

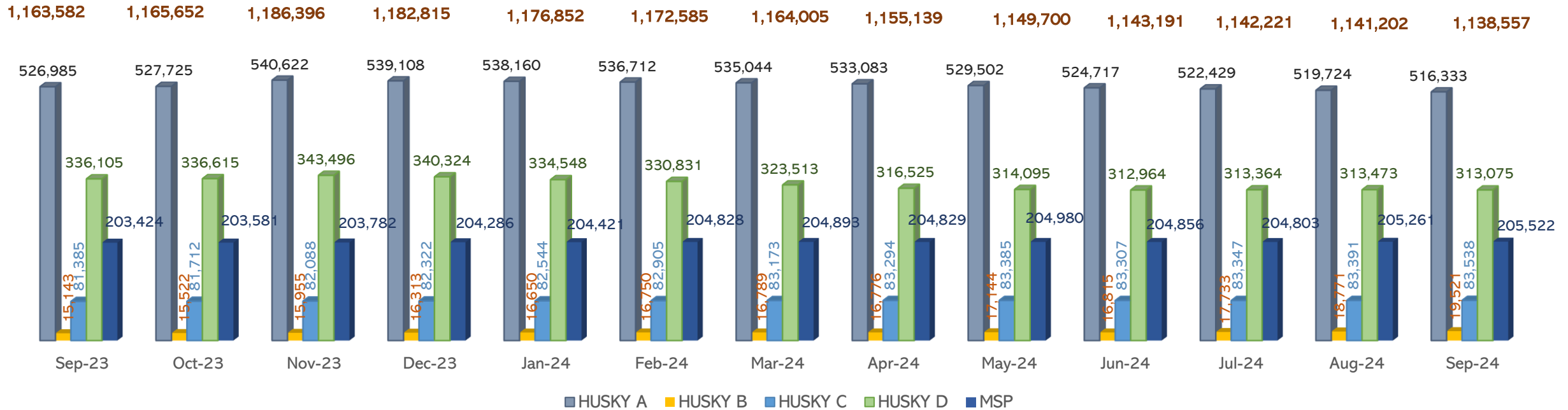
HUSKY HEALTH PROGRAM PERFORMANCE DASHBOARD

