

*EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT*



Helping Government Serve the People.®



*FEBRUARY 2017*

## The Texas Enrollment Broker

### 1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in February for a March 1<sup>st</sup> enrollment decreased 0.3% to a total of 3,588,508 enrollments.

The Dental Program reported 2,918,863 enrollments in February for a March 1<sup>st</sup> effective date, which is a decrease from last month.

In February, the English Call Center queues had an AB Rate of 2.5% and an ASA of 35 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.2% and an ASA of 44 seconds in February, also meeting both performance requirements.

The Call Center Quality Assurance rate for the January 2017 QA sample results reported in March is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 98.2% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Mail House continued its efforts in February to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 94,450 enrollment mailings for the Medicaid Managed Care Program and 63,523 enrollment mailings for the Dental Program.

During February, outreach staff members completed a total of 8,793 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 6,657 in January. Outreach staff also completed 42,311 phone call attempts in February, compared to 43,276 phone call attempts completed in January. In February, outreach staff members completed a total of 2,485 field events for the Medicaid Managed Care Program, compared to 2,443 completed in January. 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	09/16	10/16	11/16	12/16	01/17	02/17
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	129,968	105,672	101,424	99,454	95,079	94,297
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	8,727	460	181	174	161	153
Mandatory Dental Enrollment Kits/Requests	95,289	71,534	70,299	67,832	68,084	63,523

(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 February, outreach staff members completed a total of 8,793 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 6,657 in January. Outreach staff also completed 42,311 phone call attempts in February, compared to 43,276 phone call attempts completed in January. In February, outreach staff members completed a total of 2,485 field events for the Medicaid Managed Care Program, compared to 2,443 completed in January. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	09/16	10/16	11/16	12/16	01/17	02/17
Medicaid Managed Care Phone Calls	137,422	136,978	30,684	41,846	43,276	42,311
Medicaid Managed Care Home Visits	7,629	4,630	6,843	7,344	6,657	8,793
*Enrollments processed	20,248	18,256	11,151	14,913	16,117	14,609
Plan Changes processed	730	1,603	317	824	815	841
Medicaid Managed Care Enrollment Events	244	239	217	180	205	273
Medicaid Managed Care Presentations (non-enrollment event)	83	45	41	41	61	66
Medicaid Managed Care Community Meetings (non-enrollment event)	1,253	874	1,804	1,717	2,170	2,135
Medicaid Managed Care Health Fairs (non-enrollment event)	4	20	8	6	7	11

(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 February for a March 1<sup>st</sup> effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,588,508 enrollments in February for a March 1<sup>st</sup> effective date, representing a 0.3% decrease in enrollment.

The Dental Program reported 2,918,863 enrollments in February for a March 1<sup>st</sup> effective date, which is a decrease from last month.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Sep-16	2,910,741	543,978	-	3,454,719

Oct-16	2,928,960	529,966	163,662	3,622,588
Nov-16	2,937,509	527,880	160,827	3,626,216
Dec-16	2,914,926	510,086	161,404	3,586,416
Jan-17	2,917,094	519,105	163,506	3,599,705
Feb-17	2,906,734	519,440	162,334	3,588,508

**(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
Sep-16	161,049	12,667	-	173,716
Oct-16	182,100	14,279	163,662	360,041
Nov-16	171,670	12,662	6,850	191,182
Dec-16	136,964	13,457	6,806	157,227
Jan-17	166,779	20,023	7,703	194,505
Feb-17	164,200	13,124	5,600	182,924

**(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
Sep-16	159,866	2,919,540
Oct-16	181,630	2,940,356
Nov-16	169,906	2,947,703
Dec-16	141,141	2,927,081
Jan-17	163,965	2,928,189
Feb-17	160,915	2,918,863

**(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
Sep-16	73.8%	26.2%	64.6%	35.4%	-	-	72.2%	27.8%
Oct-16	72.2%	27.8%	60.5%	39.5%	50.0%	50.0%	70.7%	29.3%
Nov-16	72.9%	27.1%	63.2%	36.8%	74.5%	25.5%	72.0%	28.0%
Dec-16	74.7%	25.3%	71.7%	28.3%	74.2%	25.8%	74.7%	25.3%
Jan-17	73.9%	26.1%	61.6%	38.4%	55.8%	44.2%	70.4%	29.6%
Feb-17	78.6%	21.4%	71.3%	28.7%	68.5%	31.5%	77.1%	22.9%

**(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 287 staff handled English inbound calls during the month of February. A daily average of 162 staff handled Spanish inbound calls during the month of February.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
June	2016	159,898	139,044	136,913	112	528	17	2,018	1.5%
July	2016	169,073	134,716	129,897	210	575	47	4,608	3.4%
August	2016	184,505	181,286	170,909	259	600	75	10,116	5.6%
September	2016	187,879	167,040	154,265	224	615	105	12,547	7.5%
October	2016	163,734	160,071	138,068	294	631	223	21,702	13.6%
November	2016	154,422	135,979	126,461	269	588	106	9,247	6.8%
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%
AVG		162,527	147,060	138,757	282	588	79	8,017	5.5%
Totals		1,462,744	1,323,537	1,248,817	2,537			72,155	
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
June	2016	49,981	43,463	42,871	86	603	22	506	1.2%
July	2016	52,849	40,977	39,690	89	654	56	1,198	2.9%
August	2016	57,673	53,472	50,847	124	683	84	2,500	4.7%
September	2016	55,503	50,962	47,590	115	717	120	3,256	6.4%
October	2016	46,941	48,146	42,278	120	753	247	5,747	11.9%
November	2016	45,823	40,504	38,194	111	725	115	2,199	5.4%
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%
AVG		48,995	44,276	42,104	126	688	89	2,045	4.6%
Totals		440,953	398,484	378,937	1,136			18,408	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.