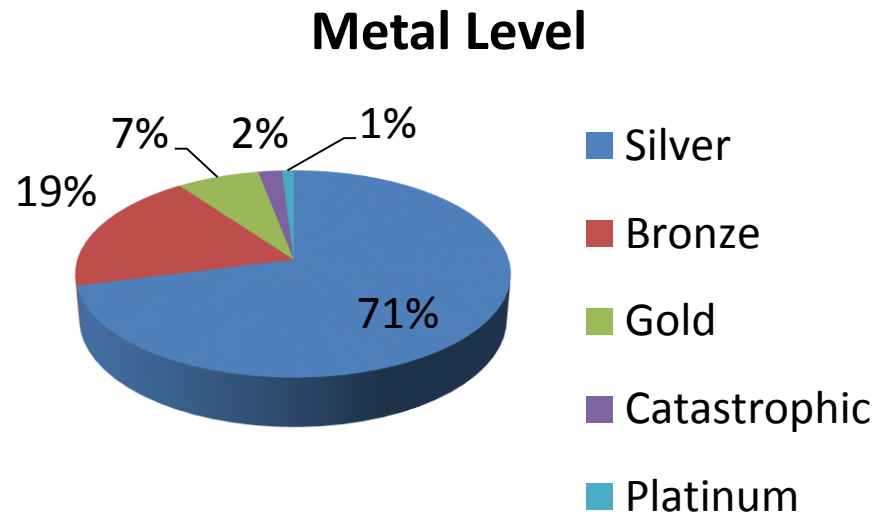
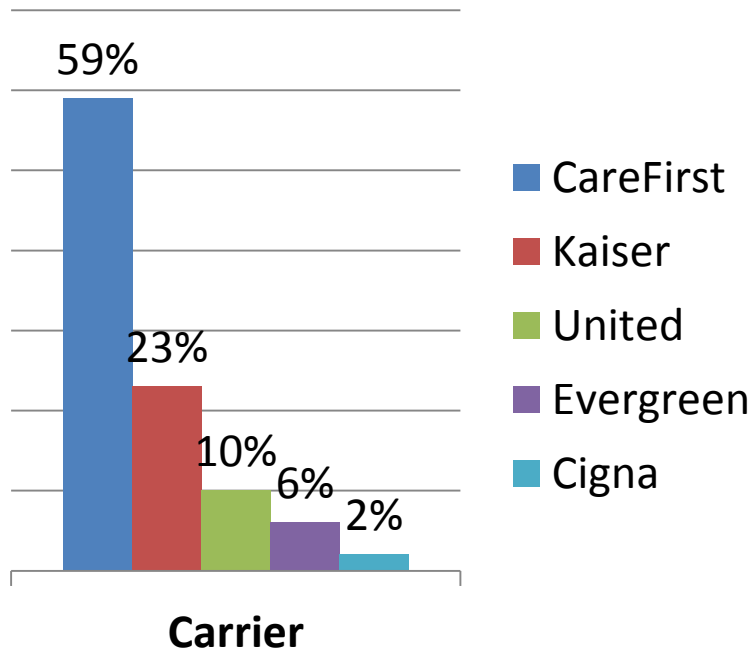


