

# HUSKY Health Program Performance Dashboard

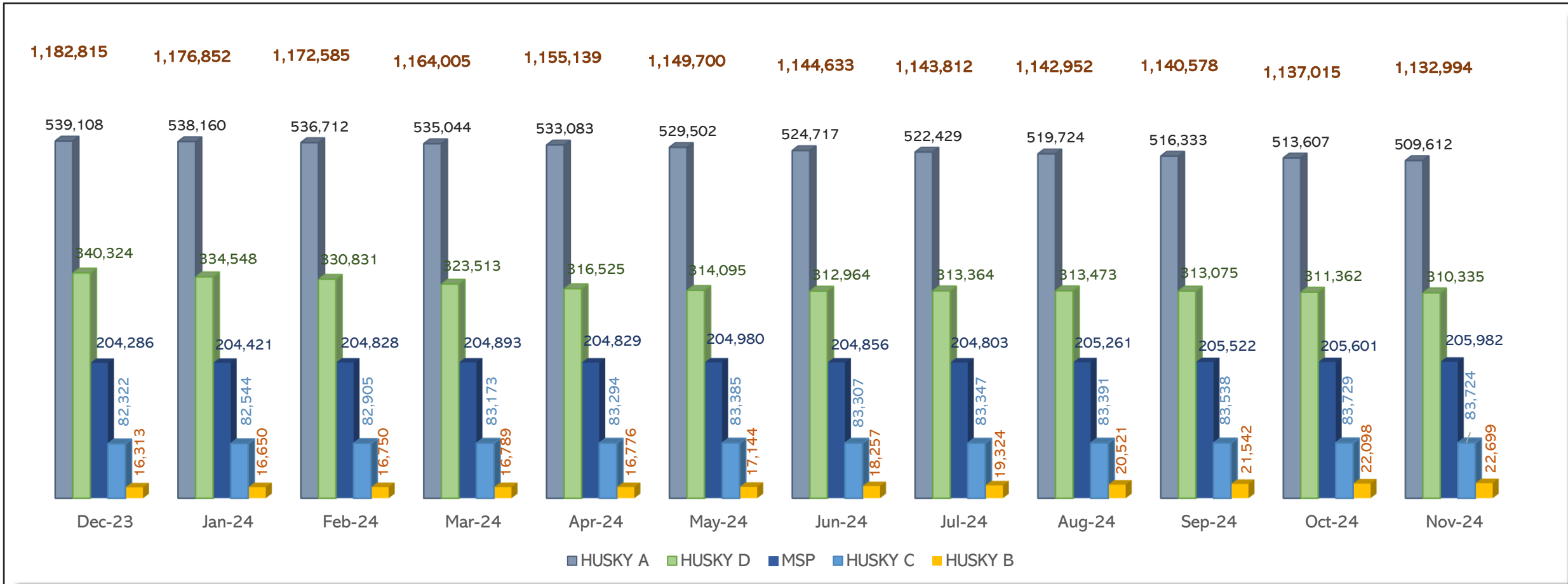


November 2024

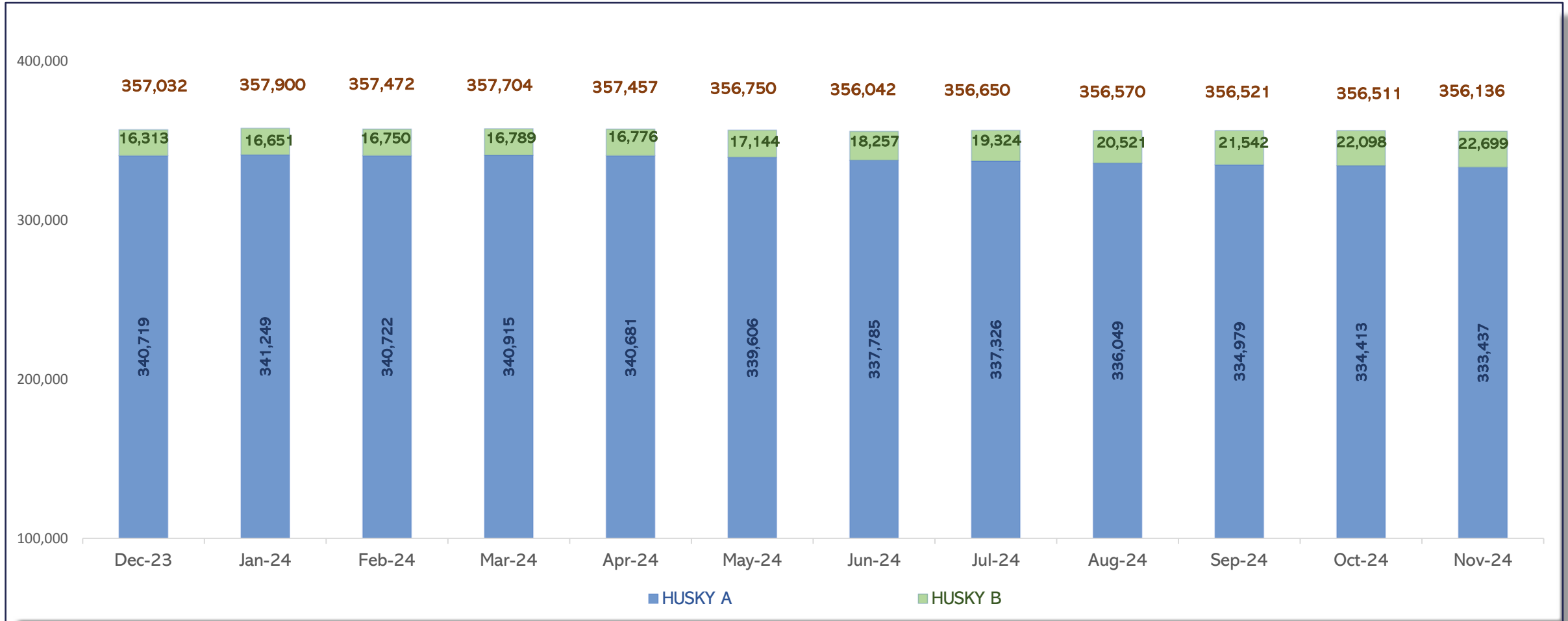




# HUSKY Enrollment

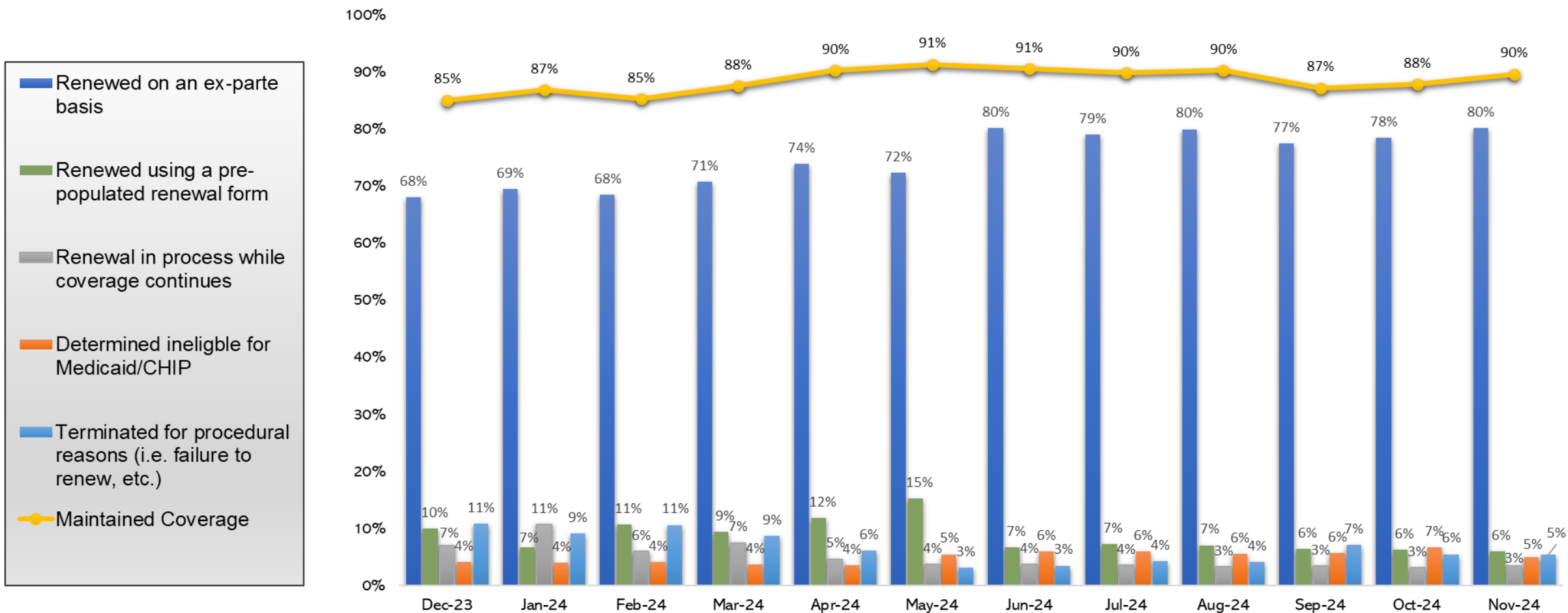


\* Excludes limited benefit programs and state-funded programs





# HUSKY Renewal Activity & Outcomes



From Nov. 2023 to Nov. 2024, an average of 88% of individuals maintained coverage at month end.  
38% of individuals who disenrolled, re-enrolled within 90 days from closure.

Renewal Disenrollment Tracking 30/60/90-Day Mark	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	60-day mark	30-day mark
Total individuals disenrolled at renewal	10,121	9,044	12,476	15,647	11,658	15,395	13,242	6,804	7,270	7,022	9,883	8,652	11,073	11,455
Total individuals active currently in HUSKY/CHIP	2,730	2,078	3,123	3,422	2,214	3,074	3,019	2,166	1,711	1,699	2,326	1,850	2,184	1,559
Total individuals active currently in QHP/APTC	827	953	996	1,053	685	1,005	957	394	658	522	736	726	547	631
Total individuals active currently in Covered CT	568	655	724	905	651	843	778	303	479	473	596	626	661	741
Total Individuals who transitioned to non-MAGI HUSKY	34	56	58	65	51	79	81	32	32	21	35	36	31	44
Total individuals who closed and are now active	4,159	3,742	4,901	5,445	3,601	5,001	4,835	2,895	2,880	2,715	3,693	3,238	3,423	2,975
*Total individuals not enrolled in any state programs	5,962	5,302	7,575	10,202	8,057	10,394	8,407	3,909	4,390	4,307	6,190	5,414	7,650	8,480
Re-enrolled	41%	41%	39%	35%	31%	32%	37%	43%	40%	39%	37%	37%	31%	26%

