

EB 744 (M) CMS MONTHLY NARRATIVE SUMMARY REPORT



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SEPTEMBER 2016

The Texas Enrollment Broker

1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR and STAR+PLUS reported in September for an October 1st enrollment increased 0.36% to a total of 3,454,719 enrollments.

The Dental Program reported 2,919,540 enrollments in September for an October 1st effective date, which is a 0.42% increase from last month.

In September, the English Call Center queues had an AB Rate of 7.5% and an ASA of 105 seconds. The Spanish Call Center queues had an AB Rate of 6.4% and an ASA of 120 seconds in September. The ASA for both English and Spanish queues did not meet performance requirements. Due to the STAR Kids expansion, MAXIMUS experienced higher than anticipated inbound call handle times. MAXIMUS first noticed the increase in handle time in August 2016 and informed the Health and Human Services Commission (HHSC), via MIM # 08292016D, of the challenges MAXIMUS was encountering as a result of STAR Kids expansion calls. After further analysis, MAXIMUS identified that the STAR Kids Average Handle Time (AHT) was 2.47 times higher than projected, as calls were averaging approximately 17 minutes per call rather than the projected seven (7) minutes per call. MAXIMUS further determined that 92 CCRs would be needed in the Special Populations Unit (SPU) to handle STAR Kids expansion calls, 42 more CCRs than what was originally projected. MAXIMUS received HHSC approval to shift existing staff resources from their current roles to the STAR Kids queues. Additionally, MAXIMUS enforced 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 the last two weeks of September. Additionally, Special Services Unit (SSU) staff was required to work overtime hours above their standard work schedule to continue call efforts on Texas Health Steps Provider Outreach Referrals. As a result, MAXIMUS was able to bring down the high AB Rate that was being experienced at the beginning of the month to meet the monthly performance standard. MAXIMUS was also able to decrease the high ASA experienced at the beginning of the month. However, due to the continued high AHT, MAXIMUS was above the performance standard for English and Spanish ASA for September. MAXIMUS anticipates the increased AHT, resulting from the STAR Kids expansion, will continue into October. MAXIMUS will therefore continue to shift existing staff resources from their current roles to the STAR Kids queues to better handle the increased need.

The Call Center Quality Assurance rate for the August 2016 QA sample results reported in October is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.9% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Mail House continued its efforts in September to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker Mail House mailed out 138,695 enrollment mailings for the Medicaid Managed Care Program and 95,289 enrollment mailings for the Dental Program.

During September, outreach staff members completed a total of 7,629 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 10,890 in August. Outreach staff also completed 137,422 phone call attempts in September, which is an increase from the 51,066 phone call attempts completed in August. The increase in phone calls was again due to special STAR Kids expansion efforts that began in August. In September, outreach staff members completed a total of 1,584 field events for the Medicaid Managed Care Program, compared to 2,076 completed in August. 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	04/16	05/16	06/16	07/16	08/16	09/16
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	95,989	92,050	95,092	84,665	97,701	129,968
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	23,840	7,835	8,335	8,093	3,296	8,727
Mandatory Dental Enrollment Kits/Requests	67,293	65,896	68,698	63,945	73,891	95,289

(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 September, outreach staff members completed a total of 7,629 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 10,890 in August. Outreach staff also completed 137,422 phone call attempts in September, which is an increase from the 51,066 phone call attempts completed in August. The increase in phone calls was again due to special STAR Kids expansion efforts that began in August. In September, outreach staff members completed a total of 1,584 field events for the Medicaid Managed Care Program, compared to 2,076 completed in August. This is within normal and season fluctuations. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	04/16	05/16	06/16	07/16	08/16	09/16
Medicaid Managed Care Phone Calls	47,782	51,949	51,118	40,407	51,066	137,422
Medicaid Managed Care Home Visits	6,667	7,563	6,389	5,398	10,890	7,629
*Enrollments processed	14,009	14,757	15,903	11,654	14,053	20,248
Plan Changes processed	841	835	838	449	445	730
Medicaid Managed Care Enrollment Events	410	302	244	210	349	244
Medicaid Managed Care Presentations (non-enrollment event)	79	59	72	63	107	83
Medicaid Managed Care Community Meetings (non-enrollment event)	2,032	1,843	1,791	1,769	1,604	1,253
Medicaid Managed Care Health Fairs (non-enrollment event)	23	19	17	22	16	4

(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 September for an October 1st effective date. Medicaid Managed Care STAR and STAR+PLUS Programs reported 3,454,719 enrollments in September for an October 1st effective date, representing a 0.36% increase in enrollment.

The Dental Program reported 2,919,540 enrollments in September for an October 1st effective date, which is a 0.42% increase from last month.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Apr-16	2,839,454	537,512	3,376,966
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

(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
Apr-16	181,688	14,151	195,839
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

(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
Apr-16	178,365	2,857,550
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

(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
Apr-16	76.1%	23.9%	69.9%	30.1%	75.3%	24.7%
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%

(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 September was 143.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
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%
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%
AVG		170,156	155,392	147,322	216	554	55	7,852	5.1%
Totals		1,531,403	1,398,526	1,325,902	1,943			70,671	
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
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%
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%
AVG		54,253	48,981	46,950	114	628	65	1,916	3.9%
Totals		488,281	440,826	422,554	1,026			17,245	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.