

LAWRENCE MILLER
Chief of Health Care Reform



State of Vermont
OFFICE OF THE GOVERNOR

TO: HCHC, SCHW, SCF, HROC, JFC
FROM: Lawrence Miller, Chief of Health Care Reform
Date: September 23, 2015
RE: Vermont Health Connect Monthly Report

A handwritten signature in blue ink that reads "Lawrence Miller".

I am pleased to submit the fifth monthly report in conformance with Section C.106 of the budget bill.

This report serves as the re-cap of key operational and enrollment metrics for August. In order to provide the most up-to-date information available, it also covers project development work and efforts to address the State Auditor's recommendations through last week.

Vermont Health Connect's project and operations teams are heads down focused on the October 1 milestones.

On the project side, we completed the transition of our system hosting services from CGI to Optum earlier this month. This transition had been identified as a key hurdle on the path to delivering automated renewal functionality. With the hosting transition complete, we are focused on testing and preparing to deploy the new upgrades.

On the operations side, the queue of households awaiting change requests was 10,200 at the time of our May system upgrades. As of the beginning of this month it was under 3,200. The team is focused on eliminating the historical backlog and achieving the customer service standards set forth in the relevant milestone.

The high rate of activity in working through the backlog of change requests did result in downstream impacts in two areas. First, our Level 1 Customer Support Center missed their customer service standards (answering at least 75% of calls in less than 24 seconds) for the first time this year. While this shortcoming saved the State \$55,000 in performance pay, we are optimistic that Maximus is adjusting to new processes and will return to their strong performance of the previous year. Second, increases in transaction volume are accompanied by a corresponding increase in 834 errors. Teams from the State and Optum are focused on addressing those cases and bringing the inventory to a sustainable level going into Open Enrollment.

Of note, the General Accounting Office released a report last week which noted how the federal and state exchanges have all struggled in their rollout, but that Vermont's development has gone better than most. While we will continue our development of contingencies and our evaluation of alternative

approaches to the Exchange, the relatively high marks in the GAO's evaluation reinforce what other inputs have been telling us – that we've made significant improvements over time and that the best course for Vermont and Vermonters is to have a fully functional Vermont Health Connect.

Finally, it's worth noting that a new report from the U.S. Census confirmed that, between 2012 and 2014, Vermont leapfrogged Hawaii and Washington, DC to achieve the second lowest uninsured rate in the country.

These signs of progress make me more than cautiously optimistic that Vermont Health Connect will meet its remaining milestones and deliver on its promise to ensure that every Vermonter can access quality health coverage.