



Connecticut's Health Insurance Marketplace

Board of Directors Meeting

May 22, 2014

Agenda

- A. Call to Order and Introductions
- B. Public Comment
- C. Review and Approval of Minutes
- D. CEO Report
- E. Operations Update
- F. Information Technology Update
- G. Tribal Consultation Policy
- H. Finance Update
- I. Marketing and Sales
- J. Open Enrollment Milestones
- K. All Payer Claims Database Update
- L. ACA Regulation Update
- M. Strategy Committee Update
- N. Adjournment



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Welcome and Introductions



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Public Comment



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CEO Update



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Review and Approval of Minutes



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Operations Update

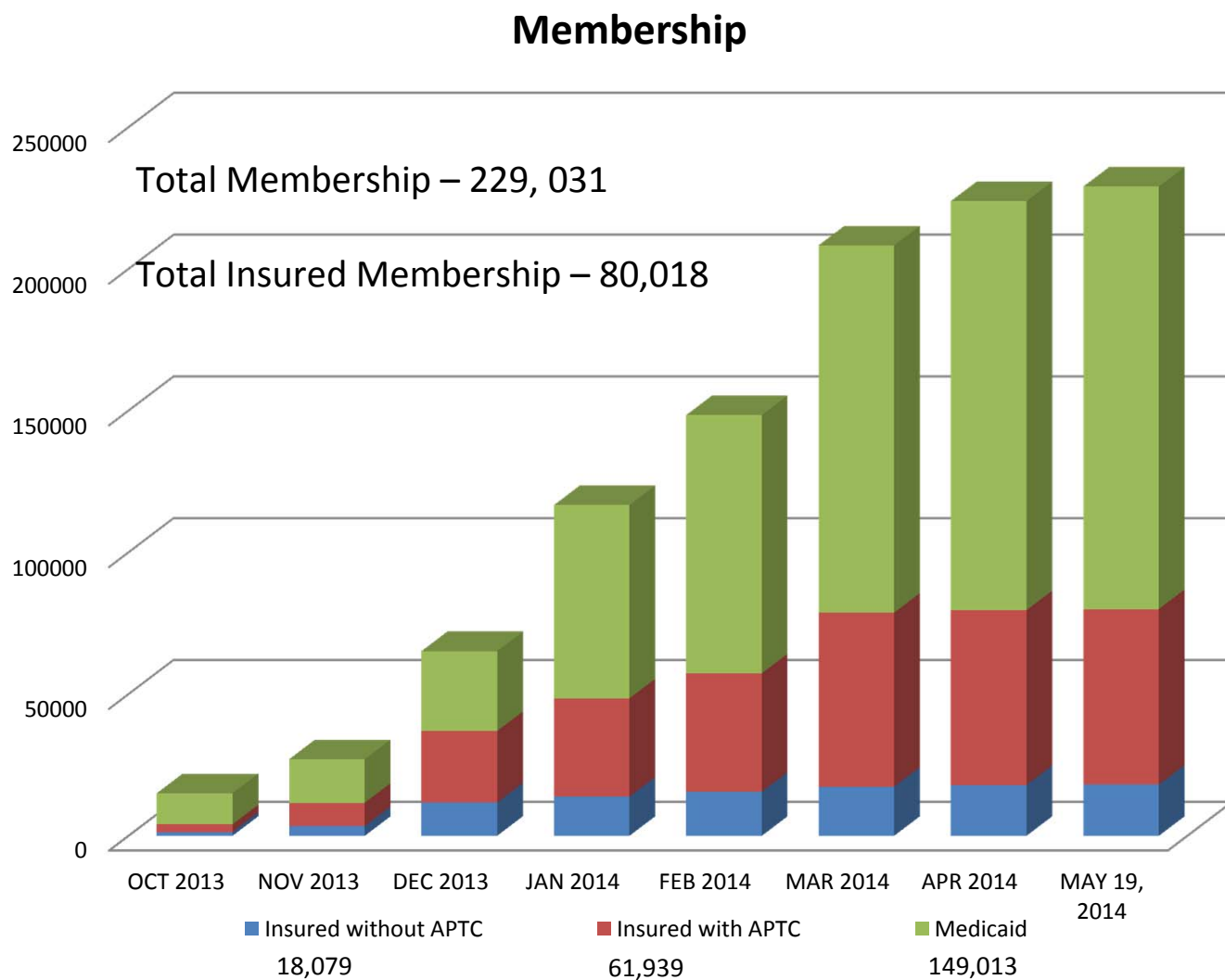
Operations Update

- People
 - Individual Customer Service Issues are Our Current Focus
 - Individual specific circumstance require average of 3-4 hours each to review and correct
 - Call Centers/Printing/Scanning all within Service Level Agreements
- Process
 - We exercised our Contingency Plan on March 31st
 - Ensured all in line were contacted and given opportunity to enroll
 - Open Enrollment Preparations
 - Training and Education
 - Model Office
 - Plan Management
 - Coordinated with CID and Carriers
- Technology
 - Close Coordination to Ensure Improvements Prioritized to Business Need

Operating Metrics

QHP MEMBERSHIP						
	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014
<u>Market Share</u>						
Anthem	62%	61%	60%	53%	53%	53%
ConnectiCare	36%	36%	37%	44%	44%	44%
HealthyCT	2%	3%	3%	3%	3%	3%
<u>Age Band</u>						
AGE <18	7%	8%	8%	7%	7%	7%
AGE 18-25	8%	9%	9%	10%	10%	10%
AGE 26-34	11%	12%	13%	14%	15%	15%
AGE 35-44	11%	12%	12%	14%	14%	14%
AGE 45-54	22%	23%	24%	24%	24%	24%
AGE 55-64	40%	35%	33%	30%	30%	30%
AGE ≥65	1%	1%	1%	1%	2%	2%
<u>Metal Tier</u>						
Catastrophic	2%	2%	2%	2%	2%	2%
Bronze	14%	17%	16%	16%	16%	16%
Silver	55%	55%	59%	63%	64%	64%
Gold	29%	26%	23%	18%	18%	18%

Operating Metrics



Operating Metrics

Call Center Statistics	Average Answer Delay in Seconds	Abandonment Rate
December 2013	852	31%
January 2014	218	12%
February 2014	43	3%
March 2014	223	14%
April 2014	39	2%
May 2014	28	1%

Service Level Standards 60 5%

Average Daily Calls

