



Status Report – Enrollment 1-15-14

EXECUTIVE SUMMARY CURRENT STATUS

Cover Oregon implemented a hybrid process for processing applications. Three steps – apply, shop and enroll in plans – can be done online at CoverOregon.com. Determining eligibility for tax credits and the Oregon Health Plan (OHP)/Healthy Kids (HK) continues to be processed by Cover Oregon staff. We are finalizing enrollments with the insurance companies for January 1 coverage and beginning to process applications for the next wave of enrollments effective February 1. Applicants eligible for OHP/HK are automatically enrolled in coverage and notified by the Oregon Health Authority.

Nearly 180,000 – NUMBER OF OREGONIANS ENROLLED IN HEALTH COVERAGE

This number includes fast track enrollments in OHP and Cover Oregon enrollments in private plans and OHP.

COVER OREGON ENROLLMENTS

Measure	Actual
Eligibility verified, determinations made and applications moved to enrollment	95,000*
Total Enrollments	65,932
<i>Oregon Health Plan</i>	42,104
<i>Private Plans</i>	23,828

*This is an estimate based on experience to date of number of individuals per a single application and enrollment form.

ACTIONS TAKEN OVER THE PAST 45 DAYS

- Brought on Greg VanPelt, former CEO of Providence Health Systems, to advise senior leadership
- Stood up a joint command center (Cover Oregon and OHA) and interim accountability structure to enroll people in coverage
- Implemented several components of the IT system to reduce manual work, support faster access to information and enhance the effectiveness of the application and enrollment process
- Expanded operations and customer service to 24/7 in response to high volume of applications
- Expanded infrastructure, adding call center staff and phone lines to manage peak call volume
- Implemented change management and LEAN process improvements to shorten the cycle time in each part of the process
- Worked with insurance carriers to obtain extension so more individuals could be processed for January 1 coverage
- Began developing and implementing a 90- day contingency plan including longer term staffing model for improved customer service and call center capacity to reduce call wait times and abandonment rates
- Finalizing testing of fillable PDF application on public web site to reduce volume of incomplete applications and improve cycle time through the process