes to:
 - Align with federal and state regulations to examine data sources on a semiannual basis for changes in circumstances in households receiving APTC or CSR.
 - The Eligibility Results Page to remove confusing and contradictory information, display prominent information more clearly and improve overall readability and ease of use.
 - Provide Level 3 Users a special QLE to allow them to define the Eligibility Results period and the Enrollment Coverage start date upon selection without a complex work around.

CALHEERS UPDATES

- ❑ CalHEERS Release 21.6 continued:
 - Provide a Special Enrollment Period (SEP) reason for a short timeframe to provide consumers utilizing this placeholder the ability to self-serve to enroll in coverage or change their current plan (assuming otherwise eligible) without administrative overrides.
 - Lock the income FPL limit as 139% for APTC eligibility determination for cases where consumers received unemployment income in the benefit year in alignment with the American Rescue Plan.

CALHEERS UPDATES

- ❑ CalHEERS Release 21.6 continued:
 - Provide CECs with the ability to export all household cases on the Entity's Portal and capture the delegation changes in all enrollments, including terminated, allows Bulk Transfers performed by Broker & Entity Admins for an entire agency, and expands search capabilities for Agents, Entity and CECs.
 - Changes to transition Off-Exchange enrollments to the Exchange so that consumers can take advantage of any premium subsidies or Medi-Cal programs that they may be eligible for as a result of the American Rescue Plan.

OUTREACH & SALES ENROLLMENT PARTNER TOTALS

Uncompensated partners supporting enrollment assistance efforts.

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	255	1,382
Plan-Based Enroller	11	386
Medi-Cal Managed Care Plan	2	26

OUTREACH & SALES NON-ENGLISH ENROLLMENT SUPPORT

Data as of April 8, 2021

11,399 Certified Insurance Agents

- 18% Spanish
- 4% Cantonese
- 5% Mandarin
- 5% Korean
- 4% Vietnamese

1,161 Navigator: Certified Enrollment Counselors

- 57% Spanish
- 3% Cantonese
- 2% Mandarin
- 2% Vietnamese
- 1% Korean

1,382 Certified Application Counselors

- 50% Spanish
- 3% Cantonese
- 3% Mandarin
- 2% Vietnamese
- 0.4% Korean

386 Certified Plan Based Enrollers

- 34% Spanish
- 6% Cantonese
- 3% Mandarin
- 2% Vietnamese
- 0.5% Korean

26 Certified Medi-Cal Managed Care Plan Enrollers

- 62% Spanish
- 8% Cantonese
- 0% Mandarin
- 0% Russian

