

Strategy Committee Meeting

June 2, 2016

Agenda

- A. Call to Order & Introductions
- B. Review and Approval of Minutes
 - April 7, 2016 Regular Meeting
- C. Meeting Frequency - Discussion
- D. Advisory Committees - Next Steps
- E. AHCT Strategy Update
- F. AHCT Vision, Mission, Principles - Discussion
- G. Adjournment

Votes

April 7, 2016 Regular Meeting Minutes

Meeting Frequency - Discussion

Advisory Committees - Next Steps

Access Health CT (AHCT) Advisory Committees

Organization Mission: To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Membership Process

- The AHCT Bylaws provide that members of Advisory and Ad Hoc Committees are appointed by and serve at the pleasure of the Board.
- The Board may remove and replace members of any committee and may fill vacancies on any committee at any time in the discretion of the Board.

Committee Members

- Each advisory committee shall have at least 5 members, with at least 2 members who are not *ex officio* members of the Board, and at least 1 member who is an *ex officio* member of the Board.
- No more than 2 members of an advisory committee shall be non-voting members of the Board.
- Quorum will be 3 voting members of an advisory group and the vote of a majority of the quorum is required for the committee to take formal action.

Health Plan Benefits and Qualifications (HPBQ)

TBD – Board Co-Chair

**SLT: Shan Jeffreys, Director, Marketplace Strategies
(Currently – Commissioner Wade Designee)**

Co-Chair and AHCT Senior Leadership Team (SLT) Roles	Identify key emerging opportunities and market trends for research and review by AHCT Staff and, when resulting in the potential for a change in standardized plans or certification policy/procedure, determine if Committee discussion and review is appropriate.
Co-Chair and SLT Responsibilities	Co-Chairs: To be a resource and provide guidance (which is inline with AHCT strategic direction) pertaining to standardized plan benefit designs and plan certification criteria. SLT Responsibilities: Support committee. SLT designee will be responsible for securing the venue, selecting the dates, sending invitations, creating agenda with Chairs and documentation of meeting (i.e., minutes, etc.)
Proposed “Mission” / Focus	Develop innovative approaches for benefit plan strategy and policy specific to Qualified Health Plans (QHP) and Stand-Alone Dental Plans (SADP) while aligning to meaningful choice and increasing plan transparency across competitive marketplace.
Proposed Goals	<ul style="list-style-type: none">• Support tasks necessary to meet ACA and AHCT Certification requirements and board approval• Determine QHP selection criteria and number of plans offered• Examine innovative product and plan offerings on and off exchange nationally to determine viability for inclusion in AHCT standardized plans• Periodically examine, educate and review regulations with regards to QHP/SADP• Examine and determine carrier product flexibility, quality initiatives and reporting mandates• Meet quarterly, including other committees twice a year

Health Plan Benefits and Qualifications Continued

<u>Expertise</u>	<u>Role</u>
Non Ex Officio	<ul style="list-style-type: none"> • 2 members from the Board
Ex Officio	<ul style="list-style-type: none"> • 1 member from the Board
Insurance Industry	<ul style="list-style-type: none"> • Actuarial / Underwriting Experience
Healthcare Products	<ul style="list-style-type: none"> • Product Development Experience
QHP Enrollee	<ul style="list-style-type: none"> • Consumer with active QHP plan (Leverage Consumer Experience Committee)
Quality Improvement	<ul style="list-style-type: none"> • Subject matter expert in quality improvement initiatives within the healthcare industry
University / Research Member	<ul style="list-style-type: none"> • Policy / Research candidate from University or research organization
Carrier	<ul style="list-style-type: none"> • On exchange carrier representative with health product knowledge and experience in facilitating enrollment in healthcare coverage
Provider / Pharmacy	<ul style="list-style-type: none"> • Practicing Connecticut clinician that has front line experience with treating patients and running a small business
Healthcare Innovation	<ul style="list-style-type: none"> • Experience in healthcare startup's, medical device industry, or working in leading edge healthcare trends within the industry
Community Representative	<ul style="list-style-type: none"> • Consumer of Access Health CT, with current / active coverage (Leverage Consumer Experience Committee)
Advocate Community Representative	<ul style="list-style-type: none"> • Active advocate within Medicaid space (Leverage Consumer Experience Committee)

