



Children's Health Insurance Program (CHIP) Advisory Council Meeting

December 13, 2017



Agenda

- **Welcome and Introductions**
- **CHIP by the Numbers**
- **Marketing Update**
- **Quality Assurance Update**
- **General Update**
- **Closing and Wrap-Up**



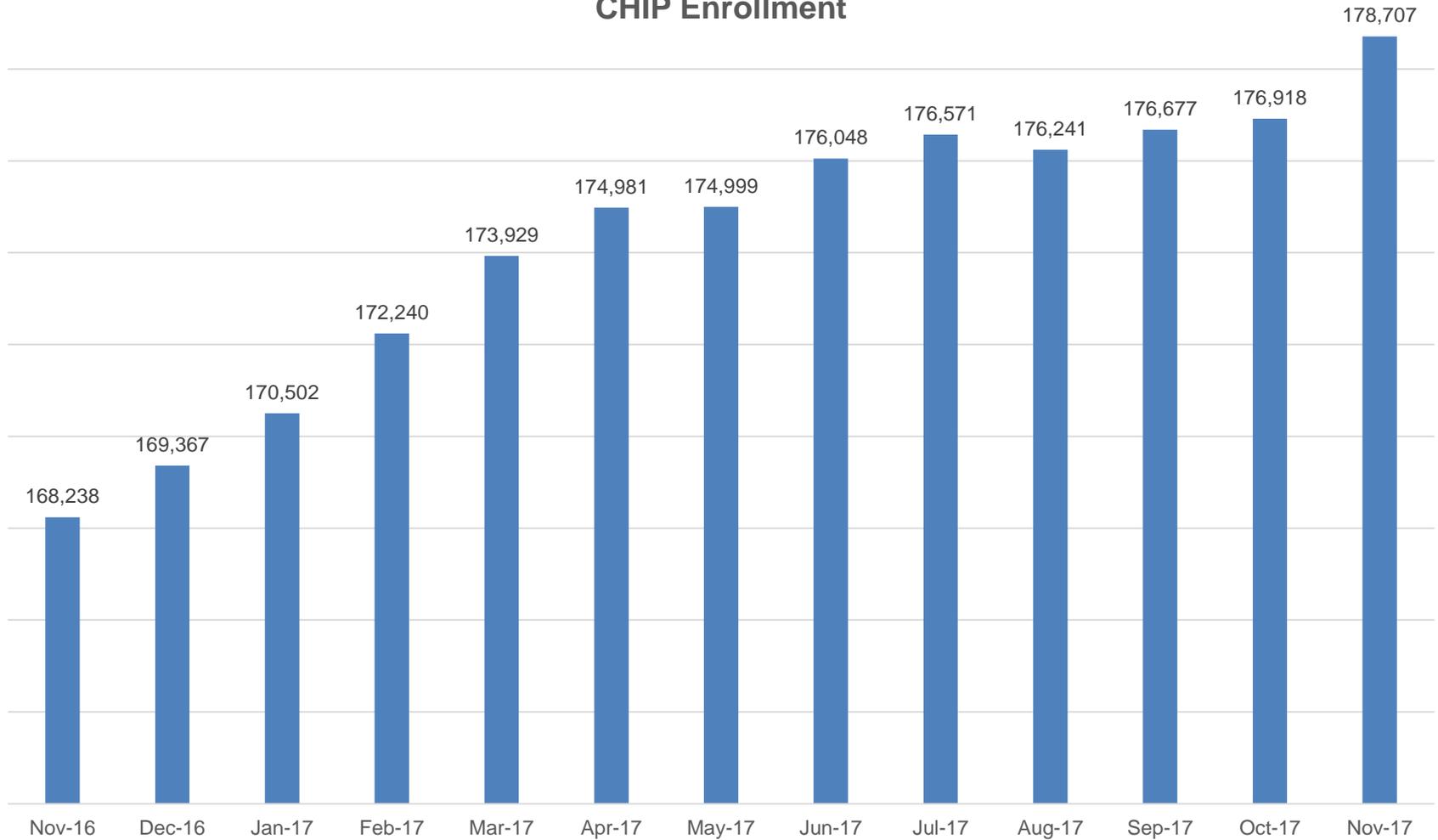
Welcome and Introductions

You're invited to join us in celebration as
