

EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



JANUARY 2017

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in January for a February 1st enrollment increased 0.4% to a total of 3,599,705 enrollments.

The Dental Program reported 2,928,189 enrollments in January for a February 1st effective date, which is an increase last month.

In January, the English Call Center queues had an AB Rate of 3.2% and an ASA of 48 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.7% and an ASA of 55 seconds in January, also meeting both performance requirements.

The Call Center Quality Assurance rate for the December 2016 QA sample results reported in February is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.7% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Mail House continued its efforts in January to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 95,240 enrollment mailings for the Medicaid Managed Care Program and 68,084 enrollment mailings for the Dental Program.

During January, outreach staff members completed a total of 6,657 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,344 in December. Outreach staff also completed 43,276 phone call attempts in January, compared to 41,846 phone call attempts completed in December. In January, outreach staff members completed a total of 2,443 field events for the Medicaid Managed Care Program, compared to 1,944 completed in December. 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 | 08/16 | 09/16 | 10/16 | 11/16 | 12/16 | 01/17 |
| Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's) | 97,701 | 129,968 | 105,672 | 101,424 | 99,454 | 95,079 |
| STAR, STAR Kids, & STAR+PLUS Voluntary Letters | 3,296 | 8,727 | 460 | 181 | 174 | 161 |
| Mandatory Dental Enrollment Kits/Requests | 73,891 | 95,289 | 71,534 | 70,299 | 67,832 | 68,084 |

(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 January, outreach staff members completed a total of 6,657 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,344 in December. Outreach staff also completed 43,276 phone call attempts in January, compared to 41,846 phone call attempts completed in December. In January, outreach staff members completed a total of 2,443 field events for the Medicaid Managed Care Program, compared to 1,944 completed in December. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

| Outreach Activities | | | | | | |
|---|--------|---------|---------|--------|--------|--------|
| Task | 08/16 | 09/16 | 10/16 | 11/16 | 12/16 | 01/17 |
| Medicaid Managed Care Phone Calls | 51,066 | 137,422 | 136,978 | 30,684 | 41,846 | 43,276 |
| Medicaid Managed Care Home Visits | 10,890 | 7,629 | 4,630 | 6,843 | 7,344 | 6,657 |
| *Enrollments processed | 14,053 | 20,248 | 18,256 | 11,151 | 14,913 | 16,117 |
| Plan Changes processed | 445 | 730 | 1,603 | 317 | 824 | 815 |
| Medicaid Managed Care Enrollment Events | 349 | 244 | 239 | 217 | 180 | 205 |
| Medicaid Managed Care Presentations (non-enrollment event) | 107 | 83 | 45 | 41 | 41 | 61 |
| Medicaid Managed Care Community Meetings (non-enrollment event) | 1,604 | 1,253 | 874 | 1,804 | 1,717 | 2,170 |
| Medicaid Managed Care Health Fairs (non-enrollment event) | 16 | 4 | 20 | 8 | 6 | 7 |

(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 January for a February 1st effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,599,705 enrollments in January for a February 1st effective date, representing a 0.4% increase in enrollment.

The Dental Program reported 2,928,189 enrollments in January for a February 1st effective date, which is an increase last month.

| Total Unduplicated Enrollments by Program | | | | |
|---|-----------|-------------|-----------|--------------------------------|
| State Cutoff Month | STAR | STAR + PLUS | STAR Kids | Total Unduplicated Enrollments |
| Aug-16 | 2,899,420 | 542,763 | - | 3,442,183 |

| | | | | |
|--------|-----------|---------|---------|-----------|
| 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 |

(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 |
| Aug-16 | 206,991 | 14,671 | - | 221,662 |
| 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 |

(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 |
| Aug-16 | 204,627 | 2,907,463 |
| 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 |

(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 |
| Aug-16 | 77.1% | 22.9% | 66.2% | 33.8% | - | - | 76.3% | 23.7% |
| 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% |

(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 January was 181.

| English Call Center Production | | | | | | | | | |
|--------------------------------|------|----------------|---------------|---------------|---------------|---------------------|-------------------------|---------|-----------|
| Month | Year | Forecast Calls | Calls Offered | Calls Handled | Sys Out Calls | Average Handle Time | Average Speed of Answer | Abandon | % Abandon |
| 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 | 134,716 | 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% |
| AVG | | 165,223 | 147,890 | 139,559 | 255 | 583 | 79 | 8,074 | 5.5% |
| Totals | | 1,487,008 | 1,331,010 | 1,256,027 | 2,296 | | | 72,662 | |
| 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 |
| 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 | 40,977 | 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% |
| AVG | | 49,967 | 44,642 | 42,466 | 118 | 679 | 89 | 2,057 | 4.6% |
| Totals | | 449,706 | 401,779 | 382,197 | 1,066 | | | 18,513 | |
| KPR | | | | | | | < 90 | | ≤ 8% |

(Table 1.1.2B) Spanish Call Center Production.