

*EB 744 (M) CMS MONTHLY SUMMARY NARRATIVE REPORT*



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*SEPTEMBER 2017*

## The Texas Enrollment Broker

### 1.1.1 Operations

Enrollment Broker Medicaid Managed Care enrollments for STAR, STAR+PLUS, and STAR Kids reported in September for an October 1<sup>st</sup> enrollment increased 0.36% to a total of 3,649,165 enrollments.

The Dental Program reported 2,913,365 enrollments in September for an October 1<sup>st</sup> effective date, which is a 0.44% increase from last month.

In September, the English Call Center queues had an AB Rate of 1.7% and an ASA of 23 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 1.5% and an ASA of 26 seconds in September, also meeting both performance requirements.

The Call Center Quality Assurance rate for the August 2017 QA sample results reported in October is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 96.5% for EB KPR 50 – Call Handling Accuracy.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts in September to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 99,490 enrollment mailings for the Medicaid Managed Care Program and 68,396 enrollment mailings for the Dental Program.

During September, outreach staff members completed a total of 7,129 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 10,245 in August. Outreach staff also completed 62,918 phone call attempts in September, compared to 62,022 phone call attempts completed in August. In September, outreach staff members completed a total of 1,881 field events for the Medicaid Managed Care Program, compared to 1,952 completed in August. Field events include enrollment events, community meetings, presentations, and health fairs.

### 1.1.1.1 Mail Summary

Monthly Ongoing Mailings						
Task	04/17	05/17	06/17	07/17	08/17	09/17
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	86,368	91,446	96,329	84,115	106,163	99,343
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	89	129	91	83	229	147
Mandatory Dental Enrollment Kits/Requests	59,038	64,473	64,282	57,888	72,965	68,396

(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 7,129 home visit attempts for the Enrollment Broker Medicaid Managed Care Program, compared to 10,245 in August. Outreach staff also completed 62,918 phone call attempts in September, compared to 62,022 phone call attempts completed in August. In September, outreach staff members completed a total of 1,881 field events for the Medicaid Managed Care Program, compared to 1,952 completed in August. Field events include enrollment events, community meetings, presentations, and health fairs.

Outreach Activities						
Task	04/17	05/17	06/17	07/17	08/17	09/17
Medicaid Managed Care Phone Calls	40,341	45,622	74,527	109,432	62,022	62,918
Medicaid Managed Care Home Visits	7,908	8,775	11,867	12,902	10,245	7,129
*Enrollments processed	13,749	16,195	17,967	15,366	15,052	16,998
Plan Changes processed	681	669	754	747	902	1,053
Medicaid Managed Care Enrollment Events	371	289	292	254	387	216
Medicaid Managed Care Presentations (non-enrollment event)	69	66	89	72	65	57
Medicaid Managed Care Community Meetings (non-enrollment event)	1,869	1,713	1,630	1,553	1,473	1,597
Medicaid Managed Care Health Fairs (non-enrollment event)	26	12	12	11	27	11

(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 1<sup>st</sup> effective date. Medicaid Managed Care STAR, STAR+PLUS, and STAR Kids Programs reported 3,649,165 enrollments in September for an October 1<sup>st</sup> effective date, representing a 0.36% increase in enrollments from last month.

The Dental Program reported 2,913,365 enrollments in September for an October 1<sup>st</sup> effective date, which is a 0.44% increase from last month.

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

Apr-17	2,880,369	521,638	162,445	3,564,452
May-17	2,905,851	523,526	160,461	3,589,838
Jun-17	2,893,334	525,421	161,449	3,580,204
Jul-17	2,895,518	525,062	160,639	3,581,219
Aug-17	2,952,096	524,596	159,396	3,636,088
Sep-17	2,961,988	527,006	160,171	3,649,165

**(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
Apr-17	164,105	12,603	5,241	181,949
May-17	196,255	14,959	5,286	216,500
Jun-17	144,979	12,303	6,000	163,282
Jul-17	162,096	12,991	4,917	180,004
Aug-17	213,731	17,174	5,258	236,163
Sep-17	153,495	13,555	5,663	172,713

**(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-17	160,721	2,889,261
May-17	191,624	2,909,630
Jun-17	146,928	2,896,208
Jul-17	162,690	2,895,363
Aug-17	167,141	2,900,632
Sep-17	154,312	2,913,365

**(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
Apr-17	79.3%	20.7%	67.4%	32.6%	64.5%	35.5%	78.2%	21.8%
May-17	79.6%	20.4%	66.4%	33.6%	69.7%	30.3%	78.3%	21.7%
Jun-17	76.2%	23.8%	65.7%	34.3%	69.0%	31.0%	76.6%	23.4%
Jul-17	76.4%	23.6%	64.8%	35.2%	66.6%	33.4%	75.9%	24.1%
Aug-17	72.2%	27.8%	68.0%	32.0%	66.4%	33.6%	76.1%	23.9%
Sep-17	75.5%	24.5%	67.3%	32.7%	65.5%	34.5%	75.2%	24.8%

**(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. A daily average of 276 staff handled English inbound calls during the month of September. A daily average of 164 staff handled Spanish inbound calls during the month of September.

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	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%
April	2017	116,988	118,797	116,789	168	565	20	1,838	1.5%
May	2017	131,865	126,768	124,365	197	590	21	2,086	1.6%
June	2017	133,617	128,699	125,367	438	588	29	2,894	2.2%
July	2017	128,179	125,589	120,412	165	610	53	5,010	4.0%
August	2017	150,154	143,978	139,451	292	596	42	4,234	2.9%
September	2017	129,238	126,086	123,757	172	578	23	2,157	1.7%
AVG		136,399	132,299	128,914	263	584	32	3,108	2.3%
Totals		1,227,595	1,190,695	1,160,227	2,367			27,968	
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	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%
April	2017	35,701	36,311	35,780	65	662	24	465	1.3%
May	2017	38,033	36,535	35,892	81	681	26	520	1.4%
June	2017	37,855	36,519	35,638	127	684	37	754	2.1%
July	2017	34,834	34,049	32,829	65	693	61	1,155	3.4%
August	2017	39,533	37,561	36,559	86	686	48	916	2.4%
September	2017	37,422	36,552	35,943	63	667	26	546	1.5%
AVG		39,622	38,415	37,535	104	680	38	771	2.0%
Totals		356,598	345,737	337,813	939			6,942	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.