SEPTEMBER 2024



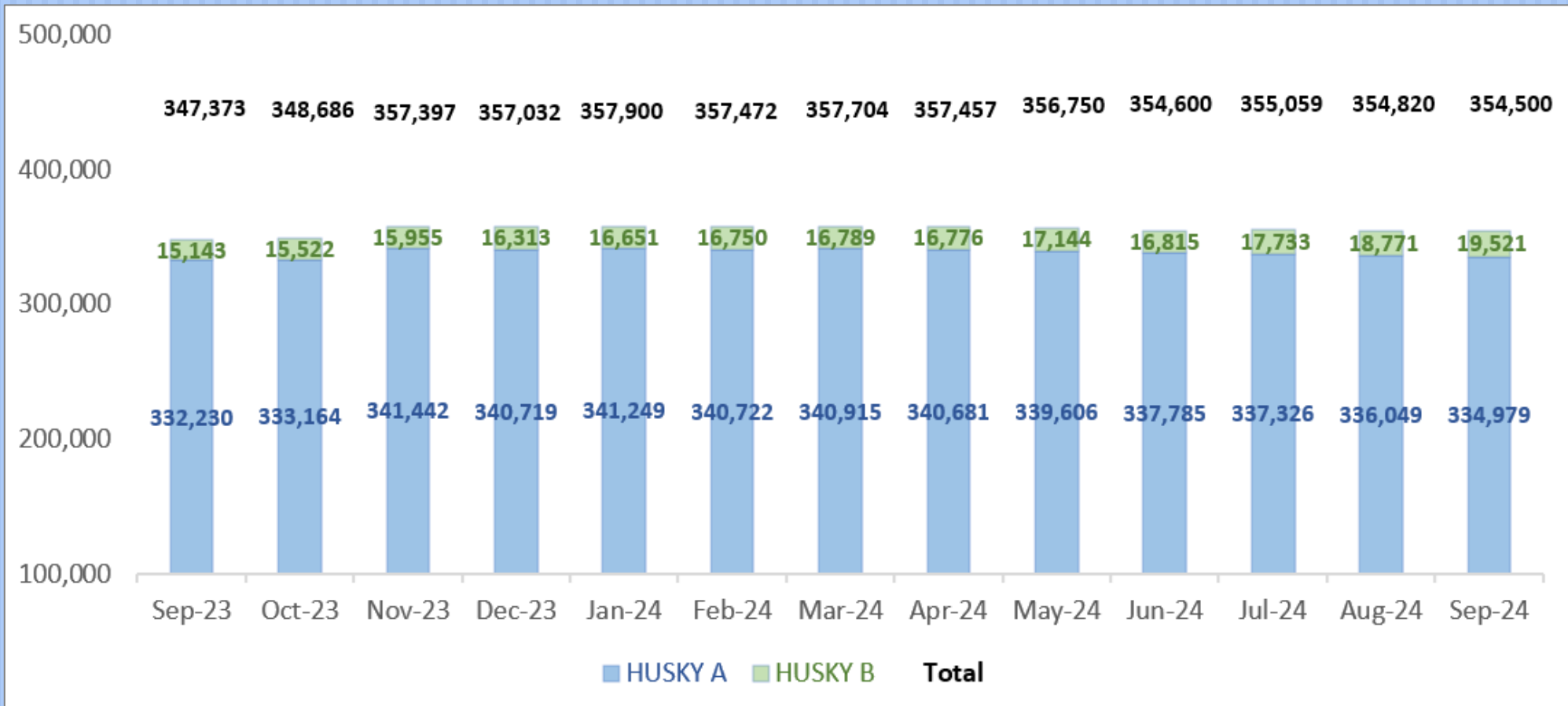
HUSKY ENROLLMENT

HUSKY & MEDICARE SAVINGS PROGRAM (MSP) ENROLLMENT



* Excludes limited benefit programs and state-funded programs

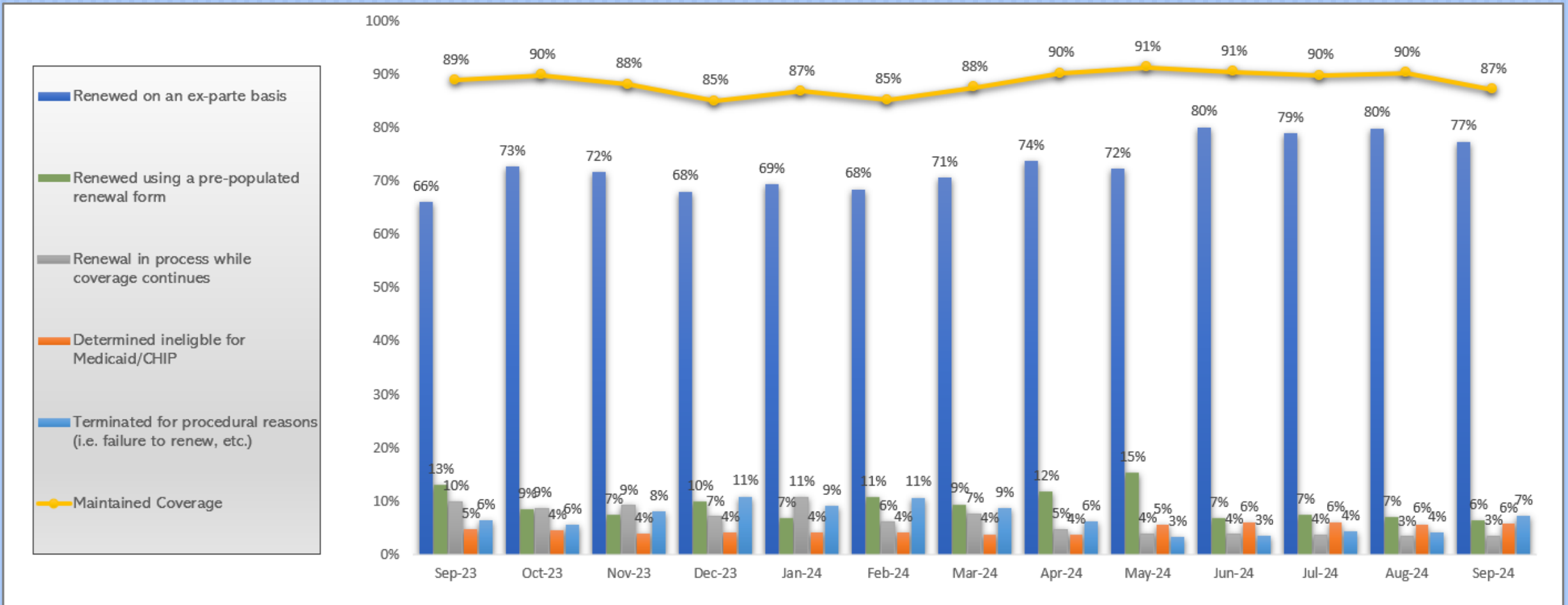
HUSKY A & B CHILD ENROLLMENT



HUSKY RENEWAL ACTIVITY AND OUTCOMES

HUSKY Health Renewal Outcomes – September 2023 to September 2024

As reported by DSS to CMS at end of each month



From Sept. 2023 to Sept. 2024, an average of 89% of individuals maintained coverage at month end. Those who disenroll often re-enroll after the month end.

