



EXECUTIVE DIRECTOR'S REPORT

Jessica Altman, Executive Director | June 15, 2023 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

COVERED CALIFORNIA 2023 BOARD MEETING DATES

All meetings will be held at Covered CA Headquarters, 1601 Exposition Boulevard, Sacramento. Unless otherwise notified, meetings will begin at 10:00 am and are held the third Thursday of the month.

January 19

February 16 – *No Meeting*

March 9

April 20

May 18

June 15

July 20 *

August 17

September 21

October 19 *

November 16

December 21 *

**Possibly no meeting*

EXECUTIVE DIRECTOR'S UPDATE

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- ❑ Public Health Emergency (PHE) unwind and Medi-Cal to Covered California program update
- ❑ State and Federal Policy/Legislative Updates

PUBLIC HEALTH EMERGENCY UNWIND AND MEDI-CAL TO COVERED CALIFORNIA PROGRAM UPDATE

- ❑ Following the end of the PHE and the continuous coverage requirement, counties resumed annual Medi-Cal renewal activities in April.
- ❑ Covered California launched its implementation of the Medi-Cal to Covered California enrollment program, to automatically enroll subsidy-eligible Medi-Cal transitioners into the lowest-cost Silver plan available.
- ❑ Redeterminations are underway for the first cohort of consumers who will have Medi-Cal coverage terminated on June 30th and receive a July 1st Covered California start date.
- ❑ The first cohort of consumers transitioned to Covered California will have until July 31st to take action on the plan that will be automatically selected for them. Those that do not take action will have until the end of August to pick a plan under their normal special enrollment period.

TENTATIVE MEDI-CAL TO COVERED CALIFORNIA REPORTING TIMELINE

Monthly data reporting for the Medi-Cal to Covered California enrollment program will begin in late summer or early fall after the first cohort of Medi-Cal to Covered California Transitioners has completed their special enrollment period. Release of survey data will follow in late fall or early winter.

DATE	MILESTONE
June 30	Last day of Medi-Cal coverage for first monthly cohort of unwind redeterminations
July 1	First day of Covered California coverage for first cohort (provided consumers take action in the first month of coverage)
July 31	Last day for consumers in first cohort to effectuate coverage for July 1 st start date for auto-selected plan
August 29	Last day of special enrollment period for first cohort consumers who want to switch their auto-selected plan
September	Fielding of first monthly survey of Medi-Cal to Covered California Transitioners after the close of the special enrollment period
Late summer / early fall	Release of first administrative data on plan selections, effectuations and demographics for first cohort
Early winter	Release of survey data for first cohort

STATE AND FEDERAL POLICY/LEGISLATIVE UPDATES

STATE BUDGET

The state budget process continues to move forward, with today as the constitutional deadline for the legislature to pass a budget bill.

- ❑ The Senate and Assembly have amended AB 101 and SB 101 to include provisions that have been agreed upon by the two houses.
- ❑ The budget bill language includes provisions related to Covered California, including proposed language to:
 - Retain \$304 million from the 2022-23 budget in the Health Care Affordability Reserve Fund (HCARF).
 - Appropriate \$168.7 million to HCARF as follows:
 - \$2 million is to be available to support health care coverage for striking workers per AB 2530 of 2022.
 - \$166.7 million is to be available to Covered California to be used for a mid-fiscal year program of financial assistance subject to approval by the Board.

STATE BUDGET

- Authorize an augmentation of \$350,000 for the \$1 per member per month California Premium Credit.
- ❑ The provisions included in the budget bills are subject to negotiation with the Governor's administration.
- ❑ The Governor has until June 30 to take action on the budget bills, and any changes resulting from negotiations between the legislature and administration may be reflected in amendments to these bills and potentially the introduction of additional budget bills.