\*This count includes individuals that moved out of CT and deceased individuals

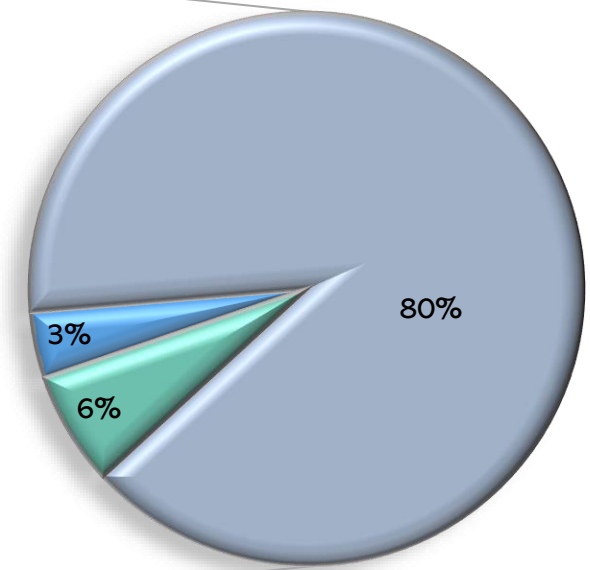
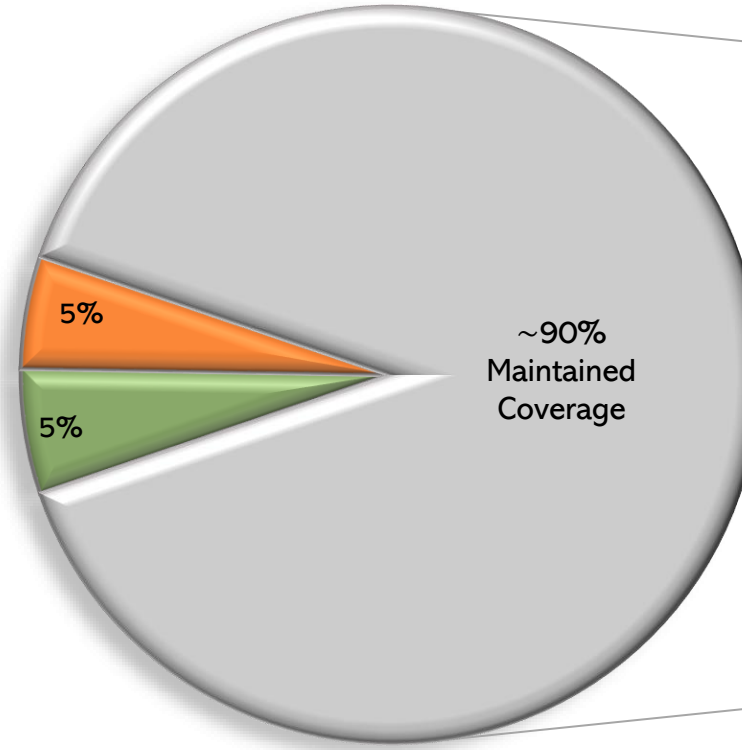
38% of individuals who were disenrolled at renewal have regained coverage within 90 days from closure, mostly by requalifying for HUSKY coverage. Most of the remaining individuals have stayed closed because they did not come in to renew coverage or be evaluated for other coverage options.



# HUSKY Renewal Outcomes – Latest Status



- Data captures renewal outcomes at individual level (not household). In November, 102,417 individuals went through the renewal process.
- 80.2% of individuals had coverage renewed without further information being requested from them. This is called an *ex-parte* or passive renewal.
- 5.9% of individuals who could not be renewed passively (i.e., data sources show income over the program limit) were renewed using a pre-filled form.
- 3.5% of individuals were conditionally enrolled/renewal in process, but a final eligibility determination has not yet been made (pending receipt of outstanding verifications).
- Data is point-in-time at end of reporting month and does not include subsequent reenrollments.

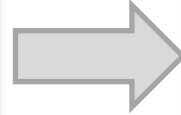


- Terminated for procedural reasons (i.e. failure to renew, etc.)
- Determined ineligible for Medicaid/CHIP
- Renewal in process while coverage continues
- Renewed on an ex-parte basis
- Renewed using a pre-populated renewal form

## Outcomes by Benefit Plan

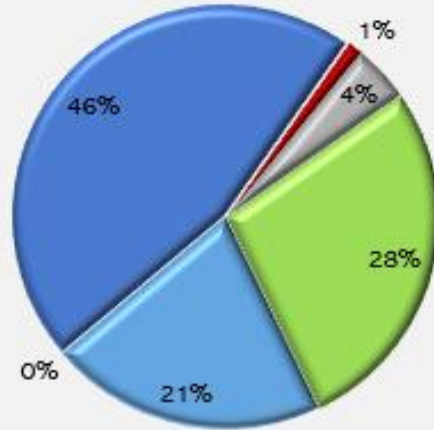
Medical Benefit Plans refer to the HUSKY Programs (A, B, C, and D) and the Medicare Savings Program (MSP)

- HUSKY A - Medicaid for children, parents, relative caregivers, and pregnant individuals, etc.
- HUSKY B - Children's Health Insurance Program (CHIP)
- HUSKY C - Medicaid for older adults and individuals with disabilities
- HUSKY D - Medicaid for adults without dependent children
- MSP provides premium and/or copayment assistance to Medicare beneficiaries



