

cover**ME**.gov



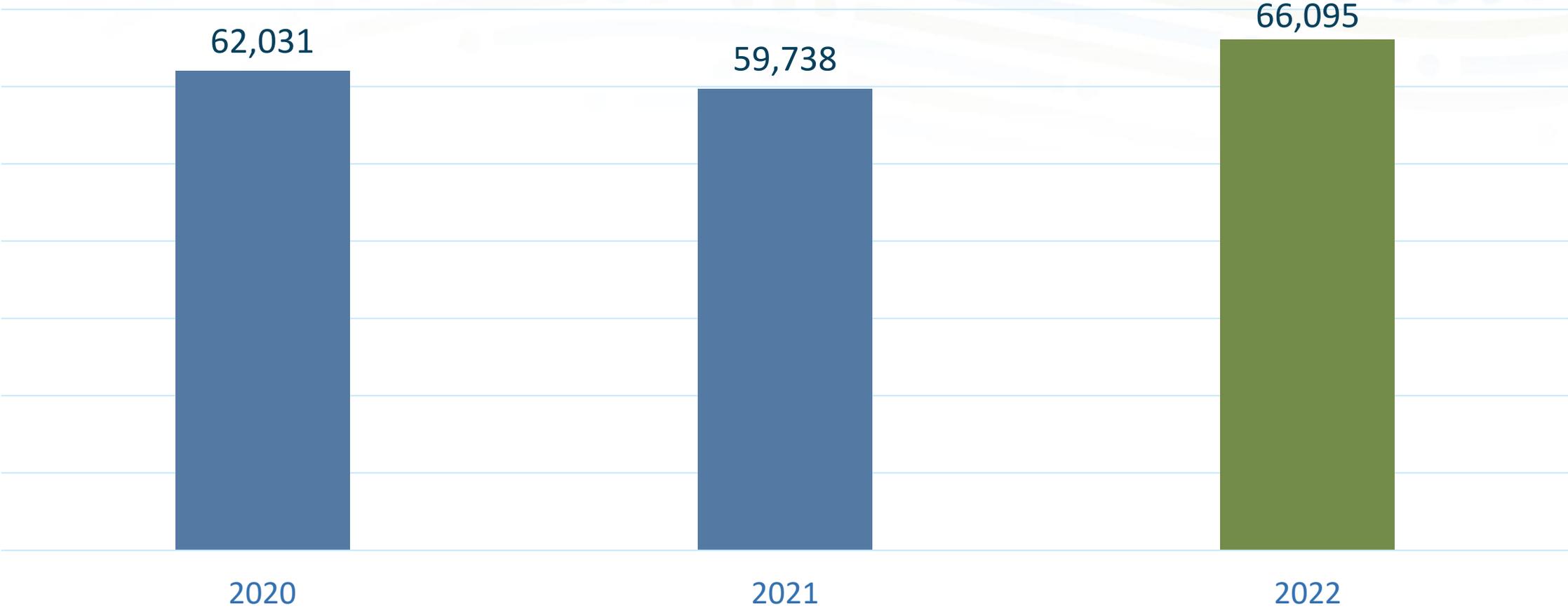
PRESENTATION TO THE JOINT STANDING COMMITTEE ON HEALTH COVERAGE, INSURANCE, AND FINANCIAL SERVICES

