



# Access Health CT

2019 Open Enrollment Update

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- **2019 Open Enrollment (OE)  
Extended 30 Days:**
  - 📅 **November 1, 2018 - January 15, 2019**
- **Significantly Lower Customer Enrollment Activity Post 12/15**
- **New Enrollments and Plan Changes For February Coverage Allowed Until End of OE**
- **“SHOP, COMPARE, ENROLL”  
Communication Campaign  
Continues**



# 2019 Open Enrollment Results To Date



## OE Web Traffic, Customer Assistance, & Enrollment

- Over 300k website visitors, 249k calls handled & over 25k live chat sessions
- 108,698 enrollments for 2019 coverage



## Customer Satisfaction

- 77% likely to purchase through AHCT again
- 65% indicated satisfactory enrollment experience



## Plan Changes and Selection

- 41% renewals switched plans for 2019 vs. 18% in 2018
- Over 1,600 enrollees changed plan during OE extension



## Monthly Premium Changes

- Enrollees who shopped for plans experienced lower premium increases
- 34% of renewing enrollees will pay a lower monthly premium in 2019



## Consumer Decision Support (CDS)

- Over 46k users utilized CDS Cost Estimation, Doctor Search, or Prescription search features
- 43% of enrollees assisted by brokers. Over 5k enrollees assisted by call center based brokers

# Upcoming Dates and Deadlines

- **End of Open Enrollment Period**
  - *Open Enrollment ends 1/15/2019*
  - *After 1/15, Qualifying Life Event required for special enrollment*
- **Post Enrollment Verifications Deadlines**
  - *Highest volume of verification deadlines occurring between Feb 24 and March 17*
  - *Outstanding verification activity remaining for 18,559 households*
  - *Dedicated website to guide customers available on [learn.accesshealthct.com/verification-help/](https://learn.accesshealthct.com/verification-help/)*
- **Outstanding Premium Payments Due**
  - *January policy invoices delivered in December*
  - *21% of 2019 policies currently pending effectuation*

# Upcoming Activities and Events

- **1095A Preparation**
  - *93k 1095As to be mailed out by Jan 28th*
  - *Electronic 1095 download available through Access Health CT website*
  - *Dedicated outreach and resolution staff available*
- **Customer Support Centers**
  - *In-person customer assistance for post enrollment help available*
  - *4 locations and dates established*
- **Year Round Communications & Outreach**
  - *Educational content focused on post-enrollment requirements and plan utilization*

## Customer Support Center Dates and Locations

**Saturday, 1/19**

Raymond Library  
840 Main Street  
East Hartford, CT  
06108

10:00 AM-2:00 PM

**Saturday, 2/2**

2 Howe St  
New Haven, CT  
06511

10:00 AM-2:00 PM

**Saturday, 2/9**

Stamford  
Government Center  
Cafeteria  
888 Washington Blvd  
Stamford, CT 06901

10:00 AM-2:00 PM

**Saturday, 2/16**

New Britain High  
School  
Media Center  
110 Mill St  
New Britain, CT  
06051

10:00 AM-2:00 PM