RENEWAL POST-DISENROLLMENT STATUS

Tracking Individuals for up to 90 days after disenrollment

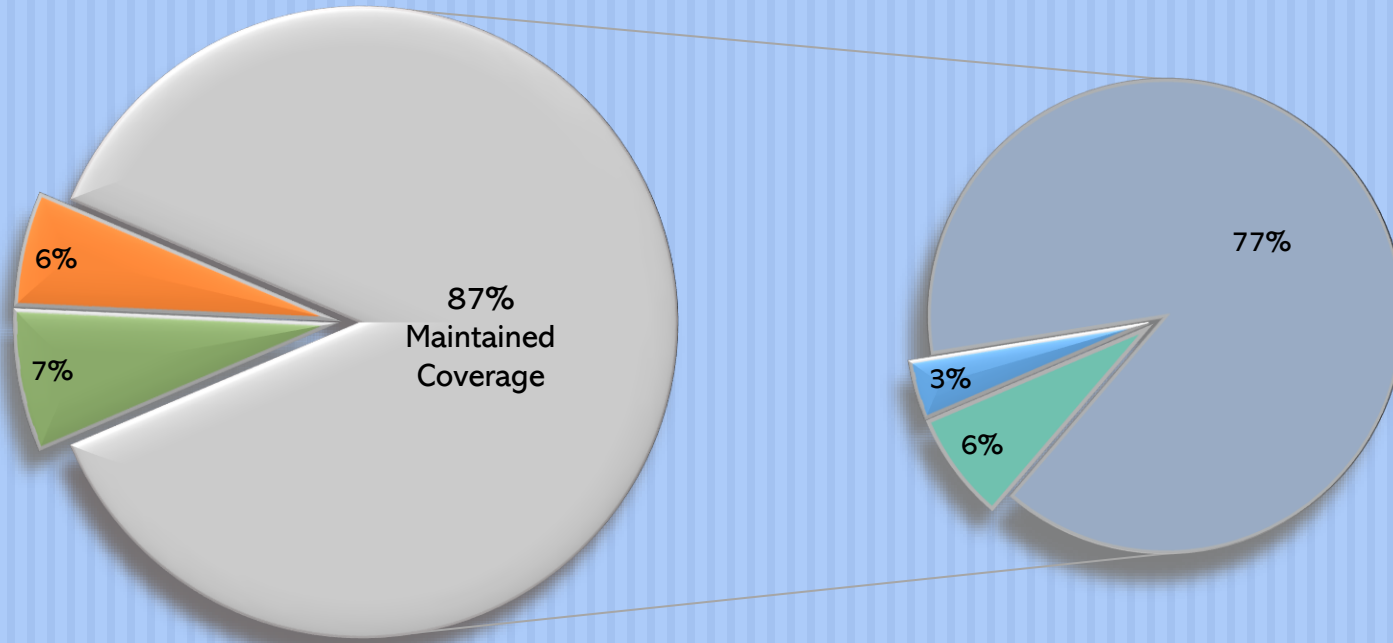
Renewal Disenrollment Tracking 30/60/90-Day Mark	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	90-day mark	60-day mark	30-day mark
Total individuals disenrolled at renewal	22,298	10,121	9,044	12,476	15,647	11,658	15,395	13,242	6,804	7,270	7,022	9,883	8,652
Total individuals active currently in MAGI HUSKY/CHIP	8,555	2,730	2,078	3,123	3,422	2,214	3,074	3,019	2,166	1,711	1,699	2,087	1,273
Total individuals active currently in QHP/APTC	1,216	827	953	996	1,053	685	1,005	957	394	658	522	728	698
Total individuals active currently in Covered CT	815	568	655	724	905	651	843	778	303	479	473	561	532
Total Individuals who transitioned to non-MAGI HUSKY	85	34	56	58	65	51	79	81	32	32	21	38	36
Total individuals who closed and are now active	10,671	4,159	3,742	4,901	5,445	3,601	5,001	4,835	2,895	2,880	2,715	3,414	2,539
*Total individuals not enrolled in any state programs	11,627	5,962	5,302	7,575	10,202	8,057	10,394	8,407	3,909	4,390	4,307	6,469	6,113
Re-enrolled	48%	41%	41%	39%	35%	31%	32%	37%	43%	40%	39%	35%	29%

Nearly 40% of individuals who were disenrolled at renewal in the last 12 months have regained coverage 30 to 90 days later, mostly by requalifying for HUSKY coverage. Most of the remaining households have stayed closed because they did not come in to renew coverage or be evaluated for other coverage options.

HUSKY RENEWAL OUTCOMES – LATEST STATUS

HUSKY Health Renewal Outcomes – September 2024

As reported by DSS to CMS at end of each month



- 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

Notes:

- Data captures renewal outcomes at individual level (not household). In September, 86,437 individuals went through the renewal process.
- 77% of individuals had coverage renewed without further information being requested from them. This is called an *ex-parte* or passive renewal.
- 6% 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% 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.

HUSKY Health Renewal Outcomes - September 2024

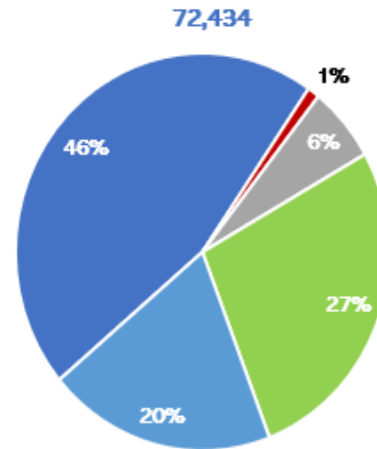
By Medical Benefit Plan

Notes:

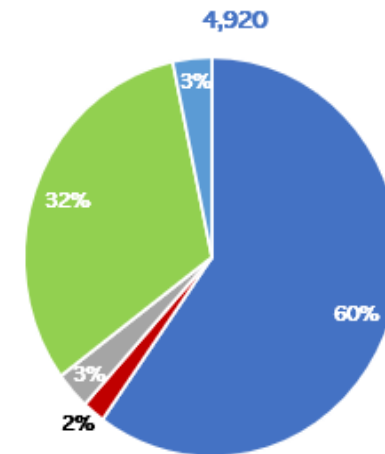
Medical Benefit Plans refer to the HUSKY Programs (A, B, C, and D) and the Medicare Savings Program (MSP)

