

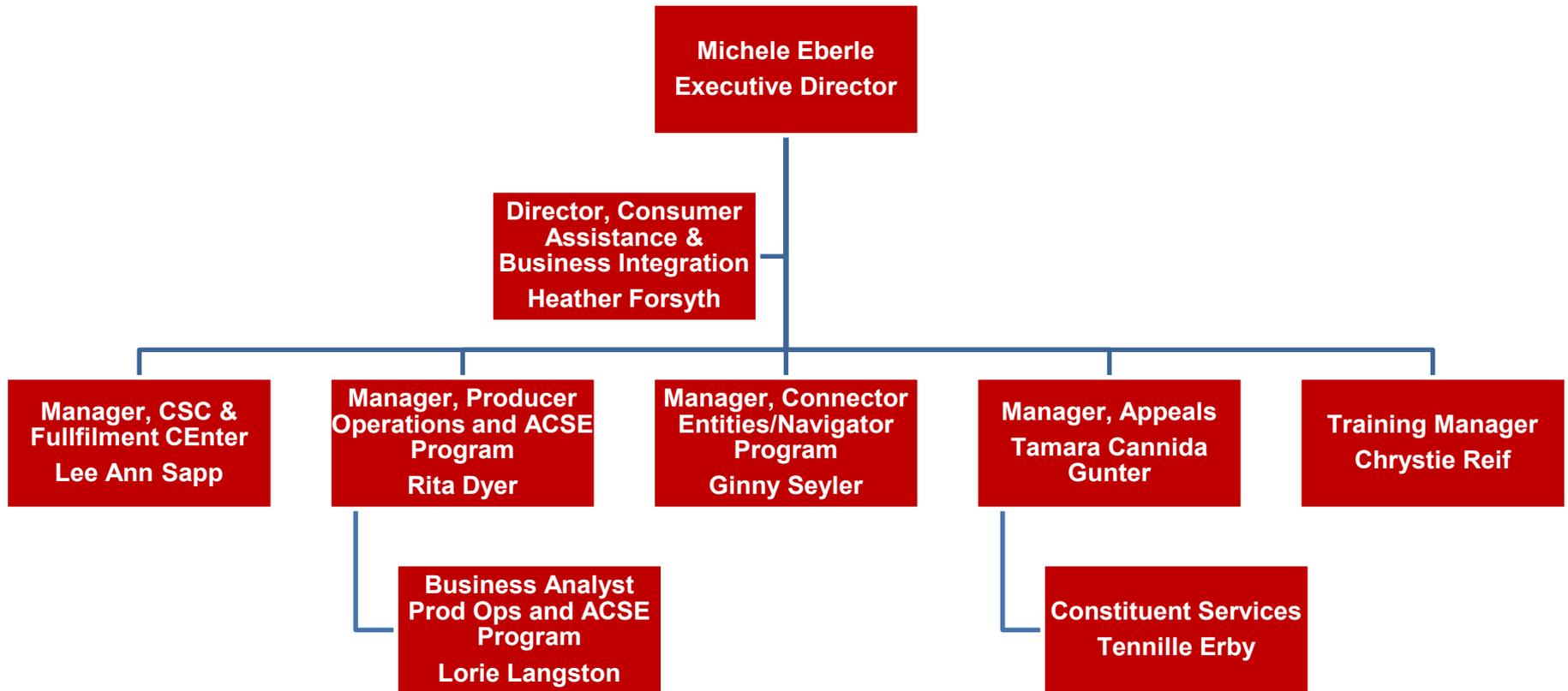
Consumer Assistance Update

May 2019

Consumer Assistance Groups

- Consolidated Services Center (CSC)
 - Producer Operations
 - Application Counselor Sponsoring Entity (ACSE) Program
 - Connector Entity Organizations (Navigators)
 - Appeals and Constituent Services
 - Escalated Cases Team
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- Caseworkers at state and county agencies