MEG GARRATT-REED

DIRECTOR, OFFICE OF THE HEALTH INSURANCE MARKETPLACE, DHHS

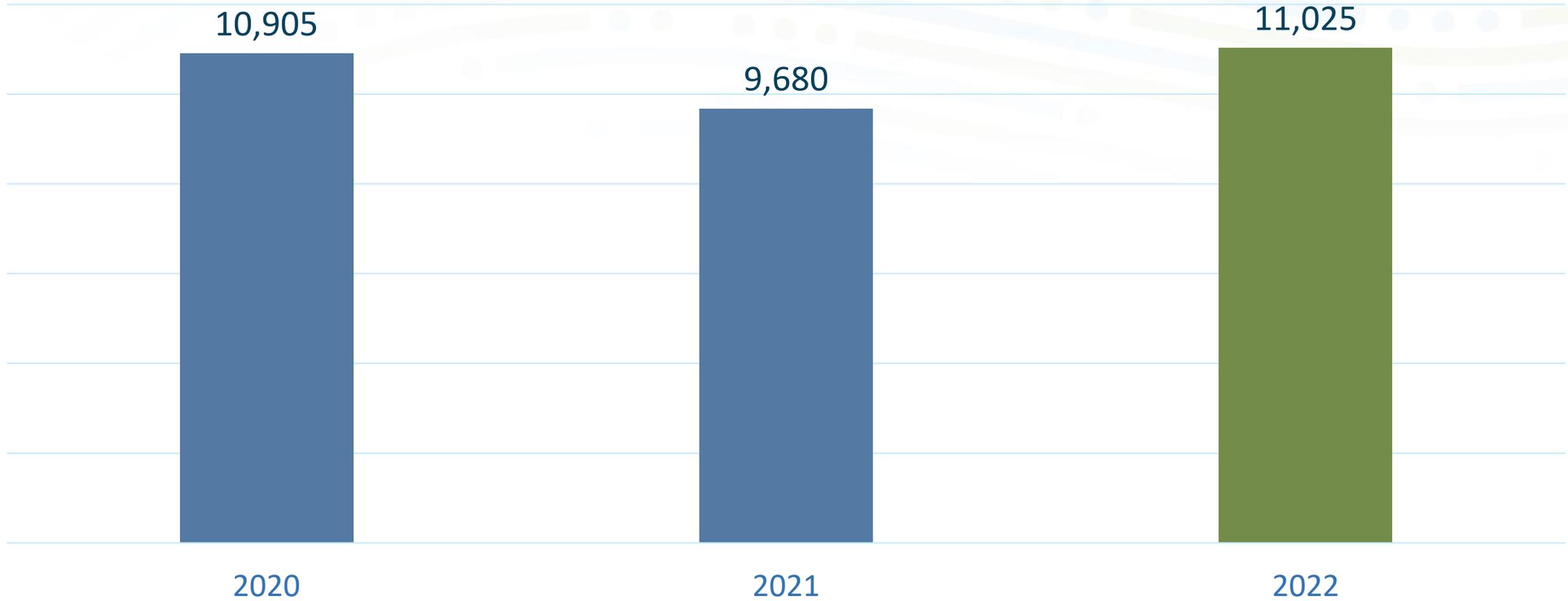
JANUARY 18, 2022

TOTAL OPEN ENROLLMENT PLAN SELECTIONS



Plan selections for 2022 are 10.6% higher than plan selections during OE for 2021