- 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

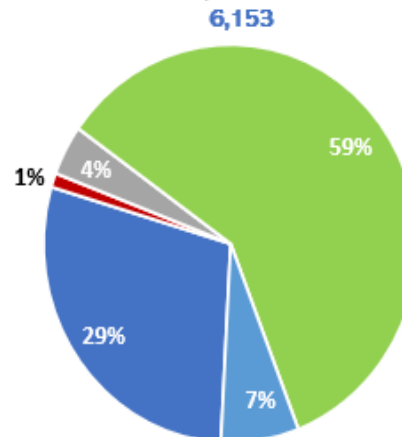
Renewed and retained in Medicaid/CHIP



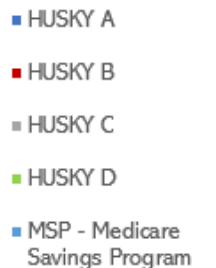
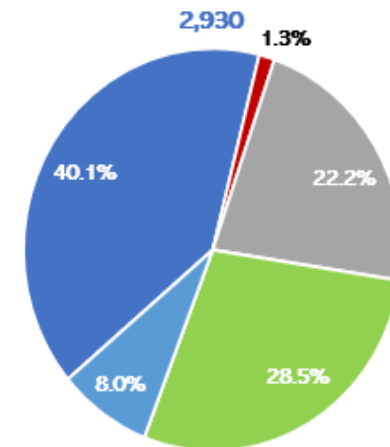
Determined ineligible for Medicaid/CHIP



Terminated for procedural reasons



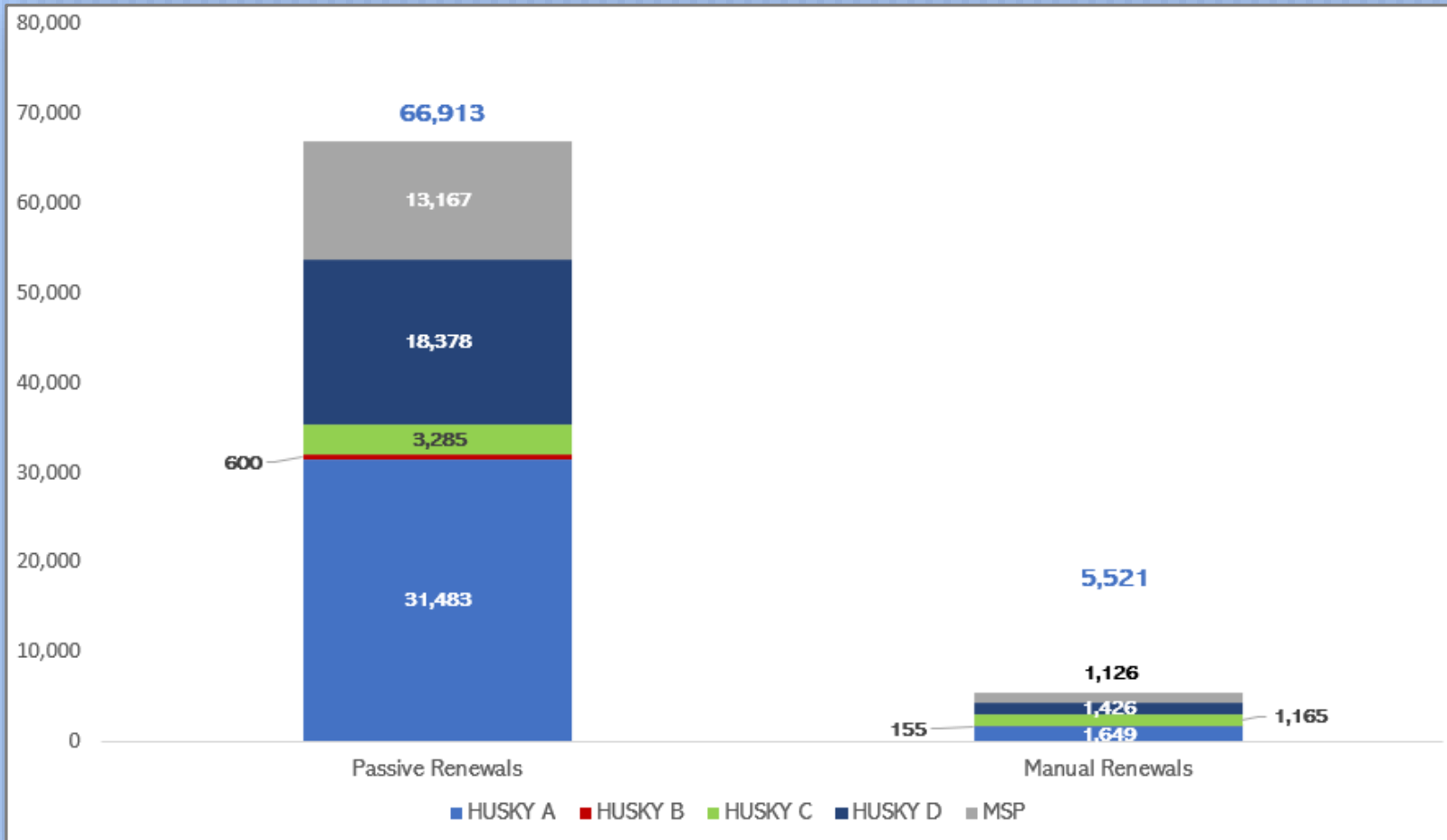
Renewal in process



HUSKY HEALTH RENEWAL OUTCOMES – SEPTEMBER 2024

PASSIVE VS. MANUAL RENEWALS BY MEDICAL BENEFIT PLAN

72,434 individuals renewed during September, with 77% renewing "passively"