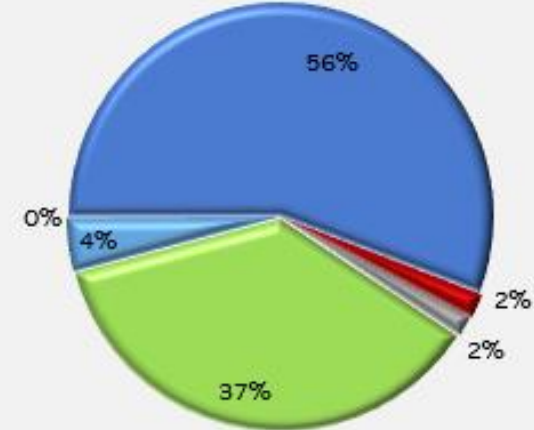
Renewed and retained in Medicaid/CHIP

**N = 88,180**



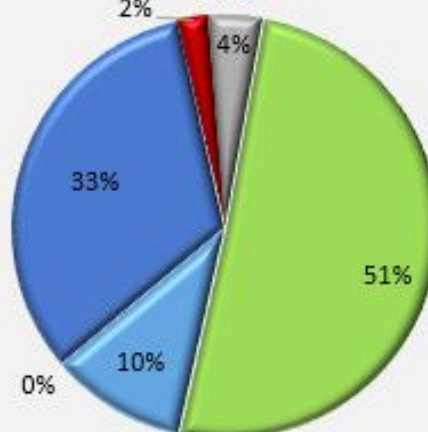
Determined ineligible for Medicaid/CHIP

**N = 5,064**



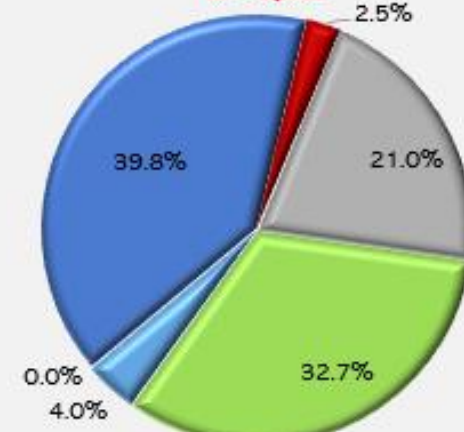
Terminated for procedural reasons

**N = 5,614**



Renewal in process

**N = 3,559**

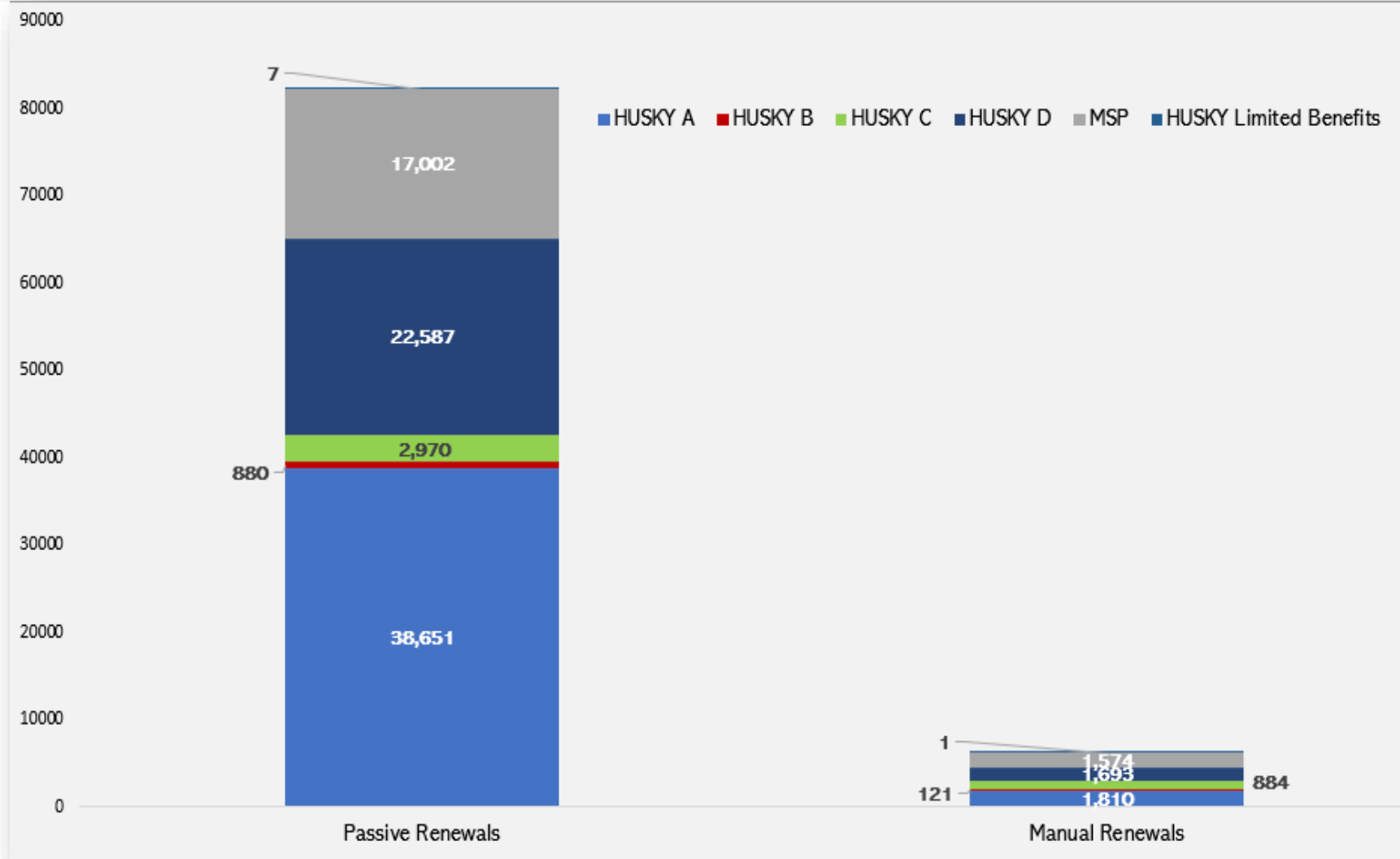


- HUSKY A
- HUSKY B
- HUSKY C
- HUSKY D
- MSP - Medicare Savings Program
- HUSKY Limited Benefits < .01%