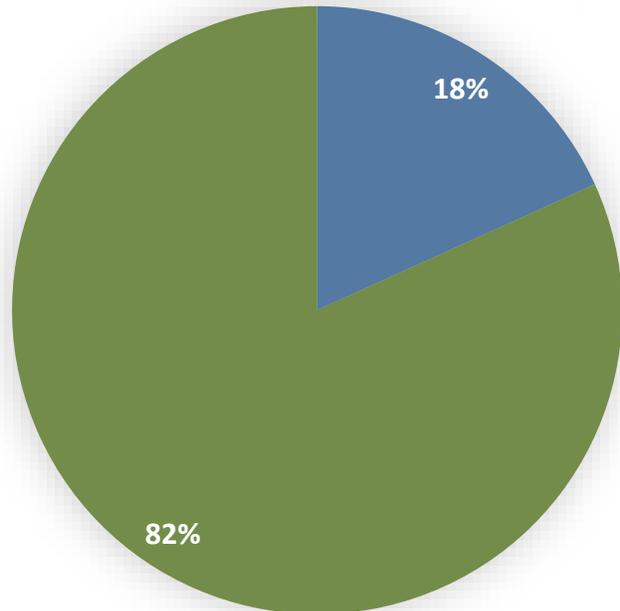
PLAN SELECTIONS – NEW CONSUMERS



Plan selections by new consumers increased nearly 14% between 2021 and 2022

FINANCIAL ASSISTANCE - ADVANCE PREMIUM TAX CREDITS

82% of consumers with plan selections are receiving financial assistance



- Not Receiving Financial Assistance
- Receiving Financial Assistance

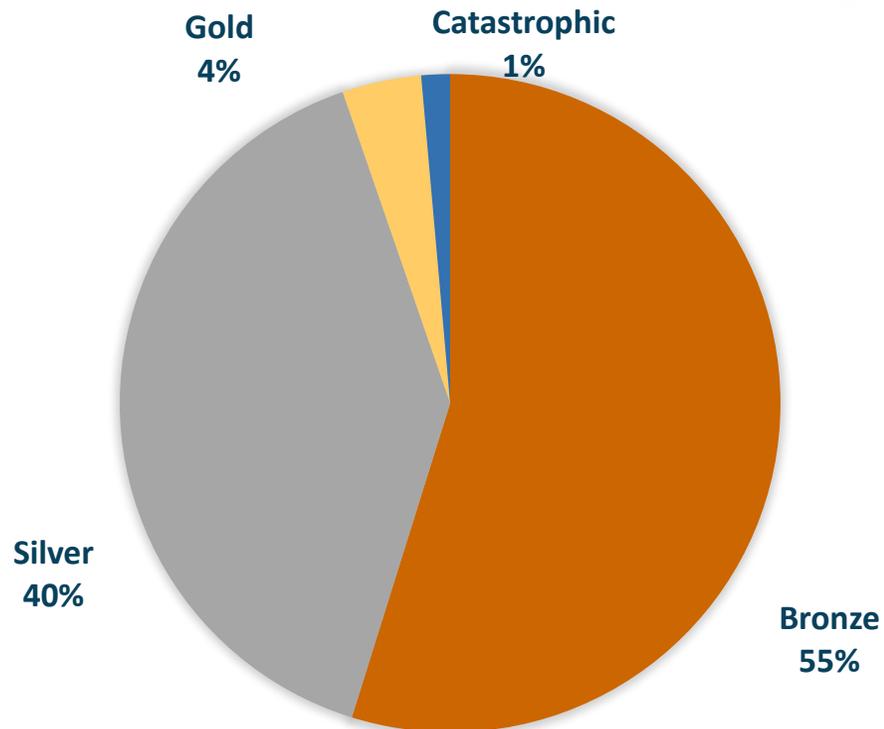
Average Premium Amount (before APTC)	\$554
Average APTC	\$471
Average Premium Owed (after APTC)	\$179