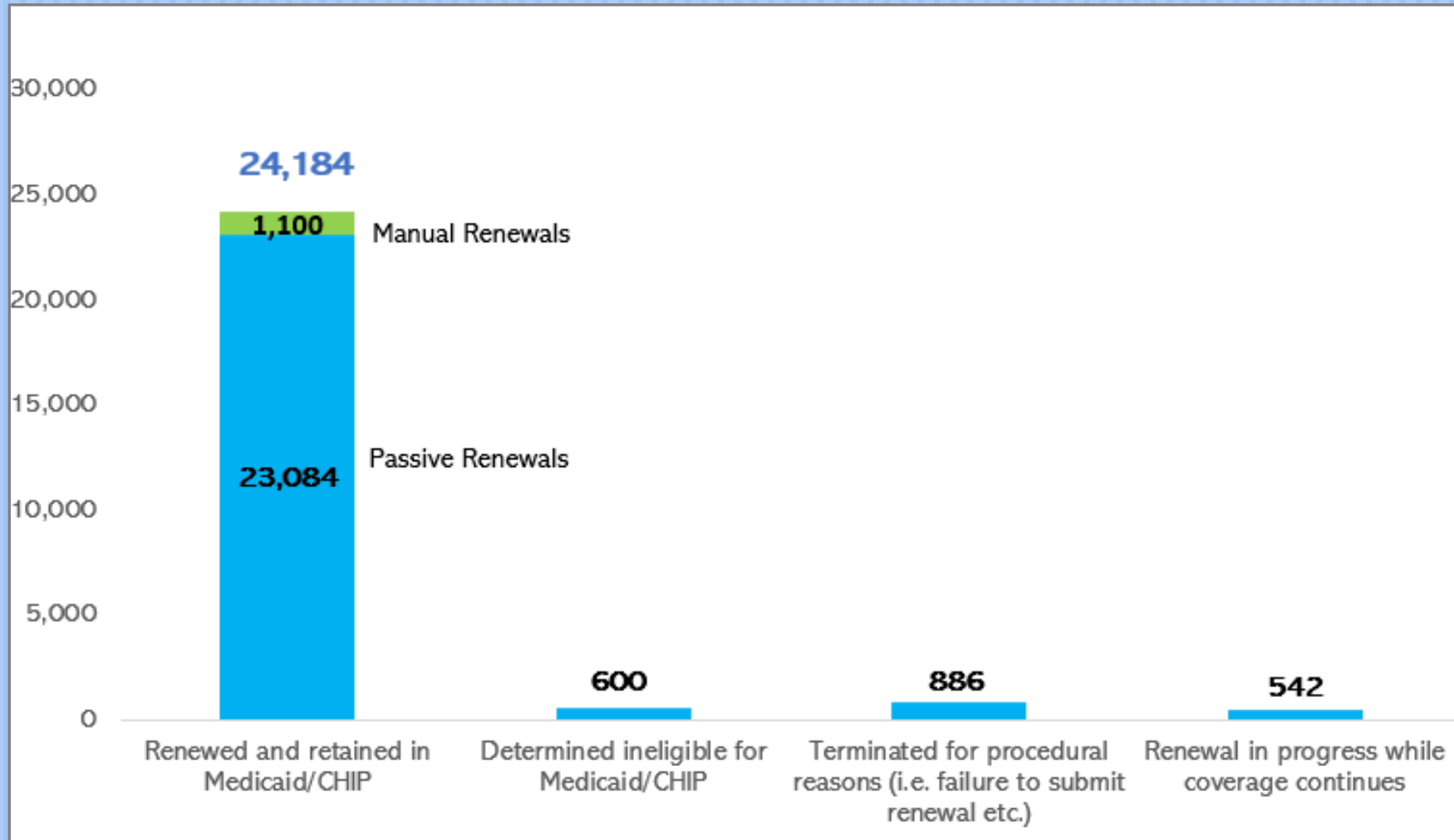


Notes:

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HUSKY HEALTH RENEWAL OUTCOMES FOR CHILDREN – September 2024