CHIP TURNS 25



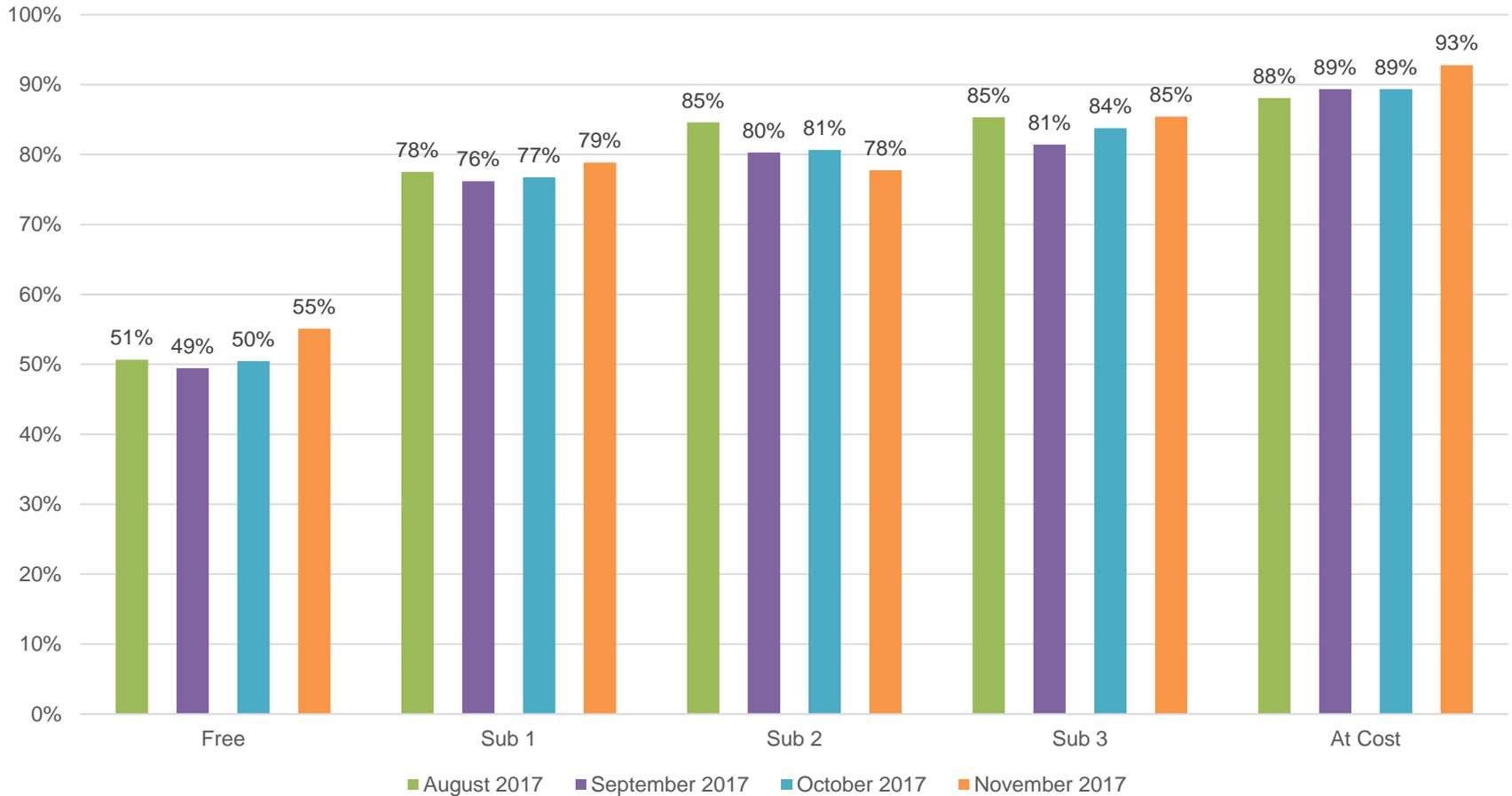
CHIP Enrollment

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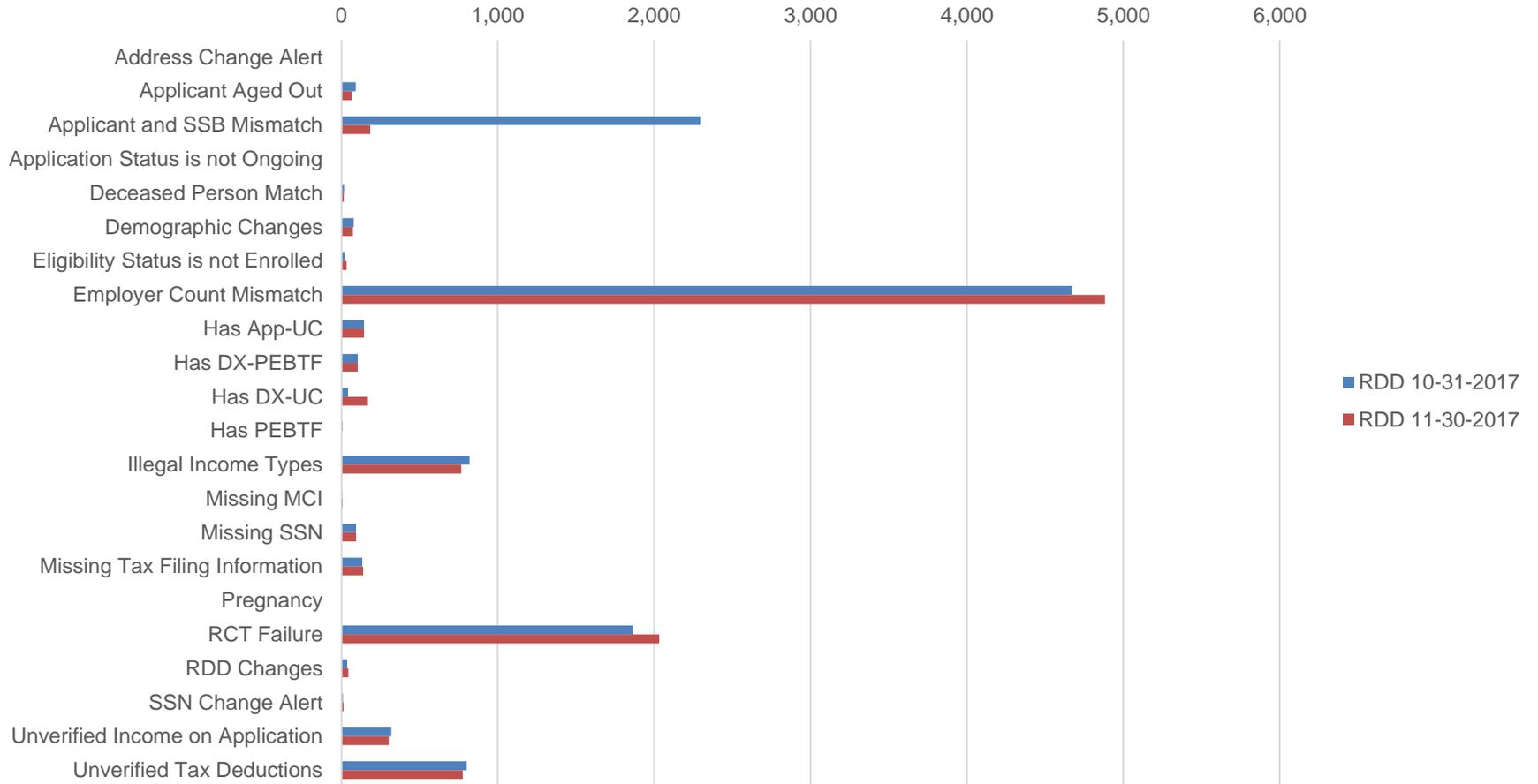
CHIP Successful Renewals