Consumer Assistance Team at MHBE



Multiple Pathways to Assistance



Online Website



Mobile App



By Phone



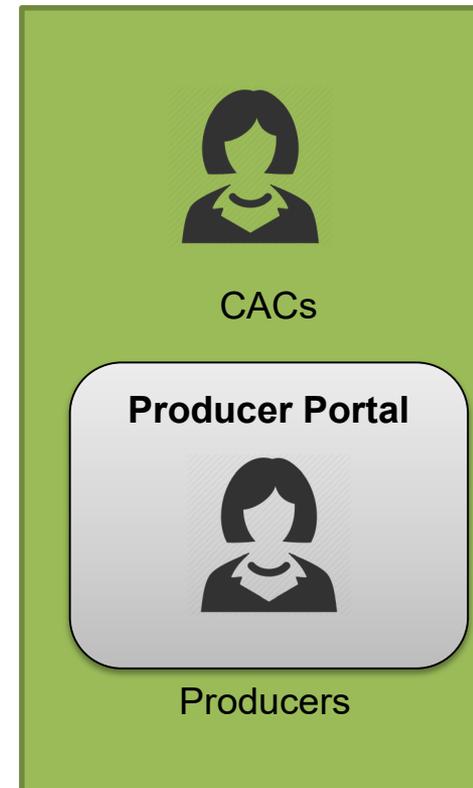
In Person

	Agency Case Workers (LHD & LDSS)	Provide in person assistance with Medicaid at Local Health Departments and Local Departments of Social Services
	Producers	Provide in person and BATPhone assistance with private health plans
	Certified Application Counselors	Provide in person assistance with Medicaid and private health plans, with focus on Medicaid plans
	Navigators	Provide in person assistance with Medicaid and private health plans, conduct community outreach and education, and support other CAWs
	Call Center (CSC) Representatives	Provide assistance by phone with Medicaid and private health plan application and enrollment, plus work on special projects

Worker Portal



Consumer Portal



Assistance via Phone



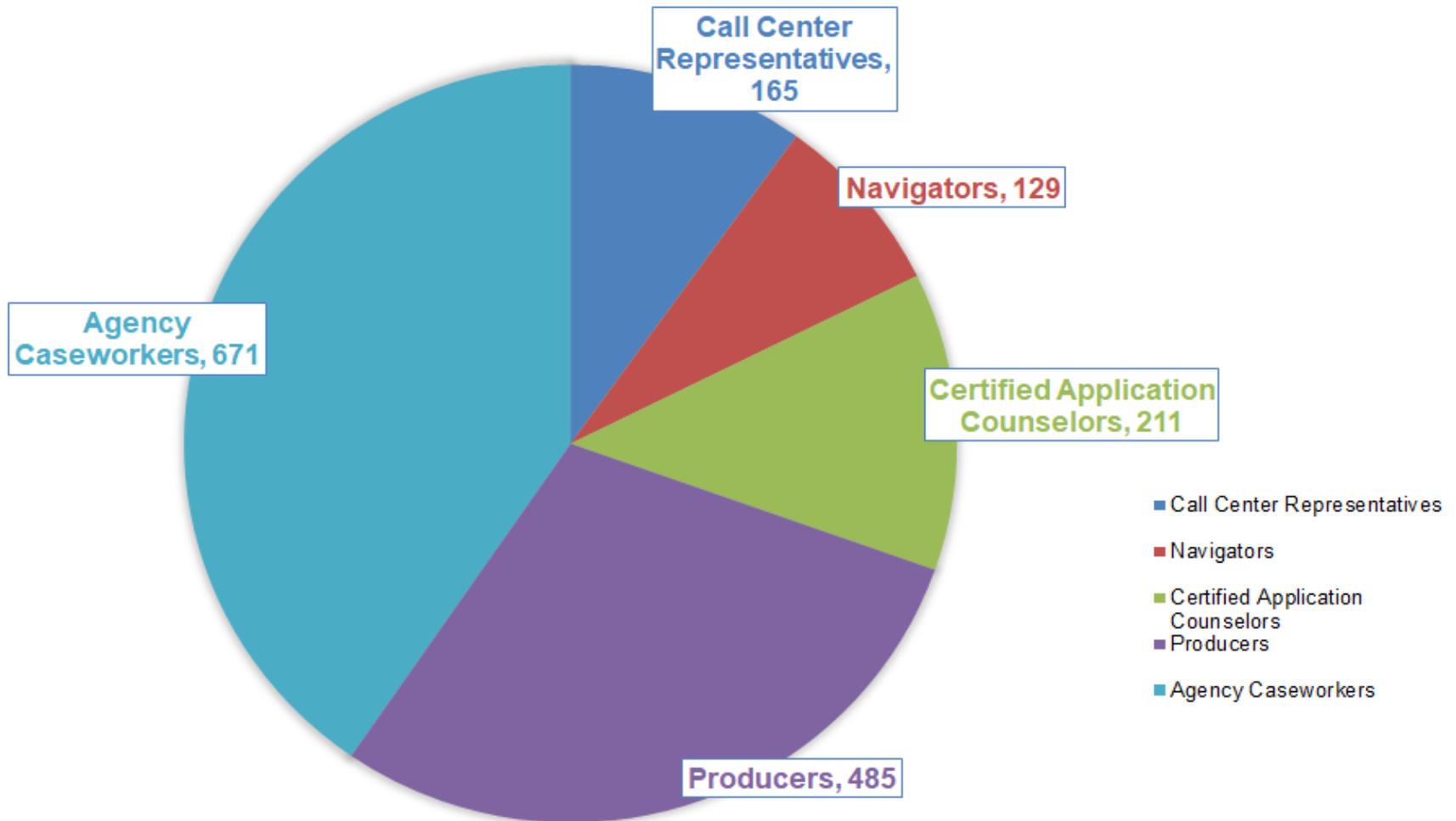
- Call Center Representatives
- Language Line
- Constituent Services