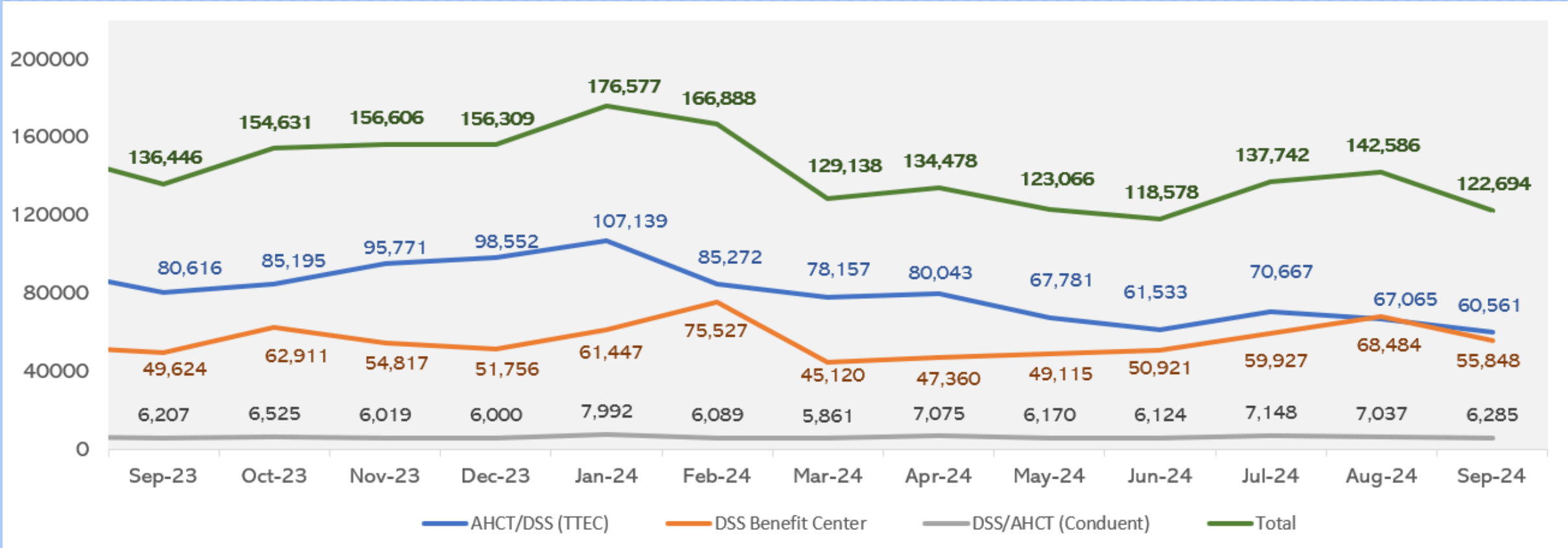


Notes:

- ❑ 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.

