

EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT



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AUGUST 2017

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in August for a September 1st enrollment increased 1.53% to a total of 3,636,088 enrollments.

The Dental Program reported 2,900,632 enrollments in August for a September 1st effective date, which is a 0.18% increase from last month.

In August, the English Call Center queues had an AB Rate of 2.9% and an ASA of 42 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.4% and an ASA of 48 seconds in August, also meeting both performance requirements.

The Call Center Quality Assurance rate for the July 2017 QA sample results reported in September is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.3% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts in August to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 106,392 enrollment mailings for the Medicaid Managed Care Program and 72,965 enrollment mailings for the Dental Program.

During August, Outreach and Special Populations staff continued their outreach efforts to obtain enrollments for the Adoption Assistance and Permanency Care Assistance (AAPCA) and Medicaid Breast and Cervical Cancer (MBCC) expansion eligible clients through outbound calls, home visits and enrollment events.

During August, outreach staff members completed a total of 10,245 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 12,902 in July. Outreach staff also completed 62,022 phone call attempts in August, compared to 109,432 phone call attempts completed in July. In August, outreach staff members completed a total of 1,952 field events for the Medicaid Managed Care Program, compared to 1,890 completed in July. This is the final month for AAPCA and MBCC expansion activities. Field events include enrollment events, community meetings, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings						
Task	03/17	04/17	05/17	06/17	07/17	08/17
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	107,267	86,368	91,446	96,329	84,115	106,163
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	197	89	129	91	83	229
Mandatory Dental Enrollment Kits/Requests	73,984	59,038	64,473	64,282	57,888	72,965

(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 10,245 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 12,902 in July. Outreach staff also completed 62,022 phone call attempts in August, compared to 109,432 phone call attempts completed in July. In August, outreach staff members completed a total of 1,952 field events for the Medicaid Managed Care Program, compared to 1,890 completed in July. This is the final month for AAPCA and MBCC expansion activities. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	03/17	04/17	05/17	06/17	07/17	08/17
Medicaid Managed Care Phone Calls	46,203	40,341	45,622	74,527	109,432	62,022
Medicaid Managed Care Home Visits	9,394	7,908	8,775	11,867	12,902	10,245
*Enrollments processed	16,920	13,749	16,195	17,967	15,366	15,052
Plan Changes processed	696	681	669	754	747	902
Medicaid Managed Care Enrollment Events	292	371	289	292	254	387
Medicaid Managed Care Presentations (non-enrollment event)	69	69	66	89	72	65
Medicaid Managed Care Community Meetings (non-enrollment event)	2,021	1,869	1,713	1,630	1,553	1,473
Medicaid Managed Care Health Fairs (non-enrollment event)	13	26	12	12	11	27

(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, STAR+PLUS, and STAR Kids Programs reported 3,636,088 enrollments in August for a September 1st effective date, representing a 1.53% increase in enrollments from last month.

The Dental Program reported 2,900,632 enrollments in August for a September 1st effective date, which is a 0.18% increase from last month.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments

Mar-17	2,882,776	520,648	162,893	3,566,317
Apr-17	2,880,369	521,638	162,445	3,564,452
May-17	2,905,851	523,526	160,461	3,589,838
Jun-17	2,893,334	525,421	161,449	3,580,204
Jul-17	2,895,518	525,062	160,639	3,581,219
Aug-17	2,952,096	524,596	159,396	3,636,088

(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	STAR Kids	Total Unduplicated New Monthly Enrollments
Mar-17	161,424	13,263	6,108	180,795
Apr-17	164,105	12,603	5,241	181,949
May-17	196,255	14,959	5,286	216,500
Jun-17	144,979	12,303	6,000	163,282
Jul-17	162,096	12,991	4,917	180,004
Aug-17	213,731	17,174	5,258	236,163

(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-17	158,621	2,894,369
Apr-17	160,721	2,889,261
May-17	191,624	2,909,630
Jun-17	146,928	2,896,208
Jul-17	162,690	2,895,363
Aug-17	167,141	2,900,632

(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	STAR Kids Choice Enrollment	Default STAR Kids	Dental Choice Enrollment	Default Dental
Mar-17	77.6%	22.4%	69.9%	30.1%	70.7%	29.3%	76.5%	23.5%
Apr-17	79.3%	20.7%	67.4%	32.6%	64.5%	35.5%	78.2%	21.8%
May-17	79.6%	20.4%	66.4%	33.6%	69.7%	30.3%	78.3%	21.7%
Jun-17	76.2%	23.8%	65.7%	34.3%	69.0%	31.0%	76.6%	23.4%
Jul-17	76.4%	23.6%	64.8%	35.2%	66.6%	33.4%	75.9%	24.1%
Aug-17	72.2%	27.8%	68.0%	32.0%	66.4%	33.6%	76.1%	23.9%

(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. A daily average of 289 staff handled English inbound calls during the month of August. A daily average of 172 staff handled Spanish inbound calls during the month of August.

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	2016	148,561	124,526	120,324	387	586	44	3,810	3.1%
January	2017	163,011	150,649	145,400	431	583	48	4,816	3.2%
February	2017	131,661	130,226	126,580	351	578	35	3,291	2.5%
March	2017	142,882	139,903	138,106	153	570	16	1,642	1.2%
April	2017	116,988	118,797	116,789	168	565	20	1,838	1.5%
May	2017	131,865	126,768	124,365	197	590	21	2,086	1.6%
June	2017	133,617	128,699	125,367	438	588	29	2,894	2.2%
July	2017	128,179	125,589	120,412	165	610	53	5,010	4.0%
August	2017	150,154	143,978	139,451	292	596	42	4,234	2.9%
AVG		138,546	132,126	128,533	287	585	34	3,291	2.5%
Totals		1,246,918	1,189,135	1,156,794	2,582			29,621	
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	2016	42,752	35,821	34,811	130	696	51	880	2.5%
January	2017	48,426	44,492	43,061	214	680	55	1,217	2.7%
February	2017	41,005	40,647	39,595	147	683	44	905	2.2%
March	2017	43,789	43,071	42,516	91	681	19	464	1.1%
April	2017	35,701	36,311	35,780	65	662	24	465	1.3%
May	2017	38,033	36,535	35,892	81	681	26	520	1.4%
June	2017	37,855	36,519	35,638	127	684	37	754	2.1%
July	2017	34,834	34,049	32,829	65	693	61	1,155	3.4%
August	2017	39,533	37,561	36,559	86	686	48	916	2.4%
AVG		40,214	38,334	37,409	112	683	40	808	2.1%
Totals		361,928	345,006	336,681	1,006			7,276	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.