Operations
Open Enrollment Readiness

Michele Eberle, Chief Operating Officer

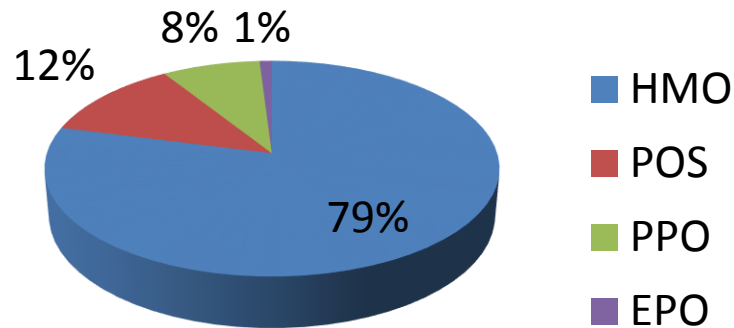
Carrier and Plan Management

All Open Enrollment Readiness Tasks Complete! Early enrollment analysis

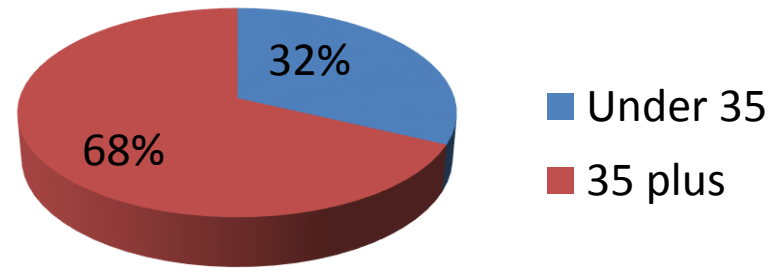


Carrier and Plan Management

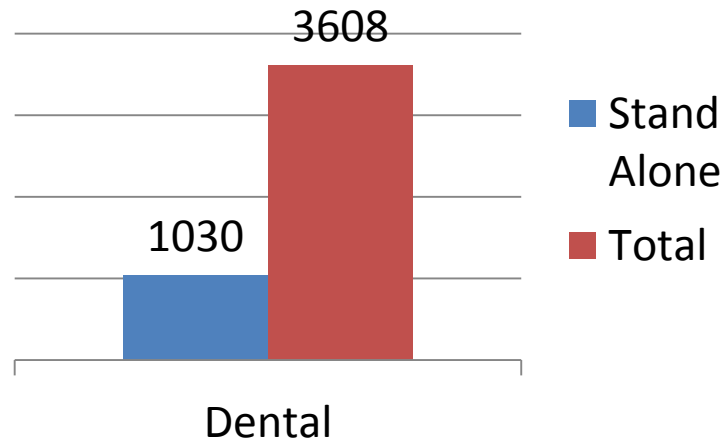
Plan Type



Age Distribution



Stand alone dental plans enrollment off to a good start!



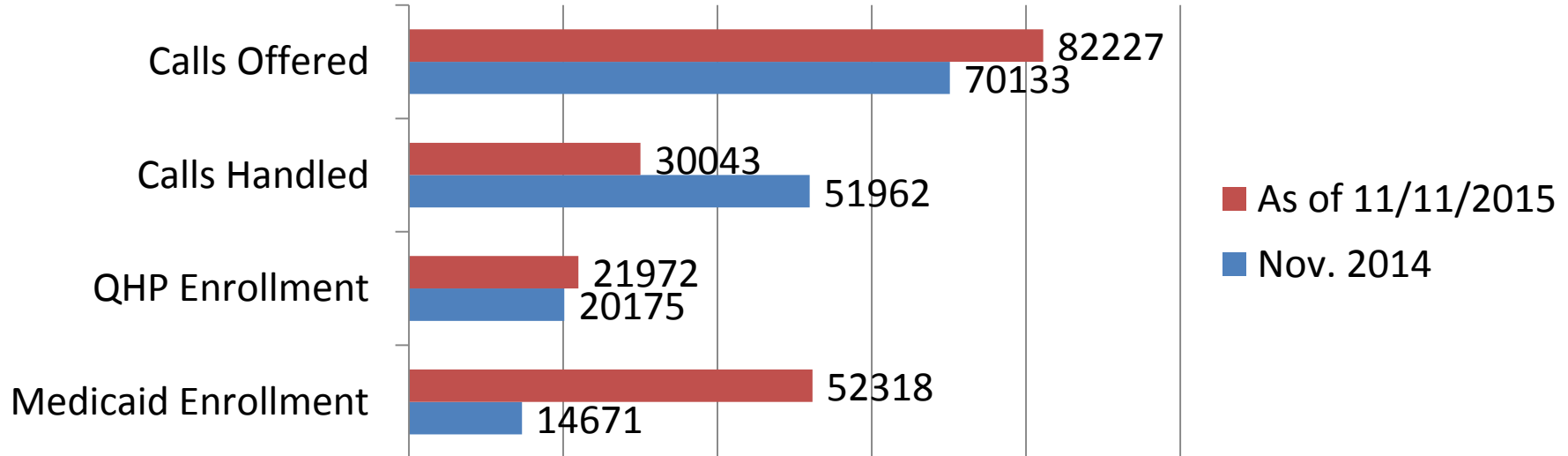
All Open Enrollment Readiness Tasks Complete!

