

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



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*JUNE 2017*

## The Texas Enrollment Broker

### 1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in June for a July 1<sup>st</sup> enrollment decreased 0.3% to a total of 3,580,204 enrollments.

The Dental Program reported 2,896,208 enrollments in June for a July 1<sup>st</sup> effective date, which is a 0.5% decrease from last month.

In June, the English Call Center queues had an AB Rate of 2.2% and an ASA of 29 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 2.1% and an ASA of 37 seconds in June, also meeting both performance requirements.

The Call Center Quality Assurance rate for the May 2017 QA sample results reported in July is 99.7% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.8% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts in June to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 96,420 enrollment mailings for the Medicaid Managed Care Program and 64,282 enrollment mailings for the Dental Program.

During June, outreach staff members completed a total of 11,867 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,775 in May. Outreach staff also completed 74,527 phone call attempts in June, compared to 45,622 phone call attempts completed in May. The increase in phone calls can be attributed to AAPCA/MBCC expansion efforts into STAR, STAR Kids and STAR PLUS that began in June. In June, outreach staff members completed a total of 2,023 field events for the Medicaid Managed Care Program, compared to 2,080 completed in May. 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	01/17	02/17	03/17	04/17	05/17	06/17
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	95,079	94,297	107,267	86,368	91,446	96,329
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	161	153	197	89	129	91
Mandatory Dental Enrollment Kits/Requests	68,084	63,523	73,984	59,038	64,473	64,282

(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 June, outreach staff members completed a total of 11,867 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,775 in May. Outreach staff also completed 74,527 phone call attempts in June, compared to 45,622 phone call attempts completed in May. The increase in phone calls can be attributed to AAPCA/MBCC expansion efforts into STAR, STAR Kids and STAR PLUS that began in June. In June, outreach staff members completed a total of 2,023 field events for the Medicaid Managed Care Program, compared to 2,080 completed in May. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	01/17	02/17	03/17	04/17	05/17	06/17
Medicaid Managed Care Phone Calls	43,276	42,311	46,203	40,341	45,622	74,527
Medicaid Managed Care Home Visits	6,657	8,793	9,394	7,908	8,775	11,867
*Enrollments processed	16,117	14,609	16,920	13,749	16,195	17,967
Plan Changes processed	815	841	696	681	669	754
Medicaid Managed Care Enrollment Events	205	273	292	371	289	292
Medicaid Managed Care Presentations (non-enrollment event)	61	66	69	69	66	89
Medicaid Managed Care Community Meetings (non-enrollment event)	2,170	2,135	2,021	1,869	1,713	1,630
Medicaid Managed Care Health Fairs (non-enrollment event)	7	11	13	26	12	12

(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 June for a July 1<sup>st</sup> effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,580,204 enrollments in June for a July 1<sup>st</sup> effective date, representing a 0.3% decrease in enrollments from last month.

The Dental Program reported 2,896,208 enrollments in June for a July 1<sup>st</sup> effective date, which is a 0.5% decrease from last month.

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

Jan-17	2,917,094	519,105	163,506	3,599,705
Feb-17	2,906,734	519,440	162,334	3,588,508
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

**(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
Jan-17	166,779	20,023	7,703	194,505
Feb-17	164,200	13,124	5,600	182,924
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

**(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
Jan-17	163,965	2,928,189
Feb-17	160,915	2,918,863
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

**(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
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%
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%

(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 283 staff handled English inbound calls during the month of June. A daily average of 162 staff handled Spanish inbound calls during the month of June.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
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%
AVG		142,971	135,069	129,051	299	587	62	5,703	4.2%
Totals		1,286,741	1,215,618	1,161,460	2,688			51,326	
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
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%
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%
AVG		42,258	40,227	38,641	121	695	71	1,461	3.6%
Totals		380,325	362,046	347,765	1,086			13,151	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.