

CMS MONTHLY SUMMARY NARRATIVE REPORT



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MARCH 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR and STAR+PLUS reported in March for an April 1st enrollment decreased 0.38% to a total of 3,366,998 enrollments.

The Dental Program reported 2,850,874 enrollments in March for an April 1st effective date, which is a 0.63% decrease from last month.

In March, the English Call Center queues had an AB Rate of 5.6% and an ASA of 79 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.8% and an ASA of 80 seconds in March, also meeting both performance requirements.

The Call Center Quality Assurance rate for the February 2016 QA sample results reported in April is 100% for EB KPR 47 and 97.4% for EB KPR 50.

The Enrollment Broker Mail House continued its efforts in March to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 139,343 enrollment mailings for the Medicaid Managed Care Program and 101,382 enrollment mailings for the Dental Program.

During March, outreach staff members completed a total of 8,151 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,691 in February. Outreach staff also completed 51,050 phone call attempts in March, which is an increase from the 40,314 phone call attempts completed in February. In March, outreach staff members completed a total of 2,424 field events for the Medicaid Managed Care Program, compared to 2,346 completed in February. Field events include enrollment events, community meetings, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings						
Task	10/15	11/15 ¹	12/15	01/16	02/16	03/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR+PLUS, SNS, NS, & TP40's)	102,695	71,163	111,946	89,101	99,609	123,438
STAR & STAR+PLUS Voluntary Letters	6,706	3,208	6,383	4,410	11,909	15,905
Mandatory Dental Enrollment Kits/Requests	73,300	51,596	82,878	66,939	57,237	101,382

(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 The decrease in mail volumes in November was due to holidays on 11/11/15, 11/26/15, and 11/27/15.

1.1.1.2 Field Operations Summary

During March, outreach staff members completed a total of 8,151 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,691 in February. Outreach staff also completed 51,050 phone call attempts in March, which is an increase from the 40,314 phone call attempts completed in February. In March, outreach staff members completed a total of 2,424 field events for the Medicaid Managed Care Program, compared to 2,346 completed in February. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	10/15	11/15	12/15	01/16	02/16	03/16
Medicaid Managed Care Phone Calls	50,974	41,888	44,482	41,841	40,314	51,050
Medicaid Managed Care Home Visits	8,079	6,994	7,948	6,574	7,691	8,151
*Enrollments processed	10,072	9,518	11,780	10,545	12,103	14,583
Plan Changes processed	838	826	769	669	542	896
Medicaid Managed Care Enrollment Events	398	260	219	238	296	314
Medicaid Managed Care Presentations (non-enrollment event)	92	60	39	58	59	64
Medicaid Managed Care Community Meetings (non-enrollment event)	1,923	1,784	1,833	2,056	1,965	2,032
Medicaid Managed Care Health Fairs (non-enrollment event)	26	16	12	8	26	14

(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 March for an April 1st effective date. Medicaid Managed Care STAR and STAR+PLUS Programs reported 3,366,998 enrollments in March for an April 1st effective date, representing a 0.38% decrease in enrollment.

The Dental Program reported 2,850,874 enrollments in March for an April 1st effective date, which is a 0.63% decrease from last month.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Oct-15	2,887,411	531,461	3,418,872
Nov-15	2,892,410	534,461	3,426,871
Dec-15	2,878,620	529,758	3,408,378
Jan-16	2,858,917	534,611	3,393,528
Feb-16	2,845,512	534,467	3,379,979
Mar-16	2,831,495	535,503	3,366,998

(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
Oct-15	149,131	16,423	165,554
Nov-15	168,463	16,610	185,073
Dec-15	153,420	16,630	170,050
Jan-16	138,753	14,669	153,422
Feb-16	182,272	14,596	196,868
Mar-16	188,429	15,402	203,831

(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
Oct-15	151,412	2,906,410
Nov-15	168,606	2,914,085
Dec-15	150,225	2,897,383
Jan-16	141,164	2,881,114
Feb-16	176,445	2,869,052
Mar-16	182,524	2,850,874

(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
Oct-15	72.3%	27.7%	73.5%	26.5%	73.1%	26.9%
Nov-15	71.7%	28.3%	68.6%	31.4%	71.7%	28.3%
Dec-15	74.3%	25.7%	76.3%	23.7%	74.1%	25.9%
Jan-16	73.6%	26.4%	66.1%	33.9%	72.4%	27.6%
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%

(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 March was 177.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
July	2015	176,955	180,351	169,020	770	518	30	10,561	5.9%
August	2015	179,989	174,835	165,465	377	540	25	8,992	5.1%
September	2015	175,140	172,126	162,024	407	534	29	9,694	5.6%
October	2015	169,158	168,287	159,665	417	521	24	8,204	4.9%
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%
AVG		168,530	164,810	154,771	400	526	37	9,639	5.8%
Totals		1,516,770	1,483,290	1,392,939	3,596			86,747	
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
July	2015	49,911	52,148	49,313	876	599	48	1,959	3.8%
August	2015	47,845	46,461	45,098	218	627	33	1,145	2.5%
September	2015	49,399	47,650	45,907	225	625	39	1,518	3.2%
October	2015	46,943	46,701	45,081	267	605	32	1,353	2.9%
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%
AVG		49,808	48,700	46,596	286	609	49	1,818	3.7%
Totals		448,270	438,302	419,365	2,570			16,365	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.