

TEXAS HEALTH INSURANCE POOL
First Quarter 2014 Activities Summary

Financial Highlights (Unaudited)

Premium Revenue:	\$10,019,460
Assessments Collected:	\$43,188,137 (includes \$1,400,698 recovered through audit)
Subrogation Recoveries:	\$ 91,100
Federal Grant Funds Received:	\$ 3,241,165
Federal Grant Funds Receivable as of March 31, 2014:	\$ 209,116
Medical Claims Paid:	\$34,392,479
Pharmacy Claims Paid:	\$ 9,857,196
Pool Cash on Hand as of March 31, 2014:	\$15,613,467
Prompt Pay Penalties Collected:	\$ 5,366,122 (includes \$633,219 recovered through audit)
Prompt Pay Funds Held for TDI as of March 31, 2014:	\$46,742,579

Operational Highlights

Number of Medical Claims Processed by TPA ¹ :	63,495
Number of Pharmacy Claims Processed by PBM ² :	62,408
Number of Calls Handled by Pool's TPA and PBM:	35,084
Number of Policyholder Appeals Received by EDO ³ :	25
Number of Policyholder Appeals Processed by EDO:	27

¹ Third Party Administrator

² Pharmacy Benefit Manager

³ Executive Director's Office—written denied benefit appeals, premium rate complaints, etc.

Administrative Highlights

Pool Enrollment as of:

December 31, 2013:	±20,220
January 31, 2014:	±7,650
February 28, 2014:	±5,780
March 31, 2014:	±2,510 (All Pool policies were terminated effective 11:59 pm, March 31, 2014.)

Premium rates were adjusted effective March 1, 2014, following notice letters to all policyholders on January 25, 2014.

The Pool Board held its winter meeting on February 7, 2014.

Notice of assessment data call form website availability was mailed to 493 Insurers and HMOs on February 25, 2014.

The Pool's Y2013 Annual Statement was filed with TDI on February 28, 2014

Outside financial audit firm staff was on site at the EDO, for the Y2013 financial statement audit project, from March 17, 2014 through March 27, 2014.

EDO staff was reduced by 50% during the quarter, to two employees, reflecting the reduction in Pool enrollment.

Membership Outreach Highlights

The Pool implemented a multi-faceted outreach campaign during the quarter to make all Pool policyholders aware that their Pool coverage would end March 31, 2014, and to educate them about their market coverage options. In addition to four member mailings, in January and February, the Pool posted targeted messaging to its website, premium billing statements, and call center conversant. To reinforce these outreach efforts, the Pool initiated ±10,000 automated calls in March to all remaining policyholders, and placed several hundred live calls to members who are dealing with especially challenging medical conditions.

The Pool did not receive any appeals for continuation of coverage beyond March 31st.