



Care Management Enrollment Step 1

MCM Commission Update

November 7, 2013

Progress Since October 3, 2013



Presentation

- Enrollments To Date (September 11- November 1)
- Continued Focus on the Client
- Client Communication
- Prior Considerations Addressed

Health Plan Enrollments as of November 1

TOTAL ENROLLED
46,833

Mandatory Individuals

Total Mandatory Clients 99,747

Total Clients Enrolled 42,653

Percent of Clients Enrolled 43%

Voluntary Individuals

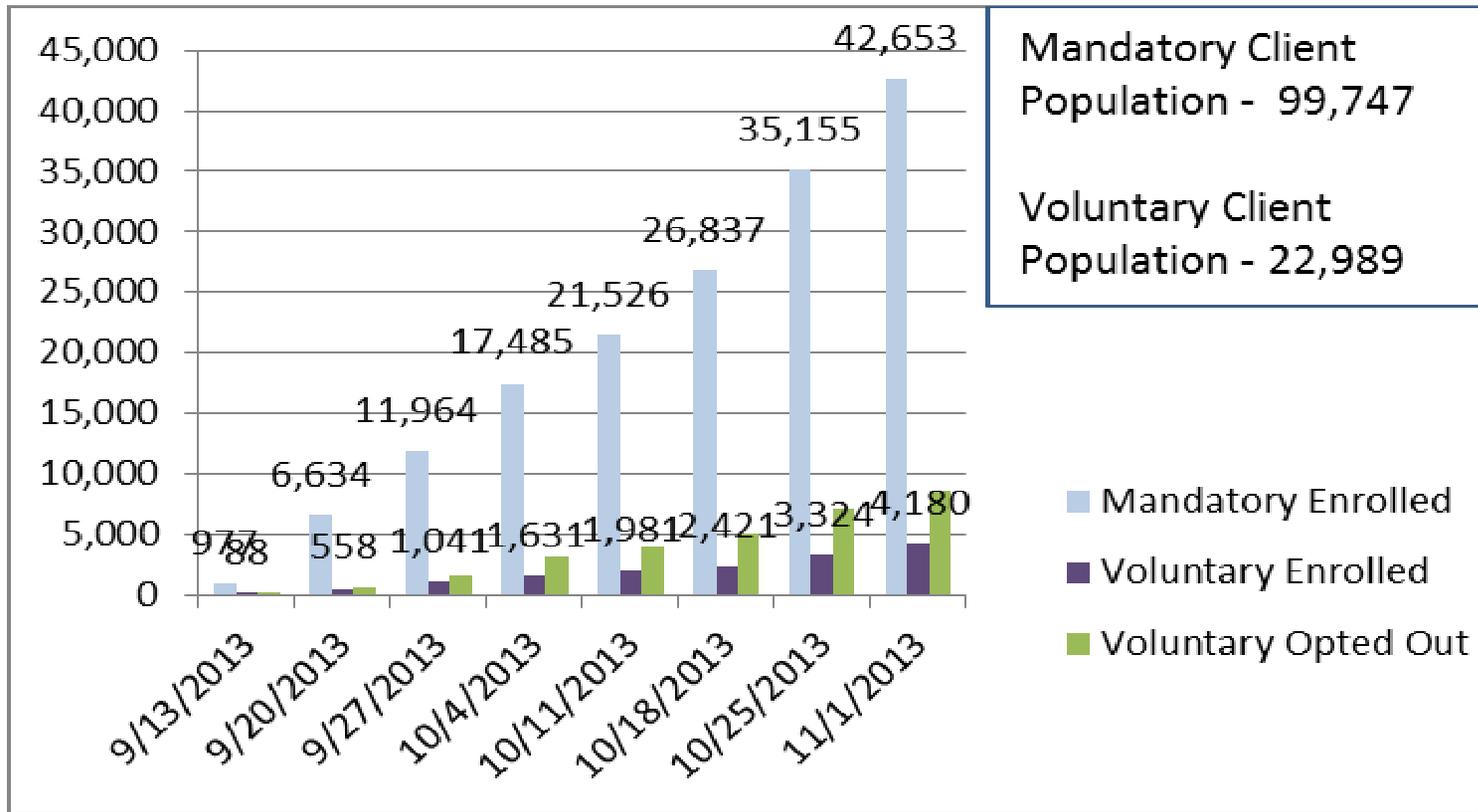
Total Voluntary Clients 22,989

Total Clients Enrolled 4,180

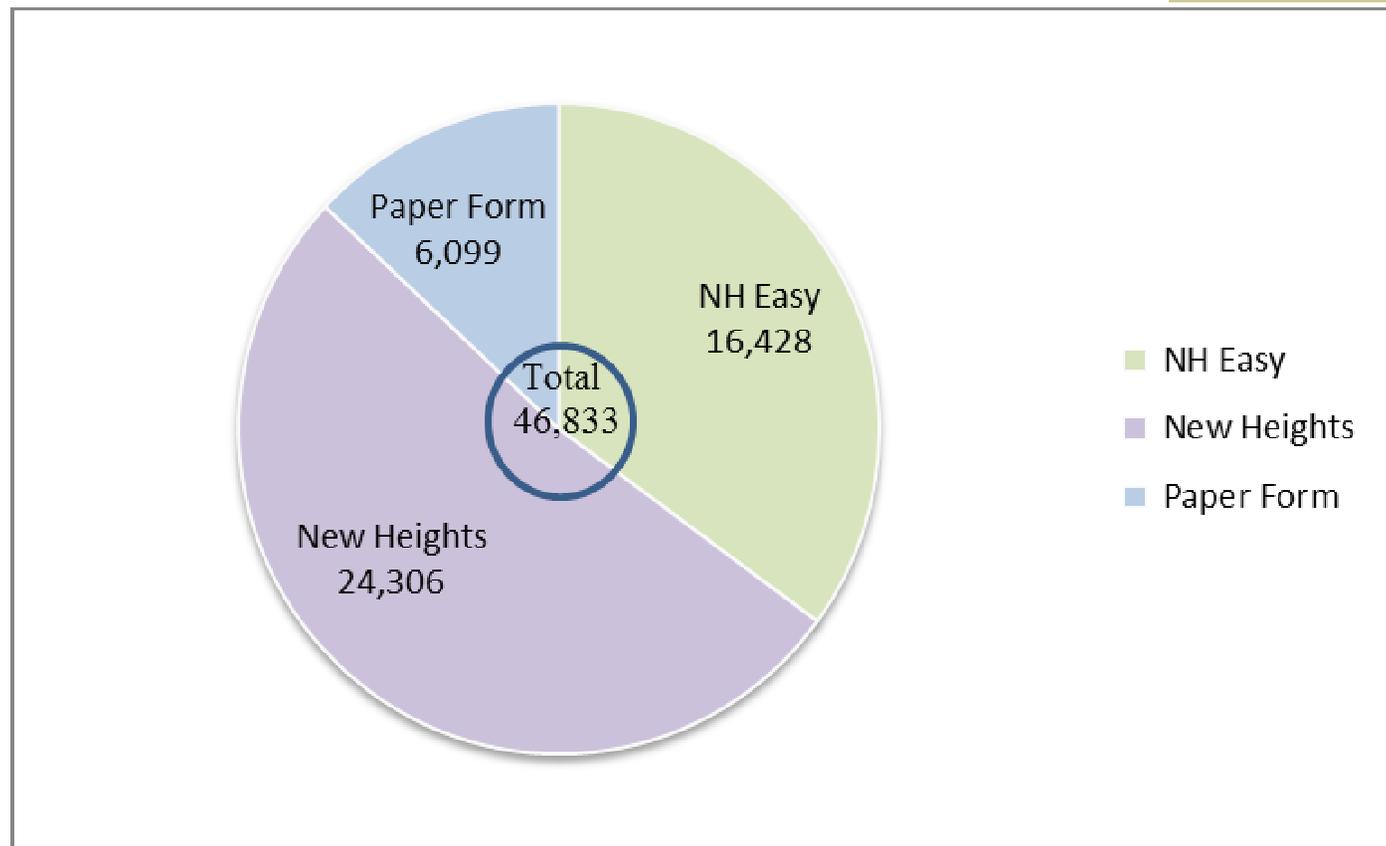
Total Clients Opted Out 8,658

Percent of Clients Enrolled 18%

Eight Week Trend : Mandatory and Voluntary Enrollments



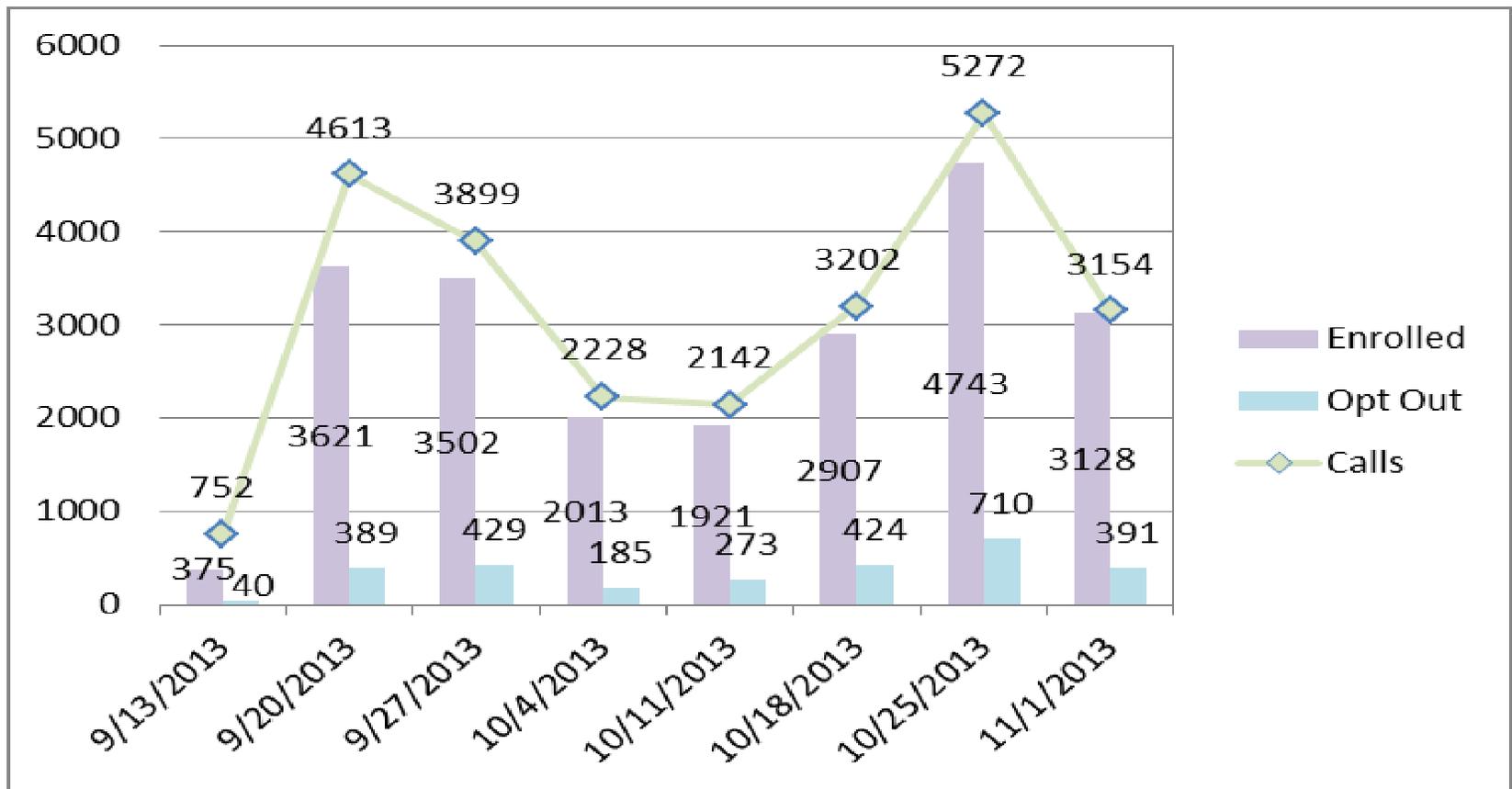
Total Enrollment by Method



Enrollment Call Center Metrics as of November 1

- ◆ Total Calls (9/11-11/1) 25,262