Volume continues high due to Medicaid Redeterminations

59% of Medicaid Redetermination dates have passed

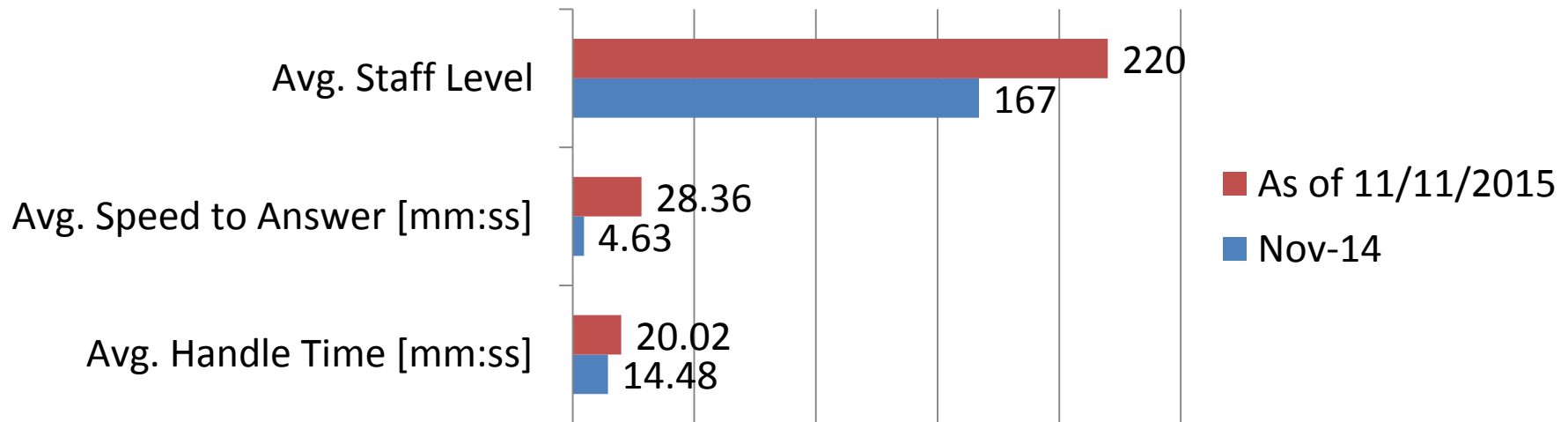
41% remaining, 80% in MHC, 20% in legacy systems

Of the 80% in MHC, anticipate 57% auto renewals



Expect the significant impact from redeterminations to diminish by June 2016

Consolidated Service Center

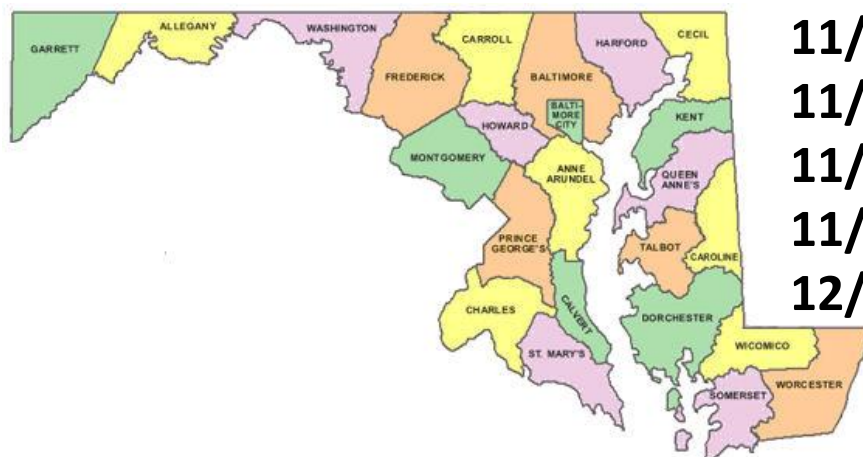


- **Staffing level maximized to provide greatest number of call center reps**
- **Volume of incoming calls greater than capacity to handle**
- **Medicaid calls are more involved than QHP – mixed household situations**
- **Efficiencies and training put in place are resulting in average handle time reduction and an increase in quality**

Connector Entities

All Open Enrollment Readiness Tasks Complete!