CHIP Successful Renewals



Ex Parte

Ex-Parte Exception Reasons



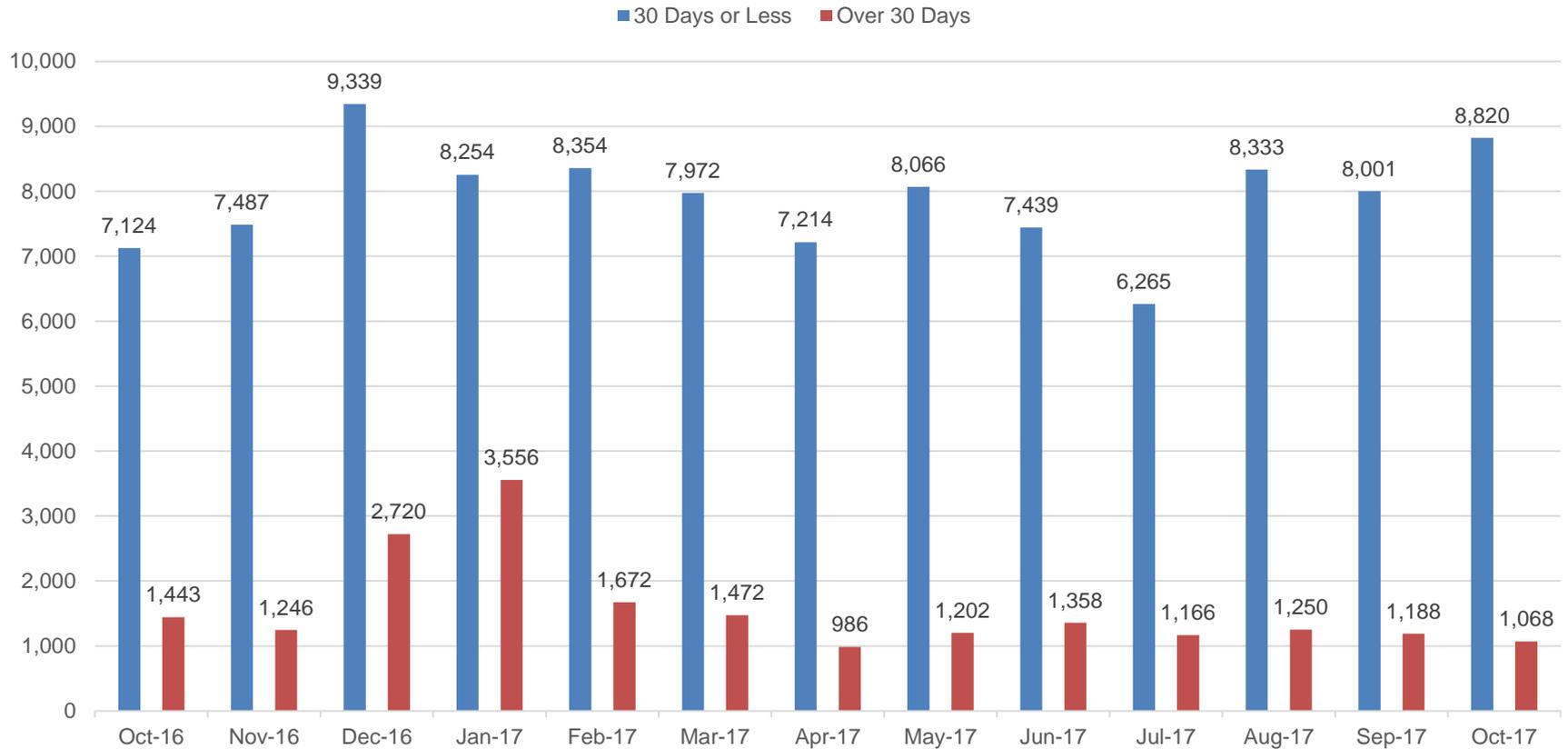
County Enrollments

RURAL COUNTIES					
COUNTY	Nov-17	Growth Since	COUNTY	Nov-17	Growth Since
		Nov-16			Nov-16
Montour	136	23.6%	Blair	1,920	4.2%
Juniata	394	18.3%	Adams	1,969	3.9%
Snyder	646	13.1%	Clinton	511	3.9%
Mckean	1,241	11.1%	Susquehanna	641	3.7%
Clarion	599	10.9%	Butler	2,080	2.8%
Wyoming	381	10.8%	Armstrong	1,046	2.3%
Warren	386	9.7%	Perry	727	2.3%
Schuylkill	1,944	9.2%	Fayette	1,883	1.9%
Union	545	8.8%	Jefferson	701	1.9%
Monroe	9,942	8.6%	Washington	2,445	1.6%
Mercer	729	8.5%	Cambria	1,747	1.2%
Lawrence	1,089	8.5%	Pike	846	1.1%
Crawford	1,077	8.2%	Somerset	1,157	0.5%
Carbon	925	7.4%	Sullivan	62	0.0%
Columbia	788	7.2%	Centre	1,056	-0.3%
Bradford	807	7.2%	Bedford	966	-0.4%
Clearfield	1,160	6.8%	Venango	717	-1.4%
Franklin	3,167	6.8%	Cameron	47	-2.1%
Lycoming	459	6.7%	Wayne	670	-4.6%
Mifflin	2,459	5.9%	Greene	378	-5.0%
Northumberland	1,297	5.8%	Tioga	514	-5.2%
Potter	195	4.8%	Elk	373	-5.3%
Huntingdon	640	4.6%	Fulton	319	-5.6%
Indiana	1,008	4.6%	Forest	38	-7.3%

