

EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT



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NOVEMBER 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in November for a December 1st enrollment increased 0.10% to a total of 3,626,216 enrollments.

The Dental Program reported 2,947,703 enrollments in November for a December 1st effective date, which is a 0.25% increase from last month.

In November, the English Call Center queues had an AB Rate of 6.8% and an ASA of 106 seconds. The Spanish Call Center queues had an AB Rate of 5.5% and an ASA of 115 seconds in November. The ASA for both queues was above performance standard for the month. The continued support for STAR Kids, the implementation of one-call resolution, and office closures due to the holidays in the month of November, as well as higher than average call volume, all impacted MAXIMUS ability to meet the monthly client call handling performance standard for ASA. MAXIMUS Call Center staff worked a combined total of 1480 hours above their standard schedule to help lessen the ASA rate and enacted other contingencies, such as cancelling all non-essential meetings and shortening lunches. However, due to higher than anticipated AHT experienced throughout the month, in addition to the extremely high call volumes, MAXIMUS was unable to meet the ASA performance standards for the month of November.

The Call Center Quality Assurance rate for the October 2016 QA sample results reported in December 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 Mail House continued its efforts in November to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 101,605 enrollment mailings for the Medicaid Managed Care Program and 70,299 enrollment mailings for the Dental Program.

During November, outreach staff members completed a total of 6,843 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 4,630 in October. Outreach staff also completed 30,684 phone call attempts in November, compared to 136,978 phone call attempts completed in October. The larger number of phone calls from August through October was due to special STAR Kids expansion efforts. In November, outreach staff members completed a total of 2,070 field events for the Medicaid Managed Care Program, compared to 1,178 completed in October. 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	06/16	07/16	08/16	09/16	10/16	11/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	95,092	84,665	97,701	129,968	105,672	101,424
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	8,335	8,093	3,296	8,727	460	181
Mandatory Dental Enrollment Kits/Requests	68,698	63,945	73,891	95,289	71,534	70,299

(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 November, outreach staff members completed a total of 6,843 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 4,630 in October. Outreach staff also completed 30,684 phone call attempts in November, compared to 136,978 phone call attempts completed in October. The larger number of phone calls from August through October was due to special STAR Kids expansion efforts. In November, outreach staff members completed a total of 2,070 field events for the Medicaid Managed Care Program, compared to 1,178 completed in October. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	06/16	07/16	08/16	09/16	10/16	11/16
Medicaid Managed Care Phone Calls	51,118	40,407	51,066	137,422	136,978	30,684
Medicaid Managed Care Home Visits	6,389	5,398	10,890	7,629	4,630	6,843
*Enrollments processed	15,903	11,654	14,053	20,248	18,256	11,151
Plan Changes processed	838	449	445	730	1,603	317
Medicaid Managed Care Enrollment Events	244	210	349	244	239	217
Medicaid Managed Care Presentations (non-enrollment event)	72	63	107	83	45	41
Medicaid Managed Care Community Meetings (non-enrollment event)	1,791	1,769	1,604	1,253	874	1,804
Medicaid Managed Care Health Fairs (non-enrollment event)	17	22	16	4	20	8

(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 November for a December 1st effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,626,216 enrollments in November for a December 1st effective date, representing a 0.10% increase in enrollment.

The Dental Program reported 2,947,703 enrollments in November for a December 1st effective date, which is a 0.25% increase from last month.

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

Jun-16	2,870,029	541,348	-	3,411,377
Jul-16	2,859,349	542,297	-	3,401,646
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

(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
Jun-16	159,792	12,984	-	172,776
Jul-16	152,359	11,791	-	164,150
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

(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
Jun-16	159,613	2,881,917
Jul-16	155,459	2,872,696
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

(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
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%
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%

(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 November was 158.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
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%
AVG		167,480	151,936	143,042	205	572	81	8,687	5.7%
Totals		1,507,324	1,367,421	1,287,380	1,843			78,180	
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
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%
August	2016	57,673	52,488	49,950	112	674	82	2,425	4.6%
September	2016	55,503	49,265	46,030	94	703	120	3,141	6.4%
October	2016	46,941	46,460	40,745	112	747	252	5,602	12.1%
November	2016	45,823	39,320	37,060	99	722	115	2,161	5.5%
AVG		52,427	46,928	44,662	99	655	90	2,167	4.6%
Totals		471,840	422,352	401,955	892			19,503	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.