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

- ❑ Service Center Update
- ❑ California for Small Business Update
- ❑ CalHEERS Update
- ❑ Outreach & Sales Update

SERVICE CENTER UPDATE

Improving Customer Service

- ❑ Partnered with Covered California University (CCU) for New Employee Training
- ❑ Post Call Survey (PCS) overall consumer satisfaction 94% for May
- ❑ Open Enrollment 2024 Planning Begin

Enhancing Technology Solutions

- ❑ Partnered with CCIT to launch SB260 messaging and Self Serve options within the Interactive Voice Recognition (IVR) system
- ❑ Partnered with CCIT, CCU, CalHEERS to launch modernization improvements of Plan Choice and Assister Portal (PCAP)

Staffing Updates

- ❑ Vacancy rate of 7.6 percent (2023) comparable to prior year of 6.3 percent (2022)

SERVICE CENTER UPDATE

Comparing May 2023 vs. 2022 Call Statistics:

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
2023	217,472	129,065	1.34%	126,934	0:00:24	0:19:53	91.51%
2022	204,831	124,304	2.25%	121,408	0:00:29	0:19:13	83.53%
Percent Change	6% Increase	4% Increase	40% Decrease	5% Increase	17% Decrease	3% Increase	10% Increase

- ❑ The total Calls Offered increased from 2022 by 4%
- ❑ Calls Handled increased from 2022 by 5%
- ❑ The Abandoned % decreased from 2022 by 40%
- ❑ Service Level increased from 2022 by 10%

SERVICE CENTER UPDATE – QUICK SORT VOLUMES

May Weekly Quick Sort Transfers:

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
5/1 - 5/6	5/7 - 5/13	5/14 - 5/20	5/21 - 5/27	5/28 - 5/31	
939	1,358	1,270	1,359	778	5,704

* Partial Week - Monday, May 29, 2023, All Service Centers closed in observance of Memorial Day.

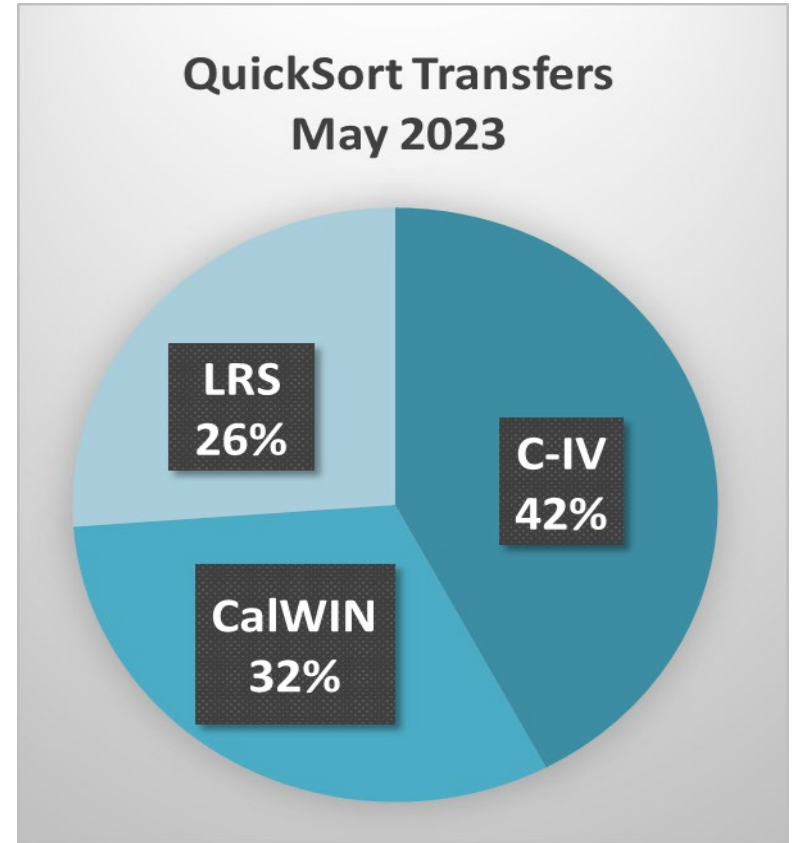
May Consortia Statistics:

SAWS Consortia	Calls Offered	Service Level %	Calls Abandoned %	ASA
C-IV	1,471	90.05%	2.18%	0:00:27
CalWIN	1,099	82.35%	1.64%	0:00:26
LRS	911	93.30%	0.44%	0:00:14

- 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

SERVICE CENTER UPDATE – 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.



