

CMS MONTHLY SUMMARY NARRATIVE REPORT



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AUGUST 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR and STAR+PLUS reported in August for a September 1st enrollment increased 1.19% to a total of 3,442,183 enrollments.

The Dental Program reported 2,907,463 enrollments in August for a September 1st effective date, which is a 1.21% increase from last month.

In August, the English Call Center queues had an AB Rate of 5.6% and an ASA of 75 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 4.6% and an ASA of 82 seconds in August, also meeting both performance requirements.

The Call Center Quality Assurance rate for the July 2016 QA sample results reported in September is 100% for EB KPR 47 and 98.0% for EB KPR 50.

The Enrollment Broker Mail House continued its efforts in August to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 100,997 enrollment mailings for the Medicaid Managed Care Program and 73,891 enrollment mailings for the Dental Program.

During August, outreach staff members completed a total of 10,890 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 5,398 in July. Outreach staff also completed 51,066 phone call attempts in August, which is an increase from the 40,407 phone call attempts completed in July. The increase in home visits and phone calls was due to special STAR Kids expansion efforts that began in August. In August, outreach staff members completed a total of 2,076 field events for the Medicaid Managed Care Program, compared to 2,064 completed in July. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings						
Task	03/16	04/16	05/16	06/16	07/16	08/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR+PLUS, SNS, NS, & TP40's)	123,438	95,989	92,050	95,092	84,665	97,701
STAR & STAR+PLUS Voluntary Letters	15,905	23,840	7,835	8,335	8,093	3,296
Mandatory Dental Enrollment Kits/Requests	101,382	67,293	65,896	68,698	63,945	73,891

(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)

1.1.1.2 Field Operations Summary

During August, outreach staff members completed a total of 10,890 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 5,398 in July. Outreach staff also completed 51,066 phone call attempts in August, which is an increase from the 40,407 phone call attempts completed in July. The increase in home visits and phone calls was due to special STAR Kids expansion efforts that began in August. In August, outreach staff members completed a total of 2,076 field events for the Medicaid Managed Care Program, compared to 2,064 completed in July. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	03/16	04/16	05/16	06/16	07/16	08/16
Medicaid Managed Care Phone Calls	51,050	47,782	51,949	51,118	40,407	51,066
Medicaid Managed Care Home Visits	8,151	6,667	7,563	6,389	5,398	10,890
*Enrollments processed	14,583	14,009	14,757	15,903	11,654	14,053
Plan Changes processed	896	841	835	838	449	445
Medicaid Managed Care Enrollment Events	314	410	302	244	210	349
Medicaid Managed Care Presentations (non-enrollment event)	64	79	59	72	63	107
Medicaid Managed Care Community Meetings (non-enrollment event)	2,032	2,032	1,843	1,791	1,769	1,604
Medicaid Managed Care Health Fairs (non-enrollment event)	14	23	19	17	22	16

(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 August for a September 1st effective date. Medicaid Managed Care STAR and STAR+PLUS Programs reported 3,442,183 enrollments in August for a September 1st effective date, representing a 1.19% increase in enrollment.

The Dental Program reported 2,907,463 enrollments in August for a September 1st effective date, which is a 1.21% increase from last month.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Mar-16	2,831,495	535,503	3,366,998
Apr-16	2,839,454	537,512	3,376,966
May-16	2,875,902	540,194	3,416,096
Jun-16	2,870,029	541,348	3,411,377

Total Unduplicated Enrollments by Program			
Jul-16	2,859,349	542,297	3,401,646
Aug-16	2,899,420	542,763	3,442,183

(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
Mar-16	188,429	15,402	203,831
Apr-16	181,688	14,151	195,839
May-16	208,234	16,306	224,540
Jun-16	159,792	12,984	172,776
Jul-16	152,359	11,791	164,150
Aug-16	206,991	14,671	221,662

(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
Mar-16	182,524	2,850,874
Apr-16	178,365	2,857,550
May-16	201,405	2,889,460
Jun-16	159,613	2,881,917
Jul-16	155,459	2,872,696
Aug-16	204,627	2,907,463

(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
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%
May-16	78.1%	21.9%	69.0%	31.0%	77.3%	22.7%
Jun-16	77.0%	23.0%	70.0%	30.0%	77.1%	22.9%
Jul-16	77.8%	22.2%	71.0%	29.0%	77.9%	22.1%
Aug-16	77.1%	22.9%	66.2%	33.8%	76.3%	23.7%

(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 August was 182.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
May	2016	155,925	137,699	133,790	110	535	36	3,798	2.8%
June	2016	159,898	139,044	136,913	112	528	17	2,018	1.5%
July	2016	169,073	134,481	129,676	210	575	47	4,594	3.4%
August	2016	184,505	181,286	170,909	259	600	75	10,116	5.6%
AVG		167,145	153,795	146,352	228	542	46	7,214	4.7%
Totals		1,504,308	1,384,157	1,317,168	2,052			64,929	
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
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%
May	2016	49,758	43,942	42,855	77	603	44	1,010	2.3%
June	2016	49,981	43,463	42,871	86	603	22	506	1.2%
July	2016	52,849	40,888	39,613	89	654	56	1,186	2.9%
August	2016	57,673	52,488	49,950	112	674	82	2,425	4.6%
AVG		53,031	48,202	46,389	126	617	55	1,687	3.5%
Totals		477,278	433,815	417,497	1,133			15,182	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.