In Person Assistance



- Navigators from offices in eight CE regions
- CACs from offices around the State (Capital/Central)
- Producers from offices around the State
- Caseworkers in local county agencies

Distribution of Consumer Assistance in Each Category (1,116 total)



Caseworkers

- Caseworkers are county or state employees in local health departments and local departments of social services
- Collectively, more than 60 offices throughout the state
- Over 600 caseworkers work in the HBX
- From March 2018 to March 2019, distribution of Medicaid enrollment assistance in Maryland Health Connection:

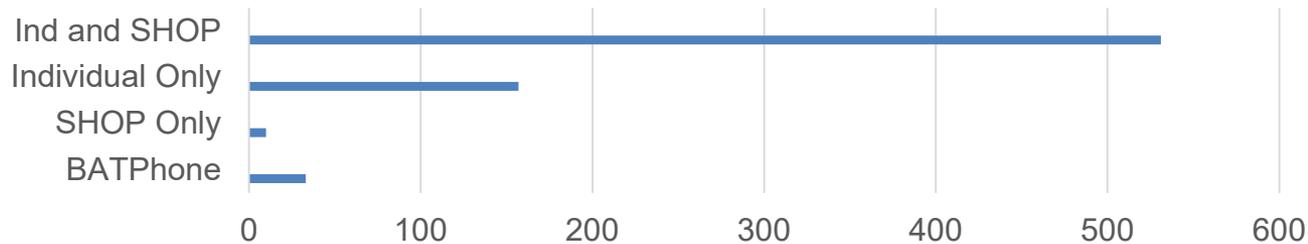
MHBE Call Center	43.84%
MDH Caseworkers	31.87%
Navigator or MHBE	14.01%
DHS Caseworkers	10.28%

- In addition to customer assistance with applying and enrolling in Medicaid, agency caseworkers also perform most of the document verification work generated by the application and assist with non-MAGI Medicaid applications outside the HBX

- Internal MHBE Staff
- 3 Appeals Coordinators
5 Constituent Services Staff
- Subject Matter Experts on Insurance Affordability Programs (QHP, Medicaid, MHCP)
- Since 7/1/18, constituent services has handled 955 cases
- Since 7/1/18, The Appeals team has prevailed in 178 of 178 cases at the Office of Administrative Hearings and resolved 1,464 cases without a hearing

- Internal MHBE (3) Staff
- Begins with special projects team at the Call Center
- Subject matter experts on private health plan enrollments
- Works closely with all consumer assistance groups, carriers, IT Development and EDI teams
- Between November 1, 2018 and March 31, 2019, the teams resolved 17,438 combined QHP and MA cases

Producers by Authorization Type



BATPhone (Broker Assisted Transfers): Completed enrollments for over 14,000 households

Overall, producers enrolled 27,818 households during OE 6 (about 18% of total private plan enrollment)

In last year's Producer Stakeholder survey, 70% of producers reported being pleased with the improvements made to the Producer Support hotline at the CSC. That trend continues, with recent praise for Producer Support hotline:

"The Call Center Team that you put together this year is GREAT!!!! Every time I call I get the support and assistance I need for the customer. The Call Center Team members are professional, timely and so helpful. I could not have assisted my customers without your team."