Enrollment events across the State



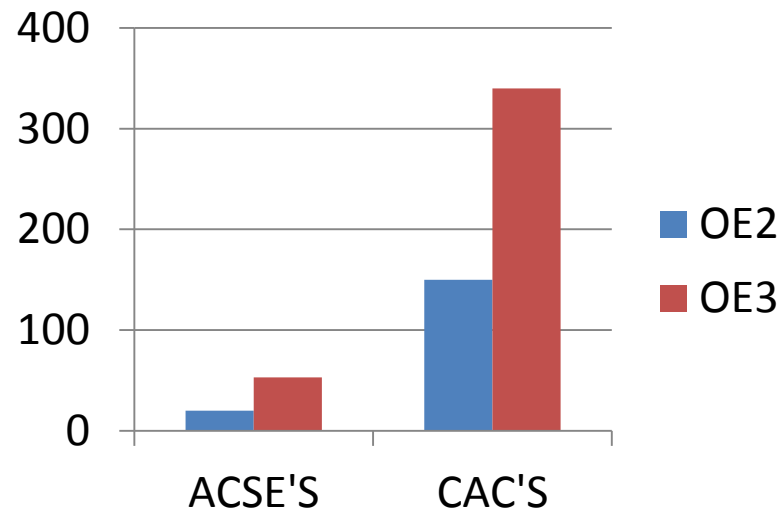
- 11/1** Beltsville and Abingdon
- 11/5** Elkton
- 11/14** Frederick and Salisbury
- 11/21** Landover and Towson
- 12/5** Aberdeen and Cumberland
- 12/7** Elkton
- 12/12** Berlin
- 12/13** Rockville and Baltimore

CE Assistance FY16 Q1

	July	August	September
Calls Received	14,752	15,209	14,661
Appointments	1,871	1,878	1,906
Presentations	94	114	101

All Open Enrollment Readiness Tasks Complete!

Increasing numbers of Application Counselor Sponsoring Entities and Certified Application Counselors



Accepting new ACSE applicants through end of November

Visit marylandhbe.com/connectors-acses for more information

Application Counselor Sponsoring Entities



Specific Community Focused

Anne Arundel County Department of Health	Health Care for the Homeless	Maryland Vietnamese Mutual Association
Baltimore Medical System	Health Partners, Inc.	Meritus Medical Center
Bon Secours Hospital Baltimore Inc.	HealthCare Access Maryland, Inc.	Mountain Laurel Medical Center-Western Maryland Healthcare Corp.
CASA de Maryland Inc.	Heart To Hand, Inc.	Owensville Primary Care
Center of Help, Inc.	Hospital Support Services Inc.	Park Height Medical Clinic Inc.
Chamberlin Edmonds	Howard County General Hospital	Park West Health System, Inc.
Charm City Clinic Inc.	Infectious Disease Prevention and Health Services Bureau	Patient Services, Inc.
Chase Brexton Health Care	Institute for Creative Community Initiatives, Inc.	Prince Georges County HIV/AIDS Stakeholders, Inc.
Community Clinic, Inc.	Interfaith Works Inc.	ROI Eligibility Services Corp.
Community Outreach and Development, Community Development Corporation	Johns Hopkins Bayview Medical Center	Sowing Empowerment & Economic Development, Inc.
DECO Recovery Management, LLC	Johns Hopkins Community Physicians	Structured Employment Economic Development Corp.
Deer's Head Hospital Center	Johns Hopkins Hospital	Suburban Hospital
Department of Public Safety & Correctional Services	Korean Community Service Center of Greater Washington	Three Lower Counties Community Services, Inc.
Family Health Centers of Baltimore	La Clinica del Pueblo	Total Health Care, Inc.
Family Healthcare of Hagerstown	Life and Discovery, Inc.	Tri-State Community Health Center, Inc
Frederick Memorial Hospital	London Eligibility Inc.	Union Hospital of Cecil County
Gaudenzia	Maryland Care of Camp Springs, LLC	West Cecil Health Center
		Western Maryland Regional Medical Center of Cumberland

All Open Enrollment Readiness Tasks Complete!

925 Authorized producers able to assist Marylanders with health plan selection

- **Down form 1,123 in September – reduction due to failure to complete required training. Producers will be reinstated once training is completed**

BAT Phone roll-out successful

- **Handling 30+ calls per day during first week**
- **84 enrollments completed through BAT phone program as of 11/13/15**



Questions?