

EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT



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MARCH 2017

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in March for an April 1st enrollment decreased 0.6% to a total of 3,566,317 enrollments.

The Dental Program reported 2,894,369 enrollments in March for an April 1st effective date, which is a decrease from last month.

In March, the English Call Center queues had an AB Rate of 1.2% and an ASA of 16 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 1.1% and an ASA of 19 seconds in March, also meeting both performance requirements.

The Call Center Quality Assurance rate for the February 2017 QA sample results reported in April is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 98.1% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts in March to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 107,464 enrollment mailings for the Medicaid Managed Care Program and 73,984 enrollment mailings for the Dental Program.

During March, outreach staff members completed a total of 9,394 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,793 in February. Outreach staff also completed 46,203 phone call attempts in March, compared to 42,311 phone call attempts completed in February. In March, outreach staff members completed a total of 2,395 field events for the Medicaid Managed Care Program, compared to 2,485 completed in February. 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	10/16	11/16	12/16	01/17	02/17	03/17
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	105,672	101,424	99,454	95,079	94,297	107,267
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	460	181	174	161	153	197
Mandatory Dental Enrollment Kits/Requests	71,534	70,299	67,832	68,084	63,523	73,984

(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 March, outreach staff members completed a total of 9,394 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 8,793 in February. Outreach staff also completed 46,203 phone call attempts in March, compared to 42,311 phone call attempts completed in February. In March, outreach staff members completed a total of 2,395 field events for the Medicaid Managed Care Program, compared to 2,485 completed in February. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	10/16	11/16	12/16	01/17	02/17	03/17
Medicaid Managed Care Phone Calls	136,978	30,684	41,846	43,276	42,311	46,203
Medicaid Managed Care Home Visits	4,630	6,843	7,344	6,657	8,793	9,394
*Enrollments processed	18,256	11,151	14,913	16,117	14,609	16,920
Plan Changes processed	1,603	317	824	815	841	696
Medicaid Managed Care Enrollment Events	239	217	180	205	273	292
Medicaid Managed Care Presentations (non-enrollment event)	45	41	41	61	66	69
Medicaid Managed Care Community Meetings (non-enrollment event)	874	1,804	1,717	2,170	2,135	2,021
Medicaid Managed Care Health Fairs (non-enrollment event)	20	8	6	7	11	13

(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, STAR+PLUS, and STAR Kids Programs reported 3,566,317 enrollments in March for an April 1st effective date, representing a 0.6% decrease in enrollment.

The Dental Program reported 2,894,369 enrollments in March for an April 1st effective date, which is a 0.8% decrease from last month.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
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
Mar-17	2,882,776	520,648	162,893	3,566,317

(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
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
Mar-17	161,424	13,263	6,108	180,795

(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-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
Mar-17	158,621	2,894,369

(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
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%
Mar-17	77.6%	22.4%	69.9%	30.1%	70.7%	29.3%	76.5%	23.5%

(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 278 staff handled English inbound calls during the month of March. A daily average of 161 staff handled Spanish inbound calls during the month of March.

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	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%
March	2017	142,882	139,903	138,106	153	570	16	1,642	1.2%
AVG		160,636	147,155	138,890	286	593	79	7,975	5.4%
Totals		1,445,728	1,324,396	1,250,010	2,578			71,779	
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	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%
March	2017	43,789	43,071	42,516	91	681	19	464	1.1%
AVG		48,307	44,232	42,065	127	697	89	2,041	4.6%
Totals		434,761	398,092	378,582	1,141			18,366	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.