*Broker, Agent and Navigator
Advisory Committee*

Broker, Agent and Navigator Advisory Committee

TBD - Board Co-Chair, Co-Chair and Subject Matter Expert

SLT Lead: Ron Choquette, Director, Small Business

Proposed name of new committee:	Broker Advisory Committee
Co-Chair and SLT Roles	Committee Co-Chair: Paul Philpot Committee Co-Chair: Recommending Cesar Cortes, Premier Advisory Group
Co-Chair and SLT Responsibilities	Co-Chairs: Creating Agenda Items, Following up with members of the committee, ensuring Committee members follow through on their assigned tasks. SLT: Assisting Co-Chairs in procuring space for meetings and logistics, sending out meeting invites and agendas. Work collaboratively with Co-Chairs to assure proper execution of meetings.
Proposed “Mission”	As the Exchange looks to improve resident’s access to clear and simple information to aid in informed decision making, the <u>Broker Advisory Committee</u> is charged with supporting consumers in the selection of Qualified Healthcare Plans, by making recommendations regarding products, sales and marketing and distribution strategies, to result in increased enrollment and overall success of the Individual market and the Small Business market, in support of the consumer.

Broker, Agent and Navigator Advisory Committee

Continued

Proposed Committee Member Skill Set

- Exchange carrier participants, preferably with recent actuarial/underwriting and/or product/marketing experience
- eBroker member
- AHCT Certified Broker members with a minimum level of on-exchange membership
- Experience working with Individual consumers in the community, and helping customers through complex processes.

Strategy

- Assist with identification, recommendation and development of Individual Market plan options
- Recommend strategies to assist Brokers with supporting the AHCT Individual Market / enrollments
- Recommend strategies regarding targeted outreach, enrollment and consumer support for the Individual market

Broker, Agent and Navigator Advisory Committee

Continued

<u>Expertise</u>	<u>Role</u>
CID Representative (1)	CT Insurance Department oversight for rating and/or consumer complaints
Carrier Representative (1)	Provides Product/Marketing expertise - Anthem, CBI, HealthyCT – over 10,000 lives on Individual Exchange
Carrier Representative (1)	Provides Actuarial/Underwriting expertise, preferably in the Individual Market - Anthem, CBI, HealthyCT – over 10,000 lives on Individual Exchange
eBroker Representative (1)	Internet Broker Sales & Marketing
Broker Representative – Individual Market (4) Small Business (1)	AHCT Certified, with over 100 sold members/consumers
TPA (1)	Provides Individual market knowledge/trends/expertise
Board Member (1)	AHCT Board Member

SHOP Advisory Committee

SHOP Advisory Committee

TBD - Board Co-Chair, Co-Chair and Subject Matter Expert

SLT Lead: Ron Choquette, Director, Small Business

Proposed new name of committee:	Small Business Advisory Committee
Co-Chair and SLT Roles	Committee Co-Chair: Grant Ritter Committee Co-Chair: Pam Russek
Co-Chair and SLT Responsibilities	Co-Chairs: Creating Agenda Items, Following up with members of the committee, ensuring Committee members follow through on their assigned tasks. SLT: Assisting Co-Chairs in procuring space for meetings and logistics, sending out meeting invites and agendas. Work collaboratively with Co-Chairs to assure proper execution of meetings.
Proposed “Mission”	As the Exchange looks to improve and expand affordable insurance options for small businesses in the state, the <u>Small Business Advisory Committee</u> is charged with supporting small businesses and their employees in the selection of Qualified Healthcare Plans, by making recommendations regarding products, sales and marketing and distribution strategies, to result in increased enrollment and overall success of the Small Business (SHOP) program.

SHOP Advisory Committee

Continued

Proposed Committee Member Skill Set

- Exchange carrier participants, preferably with recent actuarial/underwriting and/or product/marketing experience
- eBroker member
- AHCT Certified Broker members with a minimum level of on-exchange membership
- Experience helping small businesses making insurance decisions

Strategy

- Assist with identification, recommendation and development of Small Business plan options
- Recommend strategies to assist Brokers with supporting the AHCT Small Business markets / enrollments
- Make recommendations regarding operations structure, marketing and development strategy for the Small Business market

SHOP Advisory Committee

Continued

<u>Expertise</u>	<u>Role</u>
CID Representative (1)	CT Insurance Department oversight for rating and/or consumer complaints
Carrier Representative (1)	Provides Product/Marketing expertise - Anthem, CBI, HealthyCT – over 10,000 lives on Individual Exchange
Carrier Representative (1)	Provides Actuarial/Underwriting expertise, preferably in the Small Business market - Anthem, CBI, HealthyCT – over 10,000 lives on Individual Exchange
eBroker Representative (1)	Internet Broker Sales & Marketing
Broker Representative – Small Business (4)	AHCT Certified with over 10 sold, active small businesses
TPA (1)	Provides Individual and Small Business market knowledge/trends/expertise
Small Employer Representative (1)	AHCT SHOP enrolled small business
Board Member (1)	AHCT Board Member.

