

Healthcare Access, Eligibility & Enrollment Unit (HAEUU) and 1 more...

% of Customer Requests Resolved in 10 Business Days

97% December 2018



Story Behind the Curve

This metric measures the speed at which customer requests are processed. It includes requests related to Qualified Health Plan (QHP) and MAGI-Medicaid members in the Vermont Health Connect (VHC) system as well as those related to Medicaid for the Aged, Blind and Disabled (MABD) members in Green Mountain Care (GMC) programs in the State's legacy ACCESS system.

The goal for 2018 is to complete at least 95% of customer requests within ten business days.

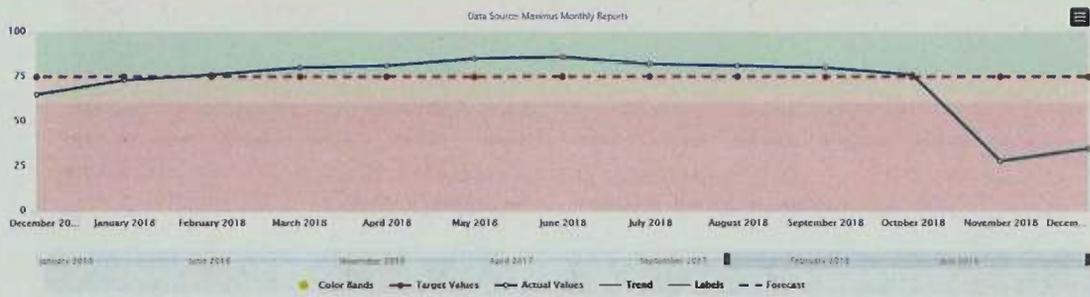
All Vermonters who are served by DVHA-HAEUU should expect that their requests will be addressed promptly. And yet, for the first few years of VHC, many requests took several weeks or months to complete. In the first quarter of 2016, fewer than 60% of requests were completed within ten business days. That spring HAEUU set a goal of completing 75% of customer requests within ten business days by October 2016 and 85% by June 2017.

In March 2016, the State of Vermont and VHC Systems Integrator Citium deployed their final major release to enable the processing of Medicaid renewals. With the completion of

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% of Calls Answered < 24 seconds

35% December 2018



Partners

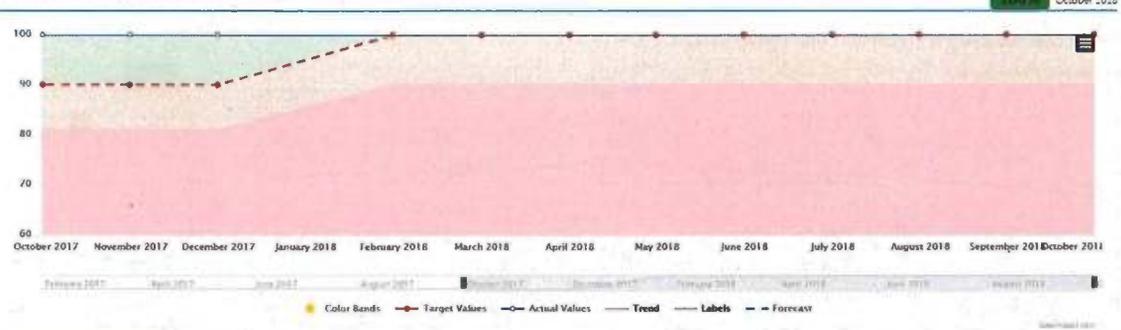
DVHA-HAEUU's Tier 1 Customer Support Center is contracted through Maximus. Vermonters who need to apply for health benefits can call the Customer Support Center, as can members who need to ask questions or report changes to their accounts. A Service Level Agreement (SLA) in the contract between DVHA and Maximus calls for Maximus to receive a performance bonus for any months in which they answer at least 75% of calls within 24 seconds and have an abandoned rate of no more than 5.0%. It also calls for a financial penalty if fewer than 60% of calls are answered within 24 seconds. Tier 2 Customer Support is run directly by DVHA, handling eligibility-related questions and other escalations.

Story Behind the Curve

Unit	Metric	Time Period	Actual Value	Target Value	Current Trend
P HAEEU	Healthcare Access, Eligibility & Enrollment Unit (HAEEU)				
PM	HAEEU % of Calls Answered < 24 seconds	Dec 2018	35%	75%	↗ 1
PM	HAEEU % of Customer Requests Resolved in 10 Business Days	Dec 2018	97%	95%	↗ 1
PM	HAEEU # of VHC-Carrier Errors >10 Days Old	Dec 2018	8	15	↘ 1
PM	HAEEU % of Discrepancy Work Completed in 30 Days	Oct 2018	100%	100%	→ 15
PM	HAEEU Self-Serve Change Requests (as % of total requests)	Nov 2018	7.6%	8.8%	↗ 2
P LTC	Long Term Care (LTC) Unit				
PM	LTC # of new LTC Medicaid applications processed	Nov 2018	227	—	↘ 1
PM	LTC Of the new LTC Medicaid applications processed during the month, the % that were processed within 45 days of receipt	Nov 2018	98.0%	100.0%	→ 2
PM	LTC Of the new LTC Medicaid Applications processed during the month, the % that had the client interview conducted within 10 days of receiving the application	Nov 2018	55.0%	98.0%	→ 0
P PMR	Provider Member Relations Unit				
PM	PMR % of pickup/return trips the transportation contractor completes on time	Oct 2018	98.1%	95.0%	↘ 1
PM	PMR % of provider applications processed in a timely manner	Aug 2018	94.5%	100.0%	↗ 1
P RU	Reimbursement Unit				
PM	RU % of claims that were originally submitted in a timely manner but were denied payment (timely filing) turned around in 15 business days or less	Nov 2018	88.0%	80.0%	↗ 1
PM	RU % of annual fee schedule updates that are posted for public comment 30 days prior to the effective date of the rate change	SFY 2018	30%	100%	↘ 1
PM	RU % of annual fee schedule updates implemented by goal date	SFY 2018	62%	100%	→ 0

Healthcare Access, Eligibility & Enrollment Unit (HAEEU)

% of Discrepancy Work Completed in 30 Days



Partners

DVHA-HAEEU partners with its three carrier partners (BlueCross BlueShield of Vermont, MVP Healthcare, and Northeast Delta Dental) as well as its premium processing contractor (Wex Health).

Story Behind the Curve

This metric looks at the number of discrepancies between the State's system and the systems of its carrier partners that are identified and should be worked within 30 days, then evaluates how many of those items actually are worked within the month.