

EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



OCTOBER 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in October for a November 1st enrollment totaled 3,622,588 enrollments. STAR Kids enrollments became effective on November 1, 2016.

The Dental Program reported 2,940,356 enrollments in October for a November 1st effective date, which is a 0.71% increase from last month.

In October, the English Call Center queues had an AB Rate of 13.6% and an ASA of 223 seconds. The Spanish Call Center queues had an AB Rate of 12.1% and an ASA of 252 seconds in October. As a result of the ongoing STAR Kids implementation, the EB Call Center experienced extraordinarily high call handle times in Week One (1) and Week Two (2), which resulted in high ASA and AB Rates for both the English and Spanish queues at the beginning of the month. MAXIMUS was able to drastically decrease the ASA and AB Rates in Week Three (3) and Week Four (4). On October 10, 2016, via MIM Follow-up # 08292016D.10102016C, MAXIMUS informed HHSC that MAXIMUS continued to experience higher than anticipated STAR Kids telephone queue handle times which impacted enrollment processing and service delivery to the STAR Kids population. The increased AHT was due to several factors, such as requests by clients to provide a more thorough search for a Primary Care Provider (PCP). AHT was further impacted by the nature of the calls received, in which clients posed complex questions and concerns. Additionally, sensitive management by CCRs was required for callers reluctant to be cooperative in the enrollment process due to their resistance to the STAR Kids expansion. As approved by HHSC via MIM response # 089292016D, MAXIMUS continued to shift existing staff resources from their current roles to the STAR Kids queues during October. As the cut-off for STAR Kids clients to have their enrollment effective on November 1st was October 18th, staff was shifted from the STAR and Children's Health Insurance Program (CHIP) toll-free lines, as well as Outbound Calling and special teams during the first two (2) weeks of October to support the immediate enrollment needs of the STAR Kids population. Additionally, during the first two (2) weeks of October, MAXIMUS required mandatory overtime of six (6) hours above the standard work schedule for SPU call center staff, three (3) hours above the standard work schedule for EB call center staff, and six (6) hours mandatory overtime above the standard schedule for Field Outreach staff. Special Services Unit (SSU) staff was also required to work overtime hours above their standard work schedule to continue call efforts on Texas Health Steps Provider Outreach Referrals during the first two (2) weeks of October. During the second half of the month, resources that had been pulled from other EB Call Center queues to support STAR Kids were returned to provide the coverage needed to bring the EB Call center back to capacity. Additionally, in an effort to bring MAXIMUS closer to the monthly call center performance requirements, MAXIMUS moved STAR Kids, SEU, and SSU staff to the EB Call Center queues throughout the second half of the month.

The Call Center Quality Assurance rate for the September 2016 QA sample results reported in November is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.6% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Mail House continued its efforts in October to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 106,132 enrollment mailings for the Medicaid Managed Care Program and 71,534 enrollment mailings for the Dental Program.

During October, outreach staff members completed a total of 4,630 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,629 in September. Outreach

staff also completed 136,978 phone call attempts in October, which is a decrease from the 137,422 phone call attempts completed in September. The large number of phone calls was again due to special STAR Kids expansion efforts that began in August. In October, outreach staff members completed a total of 1,178 field events for the Medicaid Managed Care Program, compared to 1,584 completed in September. 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	05/16	06/16	07/16	08/16	09/16	10/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	92,050	95,092	84,665	97,701	129,968	105,672
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	7,835	8,335	8,093	3,296	8,727	460
Mandatory Dental Enrollment Kits/Requests	65,896	68,698	63,945	73,891	95,289	71,534

(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 October, outreach staff members completed a total of 4,630 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 7,629 in September. Outreach staff also completed 136,978 phone call attempts in October, which is a slight decrease from the 137,422 phone call attempts completed in September. The large number of phone calls was again due to special STAR Kids expansion efforts that began in August. In October, outreach staff members completed a total of 1,178 field events for the Medicaid Managed Care Program, compared to 1,584 completed in September. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	05/16	06/16	07/16	08/16	09/16	10/16
Medicaid Managed Care Phone Calls	51,949	51,118	40,407	51,066	137,422	136,978
Medicaid Managed Care Home Visits	7,563	6,389	5,398	10,890	7,629	4,630
*Enrollments processed	14,757	15,903	11,654	14,053	20,248	18,256
Plan Changes processed	835	838	449	445	730	1,603
Medicaid Managed Care Enrollment Events	302	244	210	349	244	239
Medicaid Managed Care Presentations (non-enrollment event)	59	72	63	107	83	45
Medicaid Managed Care Community Meetings (non-enrollment event)	1,843	1,791	1,769	1,604	1,253	874
Medicaid Managed Care Health Fairs (non-enrollment event)	19	17	22	16	4	20

(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 October for a November 1st effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,622,588 enrollments in October for a November 1st effective date. STAR Kids enrollments became effective on November 1, 2016.

The Dental Program reported 2,940,356 enrollments in October for a November 1st effective date, which is a 0.71% increase from last month.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
May-16	2,875,902	540,194	-	3,416,096
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

(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
May-16	208,234	16,306	-	224,540
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	196,379

(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
May-16	201,405	2,889,460
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

(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
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%
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%

(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 October was 129.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
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%
AVG		168,970	154,347	145,179	208	566	75	8,959	5.8%
Totals		1,520,733	1,389,127	1,306,612	1,868			80,630	
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
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%
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%
AVG		53,767	48,602	46,176	105	644	85	2,321	4.8%
Totals		483,906	437,422	415,585	942			20,893	
KPR								< 90	≤ 8%

(Table 1.1.2B) Spanish Call Center Production.