

CMS MONTHLY SUMMARY NARRATIVE REPORT



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APRIL 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR and STAR+PLUS reported in April for a May 1st enrollment increased 0.30% to a total of 3,376,966 enrollments.

The Dental Program reported 2,857,550 enrollments in April for a May 1st effective date, which is a 0.23% increase from last month.

In April, the English Call Center queues had an AB Rate of 3.3% and an ASA of 42 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.6% and an ASA of 50 seconds in April, also meeting both performance requirements.

The Call Center Quality Assurance rate for the March 2016 QA sample results reported in May is 100% for EB KPR 47 and 96.4% for EB KPR 50.

The Enrollment Broker Mail House continued its efforts in April to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 119,829 enrollment mailings for the Medicaid Managed Care Program and 67,293 enrollment mailings for the Dental Program.

During April, outreach staff members completed a total of 6,667 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,151 in March. Outreach staff also completed 47,782 phone call attempts in April, which is a decrease from the 51,050 phone call attempts completed in March. In April, outreach staff members completed a total of 2,544 field events for the Medicaid Managed Care Program, compared to 2,424 completed in March. Field events include enrollment events, community meetings, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings						
Task	11/15 ¹	12/15	01/16	02/16	03/16	04/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR+PLUS, SNS, NS, & TP40's)	71,163	111,946	89,101	99,609	123,438	95,989
STAR & STAR+PLUS Voluntary Letters	3,208	6,383	4,410	11,909	15,905	23,840
Mandatory Dental Enrollment Kits/Requests	51,596	82,878	66,939	57,237	101,382	67,293

(Table 1.1.1.1A) Mail Summary: The table shows the total volumes mailed for the MMC Medical and Dental programs during each month. (SNS=STAR/NorthSTAR, NS=NorthSTAR only)

¹ The decrease in mail volumes in November was due to holidays on 11/11/15, 11/26/15, and 11/27/15.

1.1.1.2 Field Operations Summary

During April, outreach staff members completed a total of 6,667 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,151 in March. Outreach staff also completed 47,782 phone call attempts in April, which is a decrease from the 51,050 phone call attempts completed in March. In April, outreach staff members completed a total of 2,544 field events for the Medicaid Managed Care Program, compared to 2,424 completed in March. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	11/15	12/15	01/16	02/16	03/16	04/16
Medicaid Managed Care Phone Calls	41,888	44,482	41,841	40,314	51,050	47,782
Medicaid Managed Care Home Visits	6,994	7,948	6,574	7,691	8,151	6,667
*Enrollments processed	9,518	11,780	10,545	12,103	14,583	14,009
Plan Changes processed	826	769	669	542	896	841
Medicaid Managed Care Enrollment Events	260	219	238	296	314	410
Medicaid Managed Care Presentations (non-enrollment event)	60	39	58	59	64	79
Medicaid Managed Care Community Meetings (non-enrollment event)	1,784	1,833	2,056	1,965	2,032	2,032
Medicaid Managed Care Health Fairs (non-enrollment event)	16	12	8	26	14	23

(Table 1.1.1.2A) Outreach Activity: The table shows the Outreach activity for the month.

*These totals reflect the number of enrollment actions performed by field outreach.

1.1.1.3 Enrollments Summary

Tables 1.1.1.3A, 1.1.1.3B, 1.1.1.3C, and 1.1.1.3D give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported in April for a May 1st effective date. Medicaid Managed Care STAR and STAR+PLUS Programs reported 3,376,966 enrollments in April for a May 1st effective date, representing a 0.30% increase in enrollment.

The Dental Program reported 2,857,550 enrollments in April for a May 1st effective date, which is a 0.23% increase from last month.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Nov-15	2,892,410	534,461	3,426,871
Dec-15	2,878,620	529,758	3,408,378
Jan-16	2,858,917	534,611	3,393,528
Feb-16	2,845,512	534,467	3,379,979
Mar-16	2,831,495	535,503	3,366,998

Total Unduplicated Enrollments by Program			
Apr-16	2,839,454	537,512	3,376,966

(Table 1.1.1.3A) Total Unduplicated Enrollments by Program as reported in EB 100.1 - Confirmed Eligibles - Summary MMC.