## Passive vs. Manual Renewals by Medical Benefit Plan

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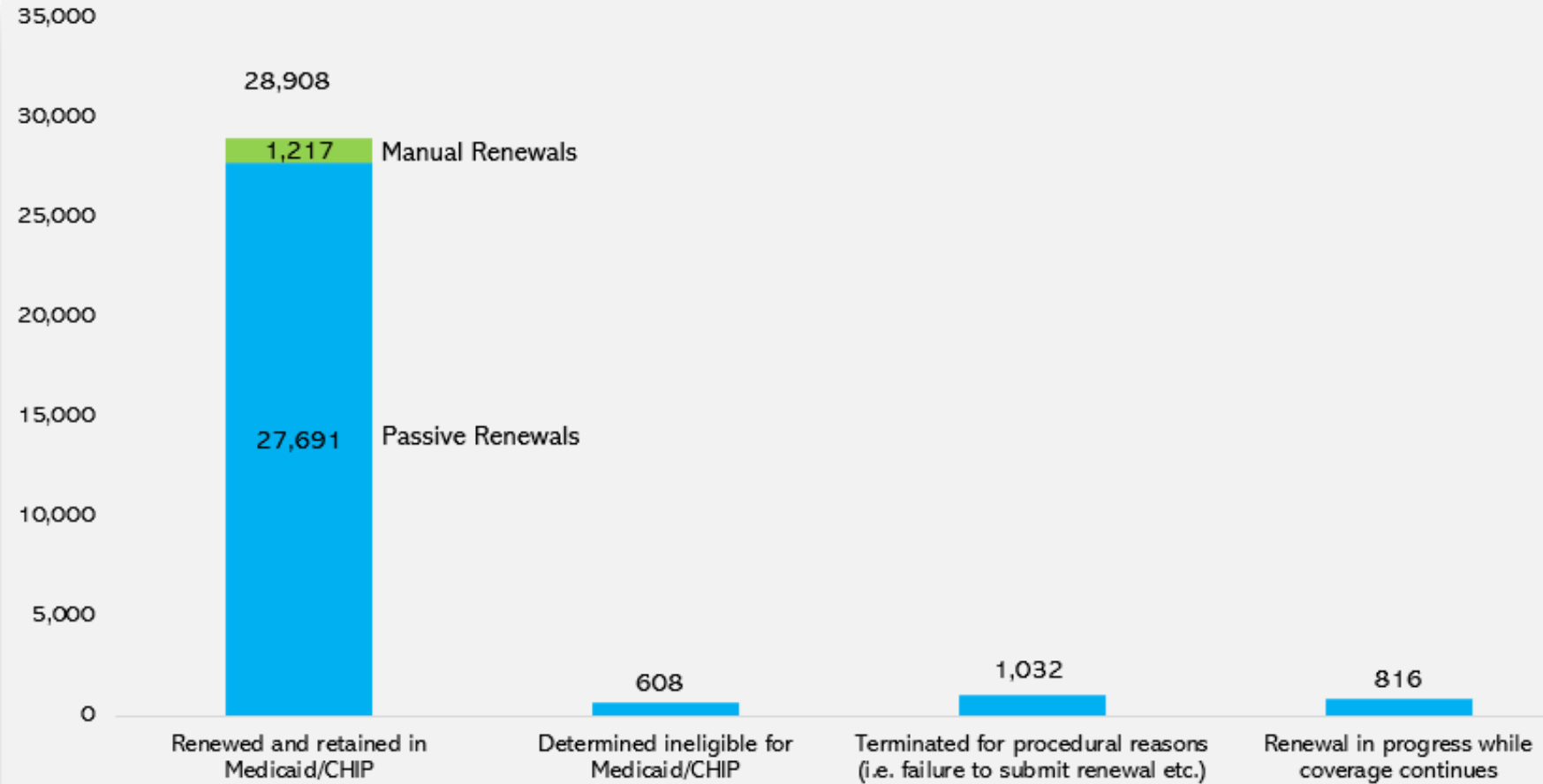
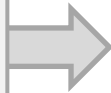
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During November 2024, 82,097 individuals renewed “passively” while 6,083 renewed using a pre-filled form.