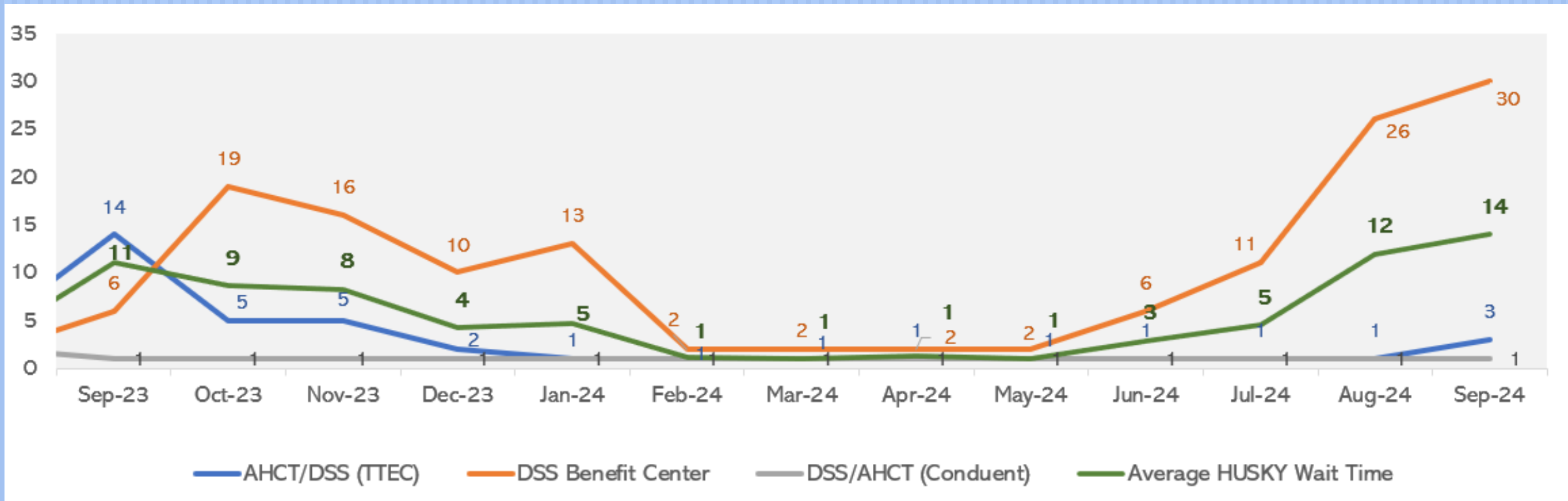
CALL CENTER DATA ACROSS ALL HUSKY CONTACT CENTERS

HUSKY Call Volume By Call Center



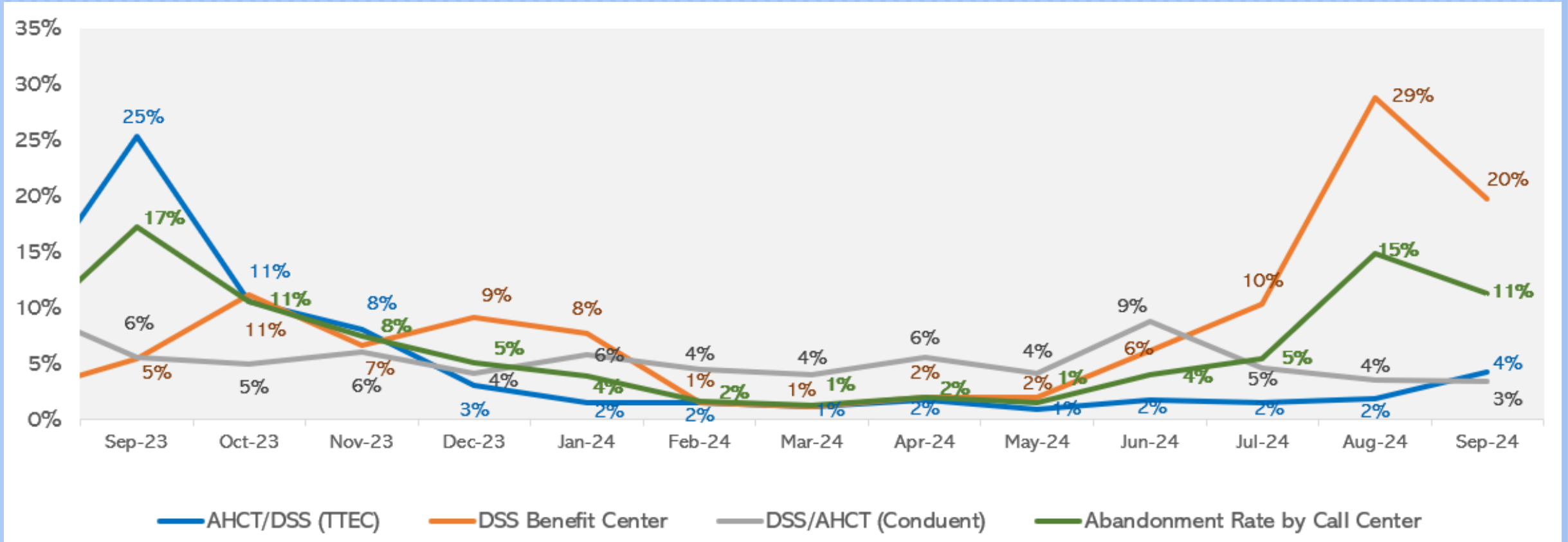
Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. The DSS Benefit Center handles 30% of Medicaid/CHIP calls. Total call volume for the Benefit Center in September was 199,458.

HUSKY Average Wait Time By Call Center (min)



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.

