

# Strategy Committee Meeting

*August 27, 2015*



access health CT 

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# FEDERAL, STATE AND OTHER REPORTING REQUIREMENTS

# Federal Reporting Requirements

Report	Description	Frequency	Agency
<b>Complete separately for each active Federal Grant (currently 3)</b>			
Federal Financial Report	Cumulative drawdown amounts	Quarterly, (inception through current quarter)	Health & Human Services, Financial Management Service, Division of Payment Management
Monthly Detailed Budget Supplemental	Financial progress (Funds authorized, expenditures, balance) and contractual details	Monthly, (inception through two months in arrears)	Center for Consumer Information & Insurance Oversight (CCIIO)
Grant Progress Report	Narratives by core areas of strategies and accomplishments	Biannual, as of December 31 and June 30	CCIIO
Final Grant Progress Report	Final project narratives	Once, due 90 days following end of project period	CCIIO
State-based Marketplace Annual Reporting Tool (SMART)	Audited financial statements, programmatic audit of eligibility and enrollment, and various artifacts including updates to CMS blueprints and information technology and privacy and security	Annual	CCIIO

# State Reporting Requirements

Report	Description	Frequency	Agency
Quasi-Public Quarterly Report	Financial Report and Personnel Status Report	Quarterly	CT Office of Fiscal Analysis
Quasi-Public Annual Report	Narratives of the fiscal year in review, financial summary, human resources and planned activities for next fiscal year. Financial statements . Firms receiving >\$5,000. Personnel Status Report.	Annual, by fiscal year	<ul style="list-style-type: none"> <li>• Governor</li> <li>• Auditors of Public Accounts</li> <li>• Legislative Program Review and Investigations Committee</li> <li>• State Librarian</li> <li>• Legislative Library</li> </ul>
Quarterly Data Report from AHCT Board of Directors	Number of persons enrolled based on % of the Federal Poverty Levels. Cost of the second lowest price silver premium plan. [required by § 1 -38a-1092(a)]	Quarterly	<ul style="list-style-type: none"> <li>• Insurance and Real Estate Committee</li> <li>• Human Services Committee</li> <li>• Public Health Committee</li> <li>(cc) CT General Assembly</li> <li>(cc) Legislative Library</li> <li>(cc) State Librarian</li> </ul>
Effects of Adverse Selection	[required by §38a-1084]	Annually	CT General Assembly

# Other Reporting Requirements

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Report	Description	Frequency	Agency
Audited Financial Statements	Financial statements, Management Discussion & Analysis, and Federal Single Audit Reports	Annual	AHCT Board of Directors Federal Audit Clearinghouse, repository for the Federal Office of Management and Budget, and CCIO

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# METRICS

# Metrics

Metric	Measure	Frequency
Call Center User Satisfaction	<i>Satisfaction with call center help</i>	Weekly/Monthly
Website User Satisfaction	<i>Value of website information</i>	Monthly
Net Promotor Score	<i>Success of consumer experience, measured by recommending AHCT to others</i>	Once a year (during annual survey)
Member Retention	<i>Renrolled members during Open Enrollment</i>	Annually
Open Enrollment Goal	<i>QHP customers vs. membership goal</i>	Annually
Staff Diversity	<i>Male/Female ratio and ethnicity percentages</i>	Quarterly
Turnover of High Performers	<i>Employee Turnover rate</i>	Annually
Budget vs. Actual	<i>Operating within 5% of targets</i>	Monthly
Exchange Solutions: Potential Customers Actively Prospected and Sold	<i>Customers prospected and sold services, actual vs. plan</i>	Quarterly
SHOP: Total Quotes, New Groups, Renewal Retention and Membership	<i>Number of quotes, new groups, retention rate, and membership, actual vs. plan</i>	Quarterly
APCD: Vendor Implementation, Process Management and Analytics	<i>Achievement of goals for data collection and reporting</i>	Quarterly

# Metrics - Operations

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## Operations

### ➤ Call Center User Satisfaction

*"How satisfied were you with the help you received through the call center?"*

### ➤ Website User Satisfaction

*"How valuable was the information you found on the web site?"*

### ➤ Net Promotor Score

*Measure of loyalty and success in providing exceptional consumer experience.*

*"Would you recommend AHCT to someone who is looking for insurance?"*

### ➤ Open Enrollment Goal

*Total QHP customers compared to membership goal*

### ➤ Member Retention

*Percentage of members enrolled in 12 months leading to open enrollment period that renewed coverage*



# Metrics - HR, Finance, Exchange Solutions

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## Human Resources

### ➤ Staff Diversity –

- male/ female ratio
- ethnicity percentages

*Measured for employees and durational employees*

### ➤ Turnover of High Performers

## Finance

### ➤ Budget vs. Actual

*Measured against goal of operating within 5% of the budget*

## Access Health Exchange Solutions

### ➤ Potential Customers Actively Prospected

*Actual vs. Plan for SBMs, FFM states, Private Exchanges*

### ➤ Customers Sold

*Actual vs. Plan for Consulting, BPO and Multi-State*

# Metrics - SHOP

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## SHOP

### ➤ Total Quotes

*The total number of group quote requests received and entered through Benefit Central*

### ➤ New Groups

*Quotes received from brokers, call-ins and website*

### ➤ Renewal Retention

*Group by group list of clients renewing with AHCT Small Business*

### ➤ Membership

*Membership plan vs. actual*

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# Metrics - APCD

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## APCD

### ➤ Vendor Implementation

*Build-up, testing and integration of historical and claims data.  
Establish automated production process for data collection.  
Launch website and web reports.*

### ➤ Process Management

*Manage broad strategy, data privacy/ security.  
Develop framework for data release process to state agencies and public users.  
Manage and support data release.  
Integrate AHCTQHP data to claims.*

### ➤ Operational and Analytics

*Improve business intelligence reporting.  
Compliance with Center for Consumer Information and Insurance Oversight (CCIIO)  
Support data warehouse development, maintenance and governance.*