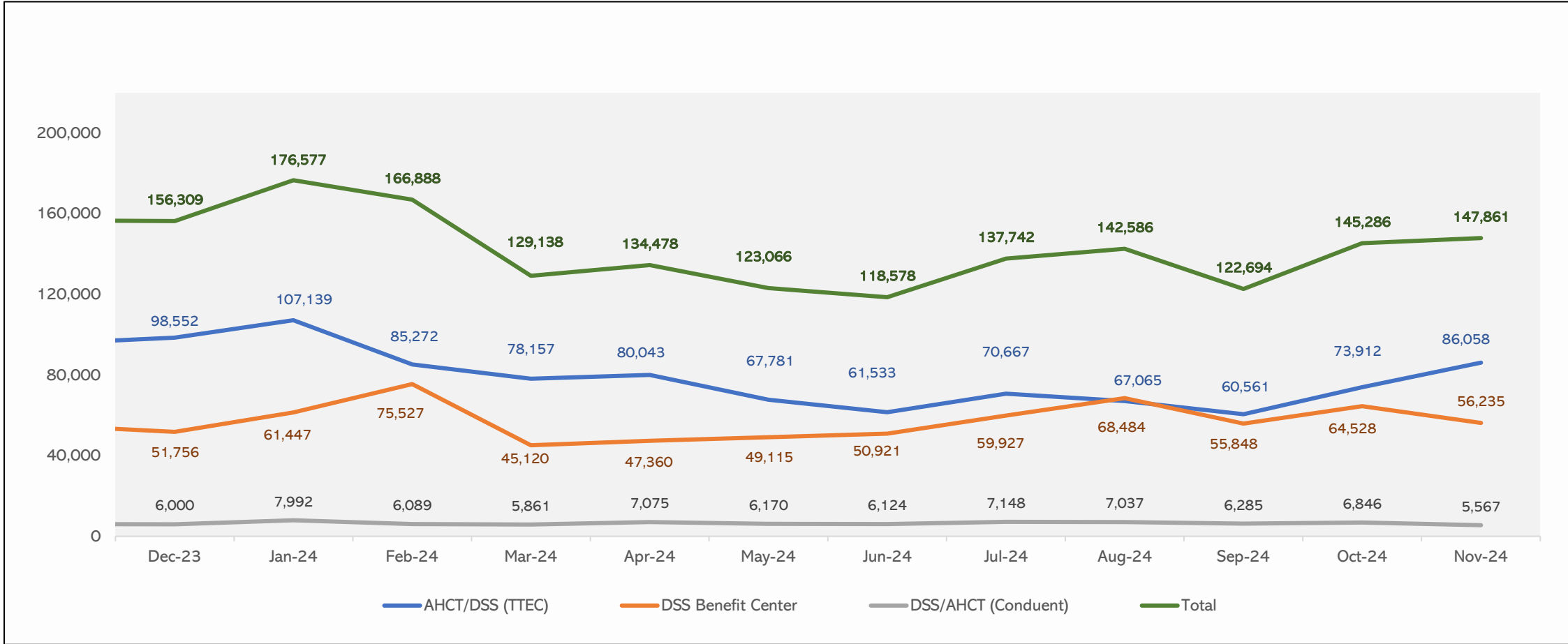
## Renewal Outcomes for Children

- Includes data for children on HUSKY A and HUSKY B (CHIP)
- The "Renewal in process" metric also includes children in HUSKY A and B who are in a reasonable opportunity period and have a VCL (verification check-list) for outstanding verifications. Coverage is maintained during this process.