URBAN COUNTIES		
COUNTY	Nov-17	Growth Since
		Nov-16
Dauphin	4,056	13.6%
Cumberland	3,001	10.5%
Luzerne	4,254	9.3%
Erie	3,368	8.8%
Lebanon	2,512	8.3%
Philadelphia	24,297	8.2%
Berks	7,385	7.6%
York	7,243	7.6%
Allegheny	13,778	7.0%
Northampton	4,204	6.3%
Lehigh	6,801	6.0%
Chester	5,802	5.2%
Bucks	8,414	5.0%
Montgomery	1,443	5.0%
Delaware	7,965	4.6%
Lancaster	10,021	4.5%
Beaver	2,127	3.4%
Westmoreland	4,797	2.7%
Lackawanna	2,412	2.5%

Processing Times for CHIP Applications

Processing Times for CHIP Applications



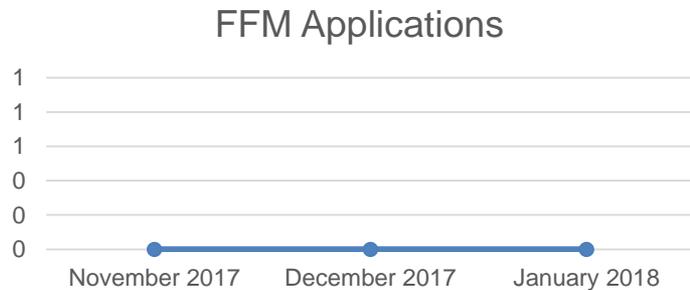
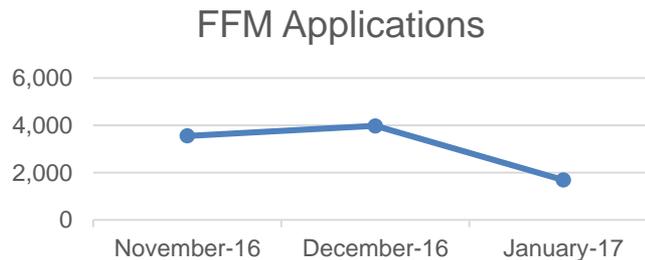
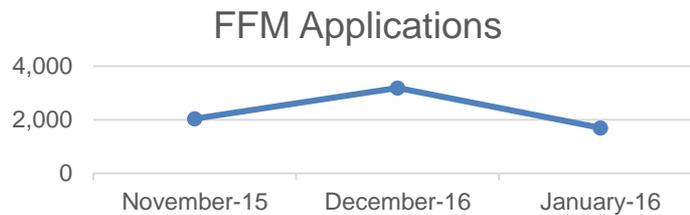
Open Enrollment Trends

