

CMS MONTHLY SUMMARY NARRATIVE REPORT



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JULY 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR and STAR+PLUS reported in July for an August 1st enrollment decreased 0.29% to a total of 3,401,646 enrollments.

The Dental Program reported 2,872,696 enrollments in July for an August 1st effective date, which is a 0.32% decrease from last month.

In July, the English Call Center queues had an AB Rate of 3.4% and an ASA of 47 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.9% and an ASA of 56 seconds in July, also meeting both performance requirements.

The Call Center Quality Assurance rate for the June 2016 QA sample results reported in August is 100% for EB KPR 47 and 98.5% for EB KPR 50.

The Enrollment Broker Mail House continued its efforts in July to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 92,758 enrollment mailings for the Medicaid Managed Care Program and 63,945 enrollment mailings for the Dental Program.

During July, outreach staff members completed a total of 5,398 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 6,389 in June. Outreach staff also completed 40,407 phone call attempts in July, which is a decrease from the 51,118 phone call attempts completed in June. In July, outreach staff members completed a total of 2,064 field events for the Medicaid Managed Care Program, compared to 2,124 completed in June. 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	02/16	03/16	04/16	05/16	06/16	07/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR+PLUS, SNS, NS, & TP40's)	99,609	123,438	95,989	92,050	95,092	84,665
STAR & STAR+PLUS Voluntary Letters	11,909	15,905	23,840	7,835	8,335	8,093
Mandatory Dental Enrollment Kits/Requests	57,237	101,382	67,293	65,896	68,698	63,945

(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 July, outreach staff members completed a total of 5,398 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 6,389 in June. Outreach staff also completed 40,407 phone call attempts in July, which is a decrease from the 51,118 phone call attempts completed in June. In July, outreach staff members completed a total of 2,064 field events for the Medicaid Managed Care Program, compared to 2,124 completed in June. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	02/16	03/16	04/16	05/16	06/16	07/16
Medicaid Managed Care Phone Calls	40,314	51,050	47,782	51,949	51,118	40,407
Medicaid Managed Care Home Visits	7,691	8,151	6,667	7,563	6,389	5,398
*Enrollments processed	12,103	14,583	14,009	14,757	15,903	11,654
Plan Changes processed	542	896	841	835	838	449
Medicaid Managed Care Enrollment Events	296	314	410	302	244	210
Medicaid Managed Care Presentations (non-enrollment event)	59	64	79	59	72	63
Medicaid Managed Care Community Meetings (non-enrollment event)	1,965	2,032	2,032	1,843	1,791	1,769
Medicaid Managed Care Health Fairs (non-enrollment event)	26	14	23	19	17	22

(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 July for an August 1st effective date. Medicaid Managed Care STAR and STAR+PLUS Programs reported 3,401,646 enrollments in July for an August 1st effective date, representing a 0.29% decrease in enrollment.

The Dental Program reported 2,872,696 enrollments in July for an August 1st effective date, which is a 0.32% decrease from last month.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Feb-16	2,845,512	534,467	3,379,979
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

(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
Feb-16	182,272	14,596	196,868
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

(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
Feb-16	176,445	2,869,052
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

(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
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%
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%

(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 July was 209.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
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%
AVG		162,297	149,345	141,917	254	532	41	7,172	4.8%
Totals		1,460,669	1,344,101	1,277,257	2,288			64,548	
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
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%
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%
AVG		51,165	46,923	45,179	151	609	51	1,594	3.4%
Totals		460,482	422,309	406,610	1,355			14,342	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.