Consumer Experience and Outreach Advisory Committee

Consumer Experience and Outreach Advisory Committee

Committee Co-Chair: Vicki Veltri

Committee Co-Chair: TBD

SLT Lead: James Michel, Director, Operations

Proposed new name	Customer Outreach and Experience Committee
Co-Chair and SLT Roles	Committee Co-Chair: Vicki Veltri Committee Co-Chair: TBD
Co-Chair and SLT Responsibilities	Co-Chairs: Creating Agenda Items, Following up with members of the committee, ensuring Committee members follow through on their assigned tasks. SLT: Assisting Co-Chairs in procuring space for meetings and logistics, sending out meeting invites and agendas. Work collaboratively with Co-Chairs to assure proper execution of meetings.
Proposed "Mission"	To be an Ambassador of Access Health (AHCT) to the residents of Connecticut and provide guidance and resources for its services. The committee will advocate for access to affordable and high quality health insurance products with a focus on Healthcare Literacy and Healthcare Disparities.
Proposed Committee Member Skill Set	<ul style="list-style-type: none">• Experience in managing and helping customers through complex processes• Education and training in customer outreach• A Navigator with specific consumer experience• An AHCT customer (QHP and Medicaid)

Consumer Experience and Outreach Advisory Committee

Continued

Strategy

The Uninsured - There remains a population that is still uninsured despite efforts over the past 3 open enrollment periods. It is imperative we conduct targeted outreach of these individuals and ensure they understand their options.

Underutilization of Insurance - Post-enrollment and after receiving insurance cards, many people do not understand how to best utilize their coverage. In this instance these individuals do not view the value of their coverage and in some cases ultimately discontinue as a result.

Healthcare Literacy - Healthcare literacy is the ability to obtain, read, understand and use healthcare information to make appropriate health decisions and follow instructions for treatment. Education efforts around health insurance would enable the insured population in making informed decisions about their health.

Healthcare Disparities - refer to differences in access to or availability of facilities and services. Health status disparities refer to the variation in rates of disease occurrence and disabilities between socioeconomic and/or geographically defined population groups. This committee will address these disparities and find ways in which consumers can overcome these barriers.

Consumer Engagement - A data-centric effort in knowing the consumer and the way in which they interact with AHCT.

Consumer Experience and Outreach Committee

Continued

Membership

<u>Expertise</u>	<u>Role</u>
Consumer Advocate (3)	Consumer Advocate that has a background in healthcare especially in behavioral health and social work in the medical service field.
Office of the Healthcare Advocate (OHA) (1)	Advocate for consumers
Carrier Representative (1)	Customer Service View/Ops/Marketing
Connecticut Insurance Department (CID) (1)	Consumer Complaints
Consumer (3)	Consumer enrolled through AHCT with Medicaid and a Qualified Health Plan (QHP)
Training/Education (1)	An individual such as an Educator, School Nurse or Social Worker
Broker (1)	AHCT certified with over 100 enrolled consumers in good standing
Navigator/Certified Application Counselor (CAC) (1)	AHCT certified to enroll consumers into a health plan and experienced in handling consumer complaints.
Clinician (1)	Practicing Connecticut clinician who accepts AHCT plans (i.e., MD, OD, Nurse, PA, OT)
Board Members (2)	Member of AHCT Board

Proposed Next Steps

- SLT Leads to meet with Board Co-Chairs to review mission, review missing expertise/roles, determine co-chair and brainstorm prospective participants.
- Co-Chairs will contact current members of the Advisory Committee and communicate the new process to re-apply for participation in the Committee.
- Determine nomination process which will include applications that may require a resume detailing their expertise.
- Board vote for new committee membership.
- Kick-off Meeting following Board Vote for new membership. Kick-off Meeting will include voting for new Co-Chairs and members, Introductions, Customer Experience PMO presentation, Presentation on Health Disparity - Presenter TBD.

AHCT Strategy Update

Discussion - AHCT Vision, Mission, Principles

Adjournment