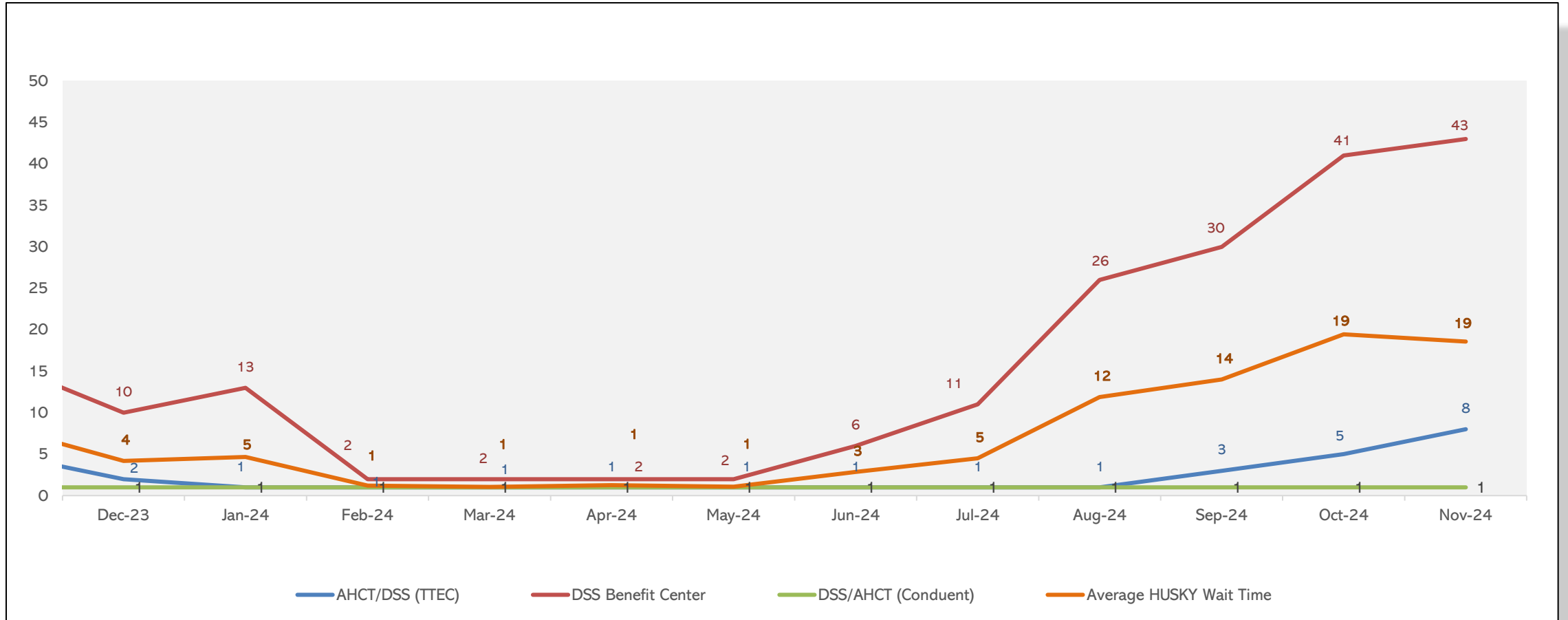




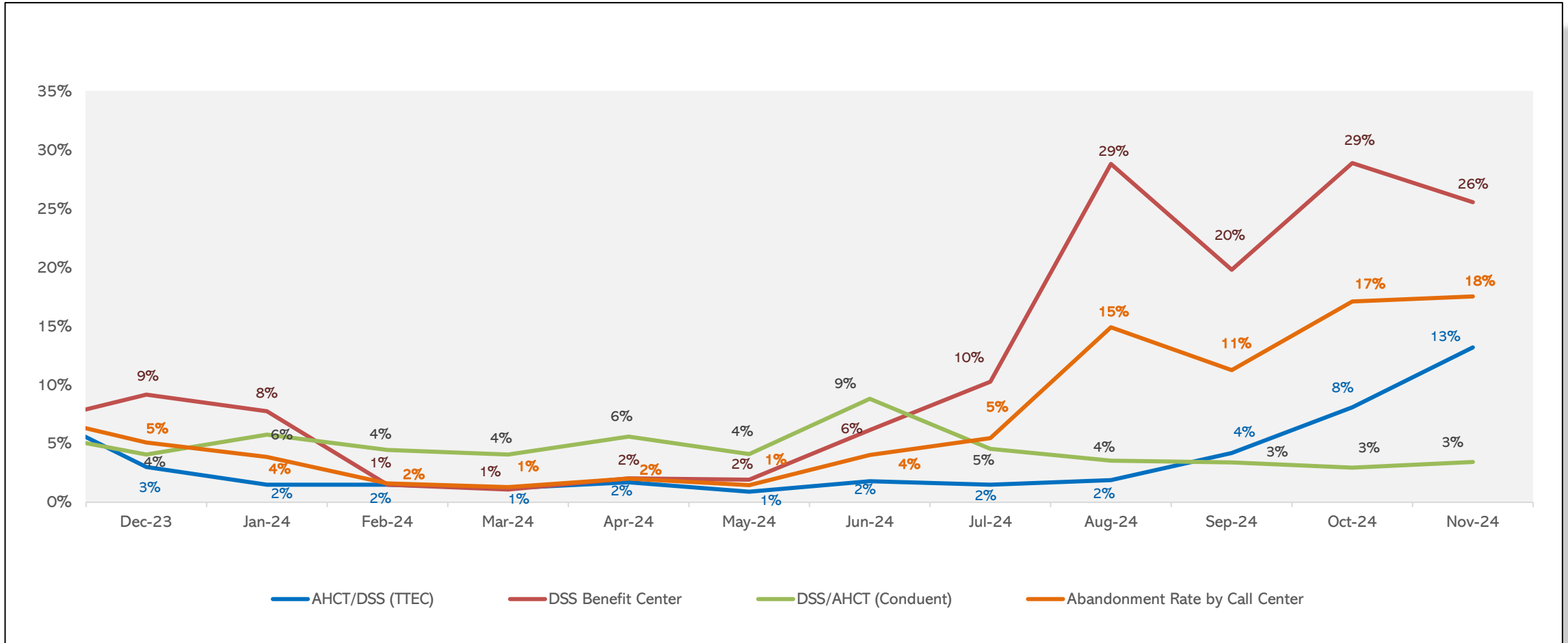
# Call Center Data Across all HUSKY Contact Centers



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. The DSS Benefit Center handles 30% of Medicaid/CHIP calls. Total call volume for the Benefit Center in November was 200,841.



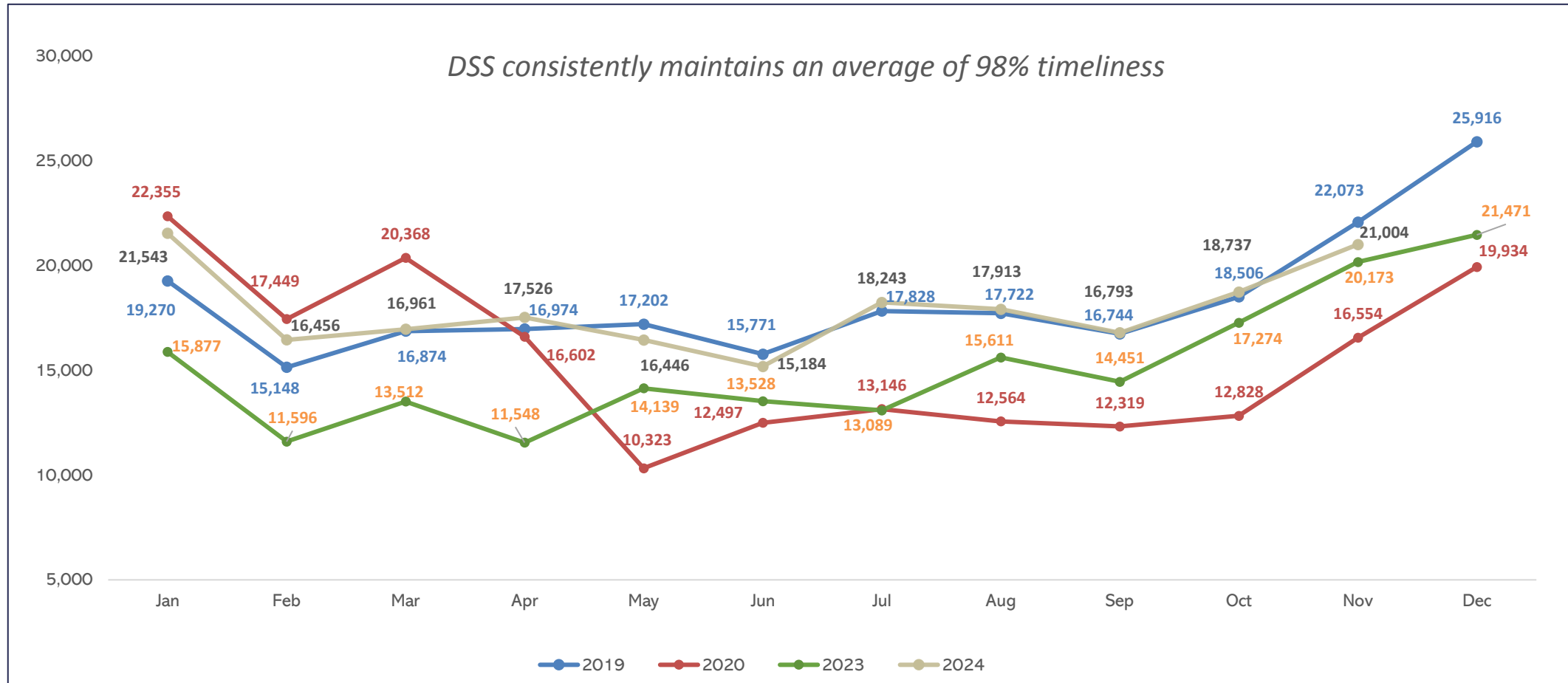
Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. Wait times are measured from the time a caller selects the option to speak with an agent to the moment the caller is connected to one.