HUSKY Abandonment Rate By Call Center

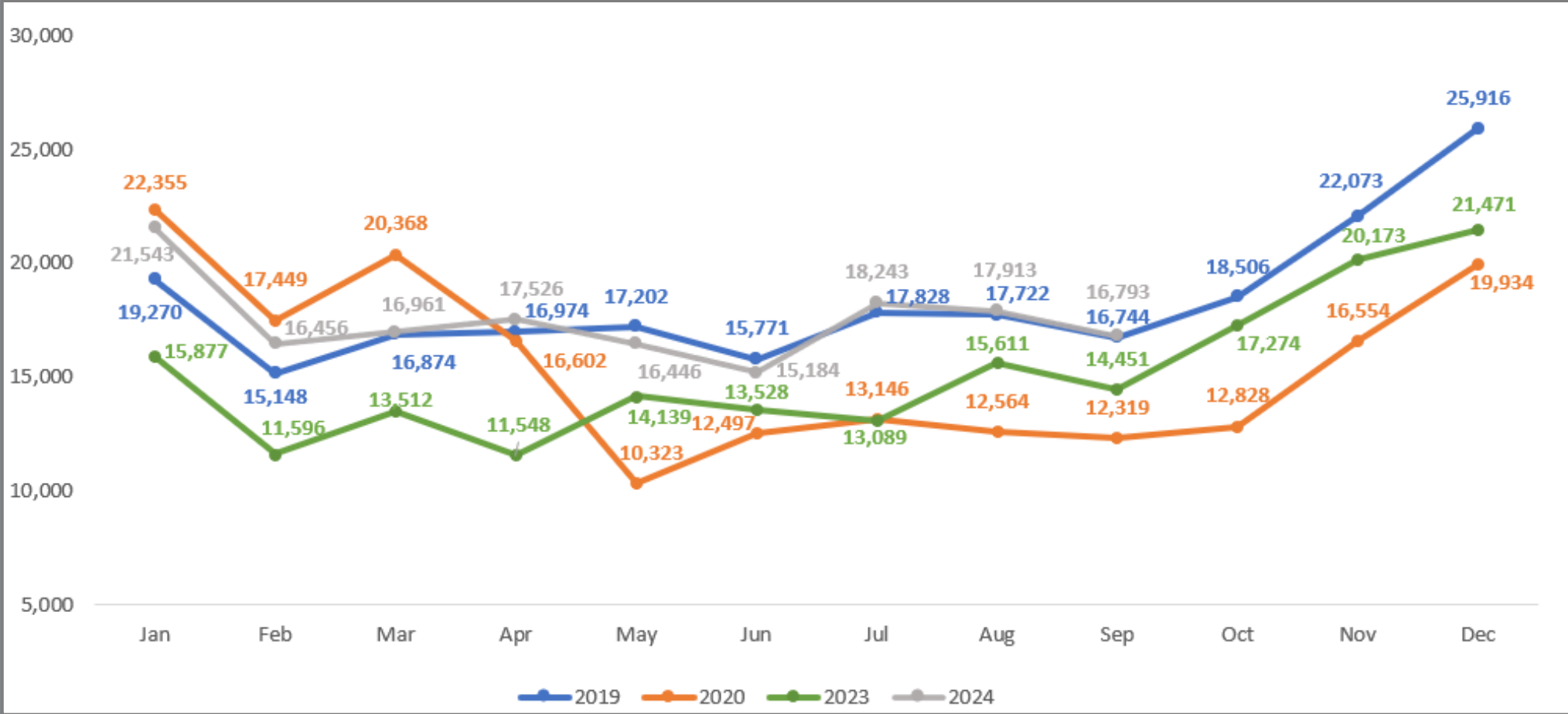


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NEW HUSKY APPLICATION ACTIVITY AND TIMELINESS

Year-Over-Year New Medical Applications

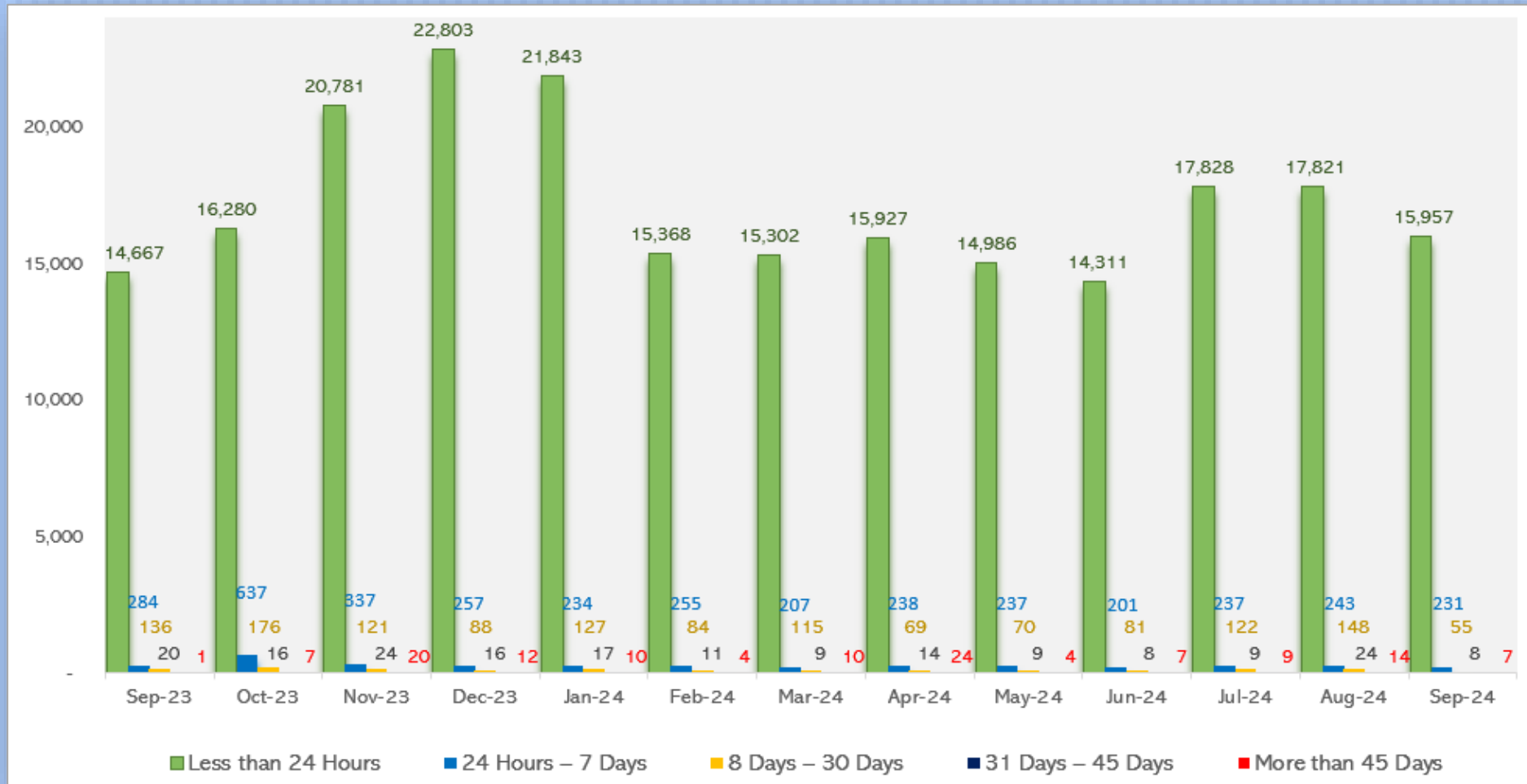
DSS consistently maintains an average of 98% processing timeliness



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.

MAGI Medicaid New Applications by Processing Time

(current median processing time less than 24 hours)



The standard of promptness for MAGI-based Medicaid applications is 45 days from receipt.

Non-MAGI Medicaid New Applications by Processing Time

(current median processing time 34 days)



The standard of promptness for most Medicaid applications 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.