Total number of CHIP applications from the Federally Facilitated Marketplace

November 2015	1,512
December 2015	3,186
January 2016	1,692

November 2016	3,557
December 2016	3,978
January 2017	1,691

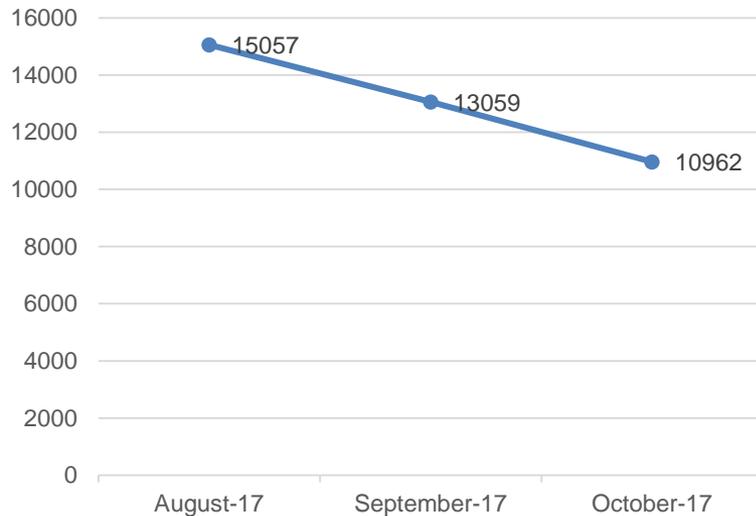
November 2017	
December 2017	
January 2018	



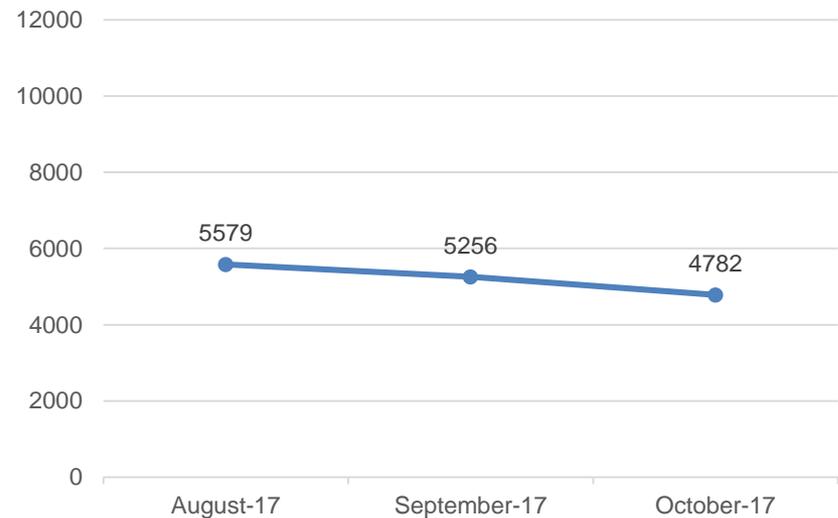
Customer Calls to the CHIP Call Center

	Total calls to 800-986-KIDS	Total calls received at CHIP
August 2017	15,057	5,579
September 2017	13,059	5,256
October 2017	10,962	4,782