Total Unduplicated New Monthly Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated New Monthly Enrollments
Nov-15	168,463	16,610	185,073
Dec-15	153,420	16,630	170,050
Jan-16	138,753	14,669	153,422
Feb-16	182,272	14,596	196,868
Mar-16	188,429	15,402	203,831
Apr-16	181,688	14,151	195,839

(Table 1.1.1.3B) Total Unduplicated New Monthly Enrollments by Program as reported in EB 100.1 - Confirmed Eligibles - Summary MMC.

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Nov-15	168,606	2,914,085
Dec-15	150,225	2,897,383
Jan-16	141,164	2,881,114
Feb-16	176,445	2,869,052
Mar-16	182,524	2,850,874
Apr-16	178,365	2,857,550

(Table 1.1.1.3C) Dental Enrollments as reported in EB 100.1 - Confirmed Eligibles - Summary MMC.

Total Voluntary Choice Enrollment Rate by Program						
State Cutoff Month	STAR Choice Enrollment	Default STAR	STAR+PLUS Choice Enrollment	Default STAR+PLUS	Dental Choice Enrollment	Default Dental
Nov-15	71.7%	28.3%	68.6%	31.4%	71.7%	28.3%
Dec-15	74.3%	25.7%	76.3%	23.7%	74.1%	25.9%
Jan-16	73.6%	26.4%	66.1%	33.9%	72.4%	27.6%
Feb-16	76.0%	24.0%	70.7%	29.3%	73.5%	26.5%
Mar-16	76.6%	23.4%	70.0%	30.0%	76.2%	23.8%
Apr-16	76.1%	23.9%	69.9%	30.1%	75.3%	24.7%

(Table 1.1.1.3D) The table above shows an overview of the voluntary choice rates and default rates for each Program by month for the current fiscal year. The enrollment totals are reported in EB 100.1 - Confirmed Eligibles - Summary MMC.

1.1.2 Call Center

The section below summarizes the Call Center performance for all English and Spanish queues. The Average Staff on Phones for April was 180.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
August	2015	179,989	174,835	165,465	377	540	25	8,992	5.1%
September	2015	175,140	172,126	162,024	407	534	29	9,694	5.6%
October	2015	169,158	168,287	159,665	417	521	24	8,204	4.9%
November	2015	140,866	141,230	130,998	495	521	36	9,735	6.9%
December	2015	160,784	152,671	145,531	333	511	24	6,805	4.5%
January	2016	174,404	169,470	157,358	369	515	38	11,743	6.9%
February	2016	167,831	157,685	145,693	294	538	48	11,697	7.4%
March	2016	171,643	166,635	157,185	134	537	79	9,316	5.6%
April	2016	160,245	145,186	140,113	231	530	42	4,842	3.3%
AVG		166,673	160,903	151,559	340	528	38	9,003	5.6%
Totals		1,500,060	1,448,125	1,364,032	3,057			81,028	
KPR							< 90		≤ 8%

(Table 1.1.2A) English Call Center Production.

Spanish Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
August	2015	47,845	46,461	45,098	218	627	33	1,145	2.5%
September	2015	49,399	47,650	45,907	225	625	39	1,518	3.2%
October	2015	46,943	46,701	45,081	267	605	32	1,353	2.9%
November	2015	40,877	40,982	39,063	334	613	47	1,585	3.9%
December	2015	44,500	42,254	40,973	201	597	29	1,078	2.6%
January	2016	51,316	49,864	47,714	196	593	46	1,954	3.9%
February	2016	57,889	54,390	50,690	149	613	73	3,551	6.5%
March	2016	59,590	57,852	55,526	104	613	80	2,222	3.8%
April	2016	53,722	48,674	47,305	119	598	50	1,250	2.6%
AVG		50,231	48,314	46,373	201	609	49	1,740	3.6%
Totals		452,081	434,828	417,357	1,813			15,656	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.