- ◆ Average Length of Call 6m 41s
 - Target <7m
- ◆ Average Wait Time 0m 40s
- ◆ Call Abandon Rate (after 180 seconds) 0.67%
 - Target <5%
- ◆ Overall Client Satisfaction Rate 97 %
 - Target 95%

Call Center Activity by Week





Continued Focus on Client

- ◆ Daily Enrollment Call Center debrief
- ◆ Daily DHHS debrief
- ◆ Designated number for client concerns
1.800.852.3345 ext 4344
603.271.4344



Client Communication

Since October 3:

- ◆ Reminder Letters mailed
- ◆ Client Information Sessions Conducted
 - Throughout the State: Daytime and Evening
 - Presentations by DHHS and All 3 Health Plans
 - Program Overview
 - How to enroll with a Health Plan
 - What to expect
 - Q&A Session

Prior Considerations: Actions Taken

1. Provider Directory:

- New Services Offered as of 10-25-13
 - In-Process Provider Listing
 - Provider Research
 - Coordination with Health Plans

2. Engaging Medicaid Clients:

- Client Information Sessions (DHHS and Health Plans)
 - Addressing Transition
 - ◆ Prior Authorizations, Transportation, other
 - ◆ Client Resources: Member Handbooks, Member Call Centers, Websites, FAQs



Prior Considerations: Actions Taken

3. Encouraging Health Plan Selection:

- Focus on Provider Directory
- Community Partners teaming with DHHS and assisting clients.
 - Authorized Representative option communicated
- Confirmation Letter updated to include PCP Research Service as an option to help make a change.



Client Readiness for MCM: In Summary

- ◆ Health Plan Selection Rate ahead of target
- ◆ Client Information Sessions beneficial
- ◆ Additional Provider Resources available to assist clients with Health Plan selection
- ◆ Community Partners/Agencies engaged
- ◆ Coordination protocol for Client Communications between DHHS and Health Plans established
- ◆ Health Plans staffed for Dec. 1 Go-Live