COVERED CALIFORNIA FOR SMALL BUSINESS

□ Group & Membership Update:

- Groups: 8,710
- Members: 74,807
- Average Group Size: 8.6
- YTD New Sales: 3,826

**membership reconciled through 05/14/2023*



CALHEERS UPDATES

CalHEERS Release 23.6 is planned for June 19, 2023 and will include:

- ❑ Implementing the following notice functionality:
 - Creation of supplemental inserts
 - Creation of admin notices
 - Configuration of active/hold/suppress functions
 - Creation of box snippets
 - Implementing new capability for color printing of notices
- ❑ Implementing new functionality to withhold selected populations from the Medicare and Deceased Periodic Verification Confirmation (PVC) process and discontinue consumers from the appropriate program(s) following the no-response process.
- ❑ Establishing an Enrollment Snapshot for the legacy Enrollment IDs enabling Service Center staff to review the changes done to an enrollment for legacy Enrollment IDs.

CALHEERS UPDATES

- ❑ Improvement to the verification display on the Personal Verification page and enhance the verification caching logic for better understanding of verification outcomes and impacts to the consumer.
- ❑ Combining the existing Admin Home and Individual Search to put the search functionality on Admin Home, including a navigational header at the top, and bookmark functionality.
- ❑ Extending existing IVR SB260 Opt In/Opt Out functionality/back end APIs to the Covered CA Chat Bot.
- ❑ Update to close renewal mode and change any in-progress RRC to in-progress RAC application and keep the case in RAC mode after a user has completed renewal and selected both Health and Dental plans for the future benefit year.
- ❑ Enhancing security features and ability to gather additional information for application creation on the new Enroller Portal/Salesforce application.
- ❑ Replacing the CalHEERS annual renewal enrollment functions (active & passive) with a custom solution.

COVEREDCA.COM UPDATE

- ❑ Launched May 19th, 2023:
 - The "Keep your Coverage Page" was launched at [CoveredCA.com/keep-your-coverage](https://coveredca.com/keep-your-coverage). This page offers crucial information for consumers transitioning from Medi-Cal to Covered California (M2C).
 - Enhancement of our chatbot, CiCi, to better assist users with queries related to transitioning from Medi-Cal to Covered California, in compliance with Senate Bill 260 (SB-260).
- ❑ Launching June 19th, 2023:
 - Enabling opt in/out functionality for CiCi to support consumers who are transitioning from Medi-Cal to Covered California.

OUTREACH & SALES ENROLLMENT PARTNER TOTALS

Uncompensated partners supporting enrollment assistance efforts

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	193	1215
Plan-Based Enroller	11	450
Medi-Cal Managed Care Plan	3	50

OUTREACH & SALES NON-ENGLISH ENROLLMENT SUPPORT

Data as of June 6, 2023

11931 Certified Insurance Agents

- 17.4% Spanish
- 9.6% Chinese
- 3.7% Vietnamese
- 4.5% Korean
- 42.7% Other Languages

1,236 Navigator: Certified Enrollment Counselors

- 56.8% Spanish
- 4.0% Chinese
- 1.5% Vietnamese
- 1.1% Korean
- 6.0% Other Languages

1,215 Certified Application Counselors

- 51.3% Spanish
- 4.4% Chinese
- 1.3% Vietnamese
- .5% Korean
- 4.3% Other Languages

450 Certified Plan Based Enrollers

- 30.9% Spanish
- 4.7% Chinese
- 1.6% Vietnamese
- .7% Korean
- 2.4% Other Languages

50 Certified Medi-Cal Managed Care Plan Enrollers

- 60.0% Spanish
- 2% Chinese
- 4% Vietnamese
- 0% Korean
- 2% Other Languages