2022 PLAN SELECTIONS AS OF DECEMBER 29

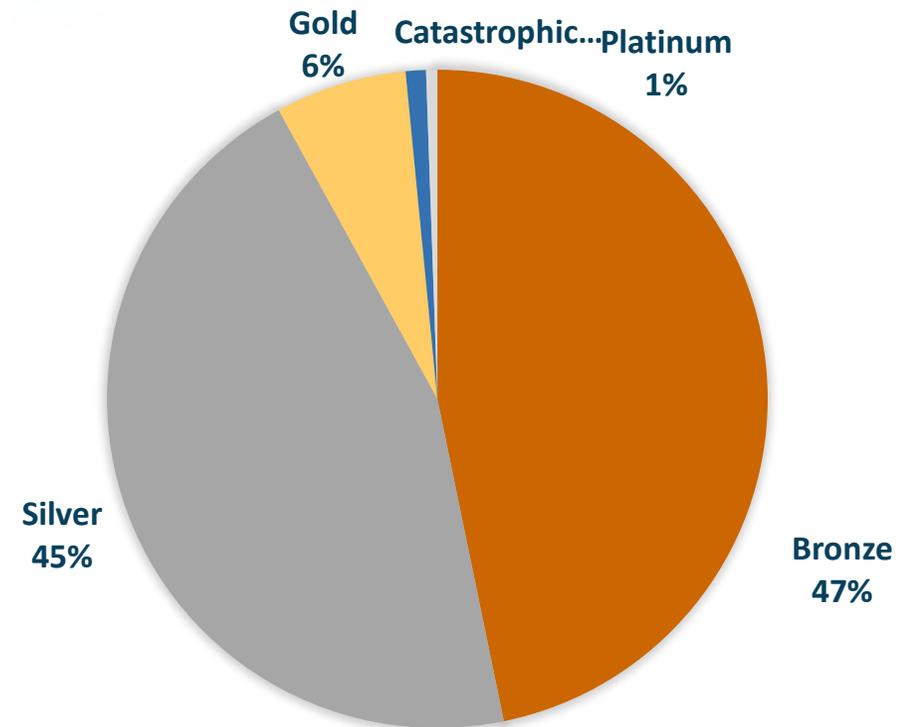
PLAN SELECTIONS BY METAL LEVEL

More consumers are selecting plans with lower cost sharing in 2022

2021



2022



2022 PLAN SELECTIONS AS OF JANUARY 1

PLAN COMPARE TOOL

coverME.gov
AFFORDABLE HEALTH
COVERAGE FOR MAINE

1 Coverage Profile **2 Browse Plans** 3 Select a Plan [Access NAV Mode](#)

Browse Plans

49 plans in **04860** (Knox County)

Sort By: **Good Year Estimates** (Lower monthly cost plans) | **Balanced Cost Estimates** (Balances cost & coverage) | **Bad Year Estimates** (Plans with more coverage)

My Coverage Profile

Edit Profile | Start Over

Myself (36) Spouse (35)

Dependent (10)

Filters

49 / 49 plans shown

Metal Level

Bronze Silver Gold Platinum

Plan Type

HMO PPO

Anthem Silver X Clear Choice Tiered 5500 S04

Overall Rating: New Plan - Not Rated **Silver** CSR-73 Compare [View Plan Details](#)

Clear Choice Specialist Referral Required Tiered Network

Monthly Premium: \$130.11 after \$928 subsidy **Annual Deductible:** \$2,500 **Out-of-pocket Limit:** \$6,500

Annual deductible and out-of-pocket limit shown are per-person.

My Doctors / Hospitals **My Prescriptions**

Wilcox, Rachel A. + Add Prescription

Penobscot Bay Medical Ce...

Annual Cost Estimates

Good Year \$2,100	Balanced \$8,300	Bad Year \$14,400
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[Show More](#)

Maine's Choice Plus HMO Silver 4250 CSR73

Overall Rating: ★★★★★ **Silver** CSR-73 Compare [View Plan Details](#)

Specialist Referral Required Tiered Network



MARKETING AND ADVERTISING

CONSUMER ASSISTANCE CENTER

37,751 CALLS RECEIVED
36,999 CALLS ANSWERED

**Average Speed to Answer
(seconds)**

October	2
November	3
December	52

**Percent of calls answered in
30 seconds**

October	99%
November	99%
December	97%

**Consumer Satisfaction
Scores**

October	76.78%
November	83.85%
December	86.7%
January (1/1-1/13)	89.15%

AREAS OF OPPORTUNITY

- Platform Performance
 - Resolution of data discrepancies in accounts migrated from HealthCare.gov
 - Validation and error messaging
- Consumer Assistance Center
 - Scripting and training for tier one agents
 - Escalation processes for complex issues
 - Turnaround time and communication on technical issues

LOOKING AHEAD

- Special Enrollment Periods
 - Two new SEPs this year: pregnancy and income below 150% FPL
- MaineCare disenrollment related to the end of the public health emergency
 - Planning and coordinating with the Offices of MaineCare Services and Family Independence
- Outreach and marketing plans for Open Enrollment 2023
 - Contracting processes for new agreements for outreach and enrollment assistance and advertising and marketing services

THANK YOU

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