Total calls to 800-986-KIDS

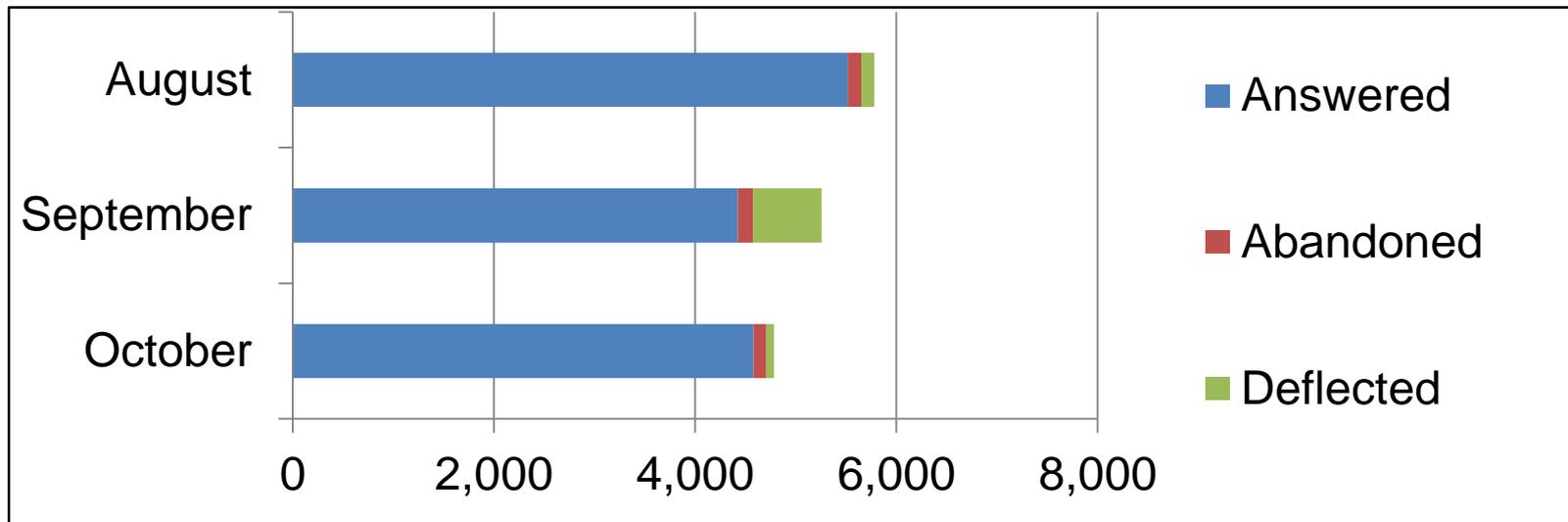


Total calls received at CHIP Call Center



CHIP Call Center Metrics

	Total Calls Answered	Total Calls Abandoned	Total Calls Deflected
August 2017	5515	137	127
September 2017	4423	153	680
October 2017	4579	130	73



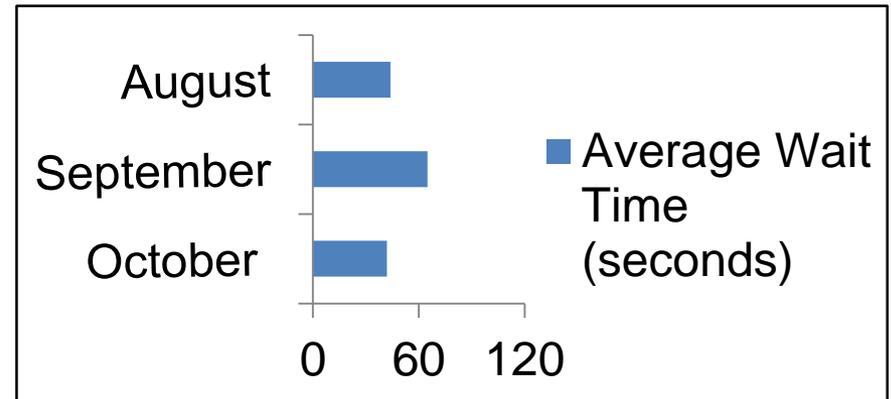
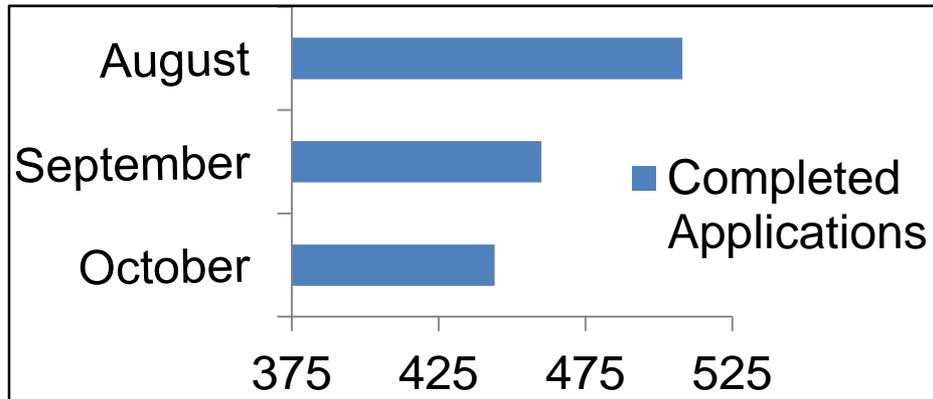
CHIP Call Center Metrics, continued

Apply Over the Phone: Completed Applications

August 2017	508
September 2017	460
October 2017	444

Average Wait Time

August 2017	44 seconds
September 2017	65 seconds
October 2017	44 seconds



Marketing Updates



Quality Assurance Updates

- **Contract Monitoring Update**
- **Provider Enrollment Update**
- **New staff**

General Updates

- **Topics for discussion**
- **Upcoming Advisory Council Meetings**
 - **Wednesday, April 11, 2018 (10:00AM – 12:00PM)**
 - **Wednesday, September 12, 2018 (10:00AM – 12:00PM)**

Closing and Wrap-up