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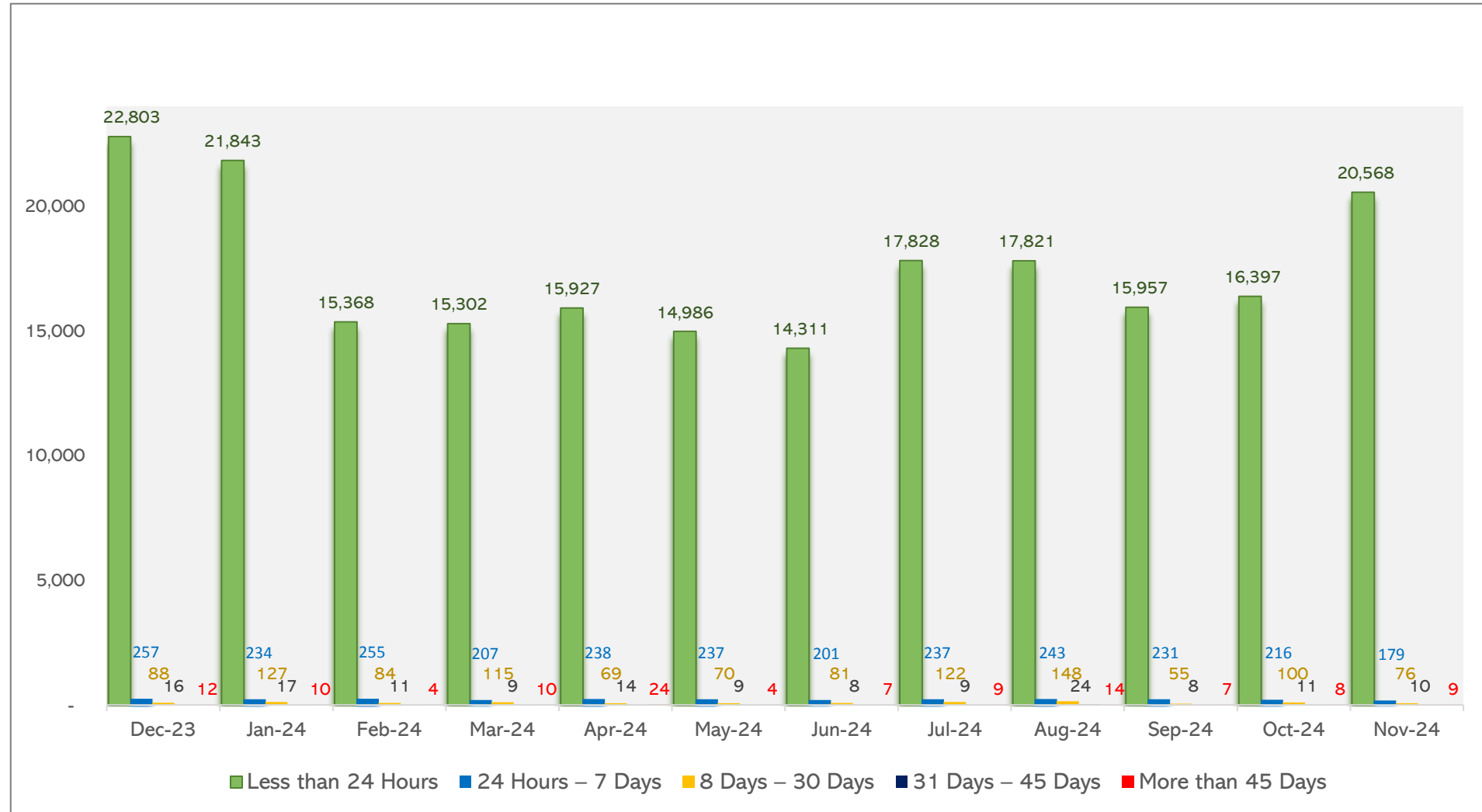


# HUSKY Application Activity & Timeliness



Note: Calendar years 2021-2022 were omitted to ease crowding in the chart allowing better comparison of pre-pandemic data in 2019 and early 2020 with current trends.

- The standard of promptness for MAGI-based Medicaid applications is 45 days from receipt.
- Current median processing time in CT is less than 24 hours



- The standard of promptness for most Medicaid apps is 45 days from receipt.
- A longer period of up to 90 days is allowed for people with disabilities and applications for long term services and supports.
- Current median processing time is 32 days.