"Thanks to Ebony. She is SOO VERY HELPFUL every time I call. She knows her stuff, and I always trust what she advises. I am always relieved when I get her when we call in. Just wanted to sing her praises to you, as she deserves it."

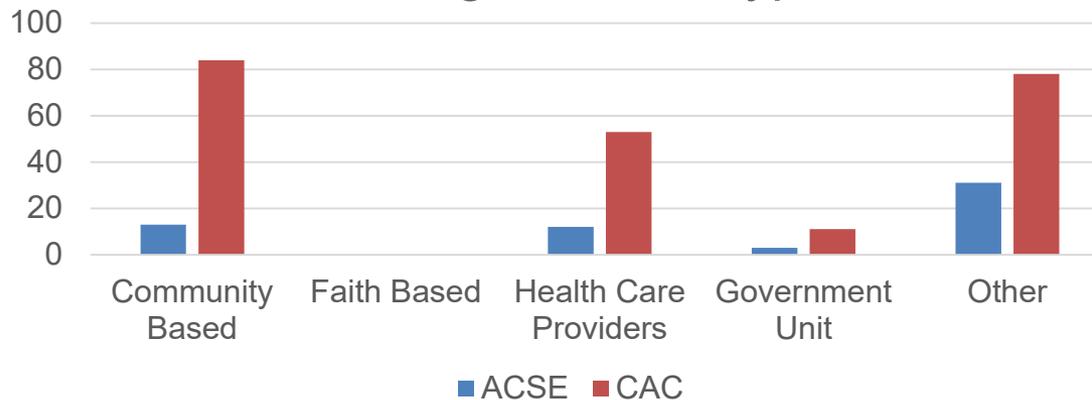
On the horizon:

Releasing annual Producer Stakeholder Survey

Planning annual in-person meeting

Preparation for BATPhone for Open Enrollment

ACSE/CAC Distribution by Organization Type



On the horizon:

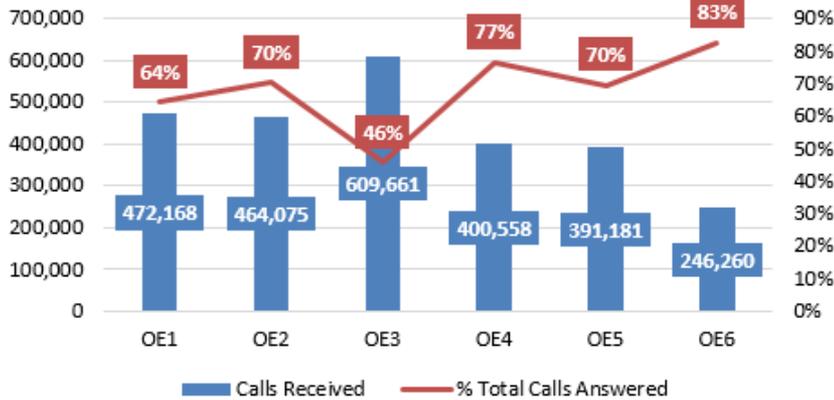
- Regular, ongoing site visits to identify areas for additional/ongoing support
- Training improvements

Total ACSEs: 60
Total CACs: 211

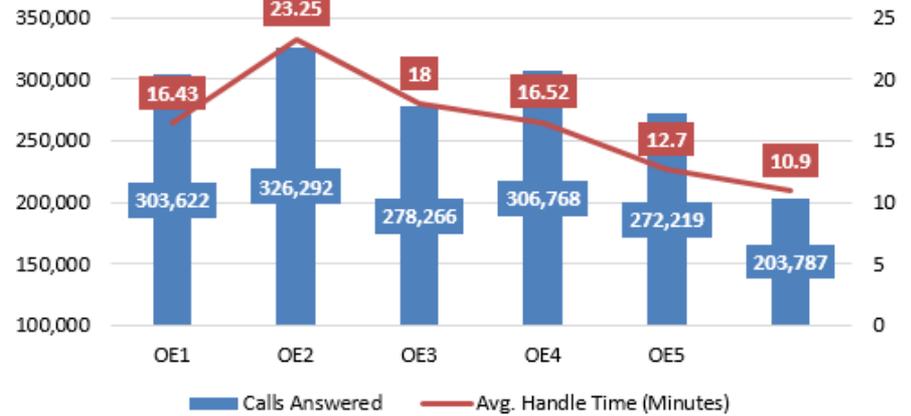
Reported 1,811 enrollments in 4th Quarter of 2018

