



Consumer Experience and Outreach Advisory Committee Special Meeting

Draft Meeting Minutes

Location: Connecticut Historical Society
Dangremond Meeting Room
1 Elizabeth Street, Hartford, CT

Date: Wednesday, October 4, 2017

Time: 4:00 p.m.

Members Present:

Theodore Doolittle (Chair); Cecelia Woods, Kevin Galvin; Demian Fontanella; Gerard O'Sullivan; Robert Scalettar, MD., Sheldon Toubman

Members Participating Remotely:

Victoria Veltri

Other Participants:

Access Health CT: Anthony Crowe; Susan Rich-Bye

I. Call to Order and Introductions

Chair Theodore Doolittle called the meeting of the Consumer Experience and Outreach Advisory Committee to order at 4:00 p.m. Members introduced themselves.

II. Public Comment

There were no public comments.

III. Review and Approval of Minutes

Chair Doolittle requested a motion to approve the September 27, 2016 Special Meeting Minutes. Motion was made by Cecelia Woods and seconded by Demian Fontanella. ***Motion passed unanimously.***

IV. Committee Mission and Vision Discussion

Anthony Crowe, Operations Manager, initiated a discussion on the committee's mission and vision going forward. Mr. Crowe was tasked with reactivating the Consumer Experience and Outreach Advisory Committee. The path forward and the cadence of the meetings were discussed. Kevin Galvin inquired about the membership of the committee, as well as about the specific role that the committee will play. Mr. Galvin expressed his concern that the committee lacked a sufficient number of members representing consumers.

Robert Scalettar, M.D. arrived at 4:05 p.m.

In response to Mr. Galvin's inquiry pertaining to the consumer outreach efforts, Mr. Crowe indicated that AHCT assigned three employees to perform yearlong consumer outreach, and the work of these individuals should become an integral part of this committee's future deliberations.

Robert Scalettar, M.D., indicated that consumer outreach has always been a work in progress. Dr. Scalettar recalled that one of the possible obstacles in fully utilizing the knowledge and expertise of the Advisory Committees was the presumption, of some of its members in the past, that they should be decision-makers, and not serve in an advisory role to AHCT and the Board of Directors. Dr. Scalettar emphasized that the Board and AHCT do need to hear the voices of consumers, and the advisory committees play a very important role in the process. The accountability lies on the senior staff of AHCT and the Board of Directors to make decisions.

Mr. Doolittle indicated that reenergizing this committee is a very good sign that AHCT and the Board would like to have more input from the consumer experts in shaping its decisions. Gerard O'Sullivan from the Connecticut Insurance Department indicated that the committee always tried to bridge the gap between the department and the AHCT consumers, as those three entities are interconnected. Mr. O'Sullivan stated that uncertainty exists pertaining to the roles that this advisory committee is intended to fulfill. Mr. Galvin expressed his concern that advisory committees' opinions are not seriously considered by AHCT. Advisory committees can be very effective. The committee's discussion ensued around organizational matters that may affect its effectiveness.

Sheldon Toubman arrived at 4:31 p.m.

Ms. Woods indicated that the ever-changing political landscape in Washington occasionally superimposes certain rules and regulations upon the Exchange, and the Board is sometimes required to act on those changes immediately. Victoria Veltri encouraged the committee to allow flexibility in scheduling meetings. Mr. Crowe added that the agility of the committee is important. Sheldon Toubman provided his historical perspective of the work of the committee. Dr. Scalettar

emphasized that the senior staff at AHCT are very dedicated to the work of its various committees. Dr. Scalettar added that the current political scene may predispose some individuals to friction, and an understanding different points of view is needed more than before.

Ms. Woods indicated the committee needs experts from various fields, such as the insurance department, to provide the members with insights from their perspective. Ms. Veltri echoed Ms. Woods' comments. Mr. O'Sullivan indicated that consumers are mostly concerned with the affordability of medical insurance premiums. Ms. Veltri pointed out that affordability portion is a fair subject for the committee to provide its input. Mr. Toubman encouraged AHCT to have the candidates submit detailed applications, which would help to determine if they are good choices for the committee with the expertise provided. Consumers need more representation on the committee. Mr. Toubman added that members of the committee who are doctors should not be given a voting status. Susan Rich-Bye added that the Bylaws have certain requirements for ad hoc committee membership, and also provide that the Board approves and removes committee members. Discussion ensued around the future membership of the committee.

V. Projects – Discussion

The Committee decided to postpone discussion of this topic to the future meeting.

VI. Public Comment

Heidi Sirota from ConnectiCare provided a public comment.

VII. Next Steps

Committee meeting cadence was discussed.

VIII. Adjournment

Chair Doolittle requested a motion to adjourn the meeting. Motion was made by Kevin Galvin and seconded by Demian Fontanella. ***Motion passed unanimously.*** Meeting adjourned at 5:36 p.m.