Historical Performance

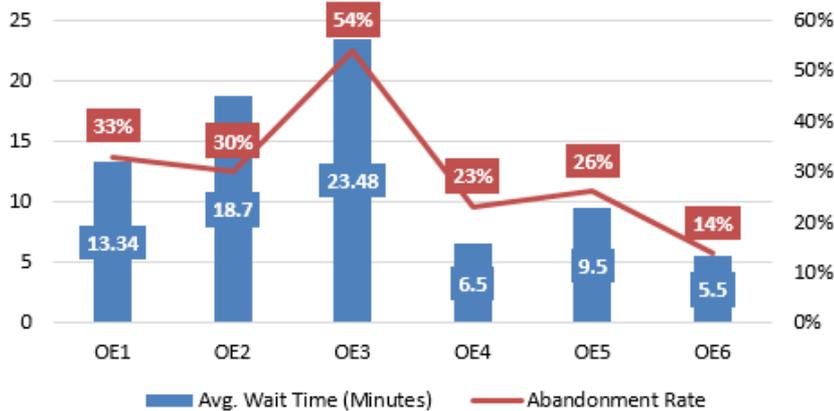
Total Calls Received vs. Total Calls Answered - OE1 to OE6



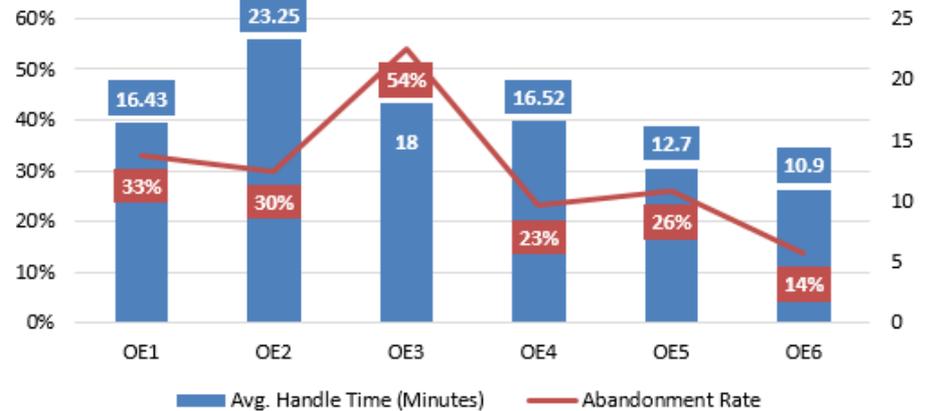
Calls Handled vs. AHT - OE1 to OE6



Avg. Wait Time vs. Abandonment Rate - OE1 to OE6



Avg. Handle Time vs. Abandonment Rate - OE1 to OE6



Call Center Comparisons (CY2018)

State-based Marketplace	Includes Medicaid	Budget	Number of CSRs	Calls Offered	Average Speed to Answer	Average Abandon Rate	Average Handling Time
Minnesota	Yes	\$3.8M	51-210	410,566	5 mins	9%	9 mins
Washington DC	Yes	\$4.4M	34	109,449	1 min	5%	14 mins
Rhode Island	Yes	\$11M	80-260	395,523	8 mins	16%	17 mins
Massachusetts	No	\$19.3M	180-395	1,057,342	1 min	2.8%	12 mins
Maryland	Yes	\$17.2M	165-308	1,375,378	2 mins	6-10%	11 mins

Massachusetts OE Period: November 1, 2018 to January 23, 2019

CE Program (Navigators)

Consumer Assistance Regions



Total contacts during 7-week OE6 period: 24,825

Total enrollments OE6: 32,130

19,231 QHP enrollments and 12,899 Medicaid enrollments

On the horizon:

FY20 Grant Renewal and Funding

July 1, 2019 – June 30, 2020

Questions?

If not now, feel free to contact:

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