



Connecticut's Health Insurance Marketplace

Board of Directors Meeting

June 19, 2014

Agenda

- A. Call to Order and Introductions
- B. Public Comment
- C. Review and Approval of Minutes
- D. CEO Update
- E. Operations Update
- F. Independent Review of Rate Filings
- G. Board of Directors Meeting Schedule Resolution
- H. Security Review
- I. Executive Session
- K. Adjournment



Connecticut's Health Insurance Marketplace

Call to Order and Introductions



Connecticut's Health Insurance Marketplace

Public Comment



Connecticut's Health Insurance Marketplace

Review and Approval of Minutes (Vote)



Connecticut's Health Insurance Marketplace

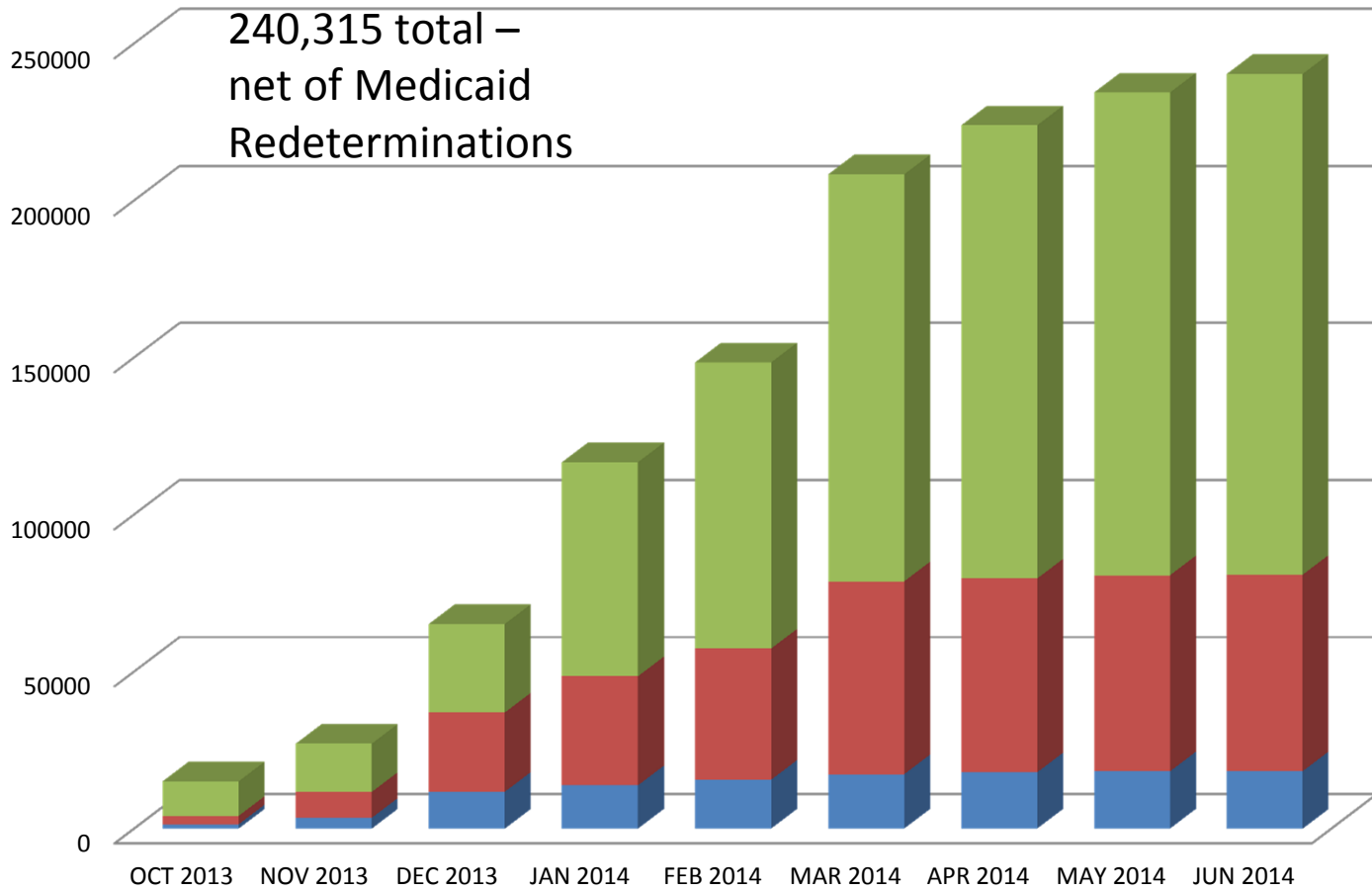
CEO Update



Connecticut's Health Insurance Marketplace

Dashboard Metrics Update

Total Membership

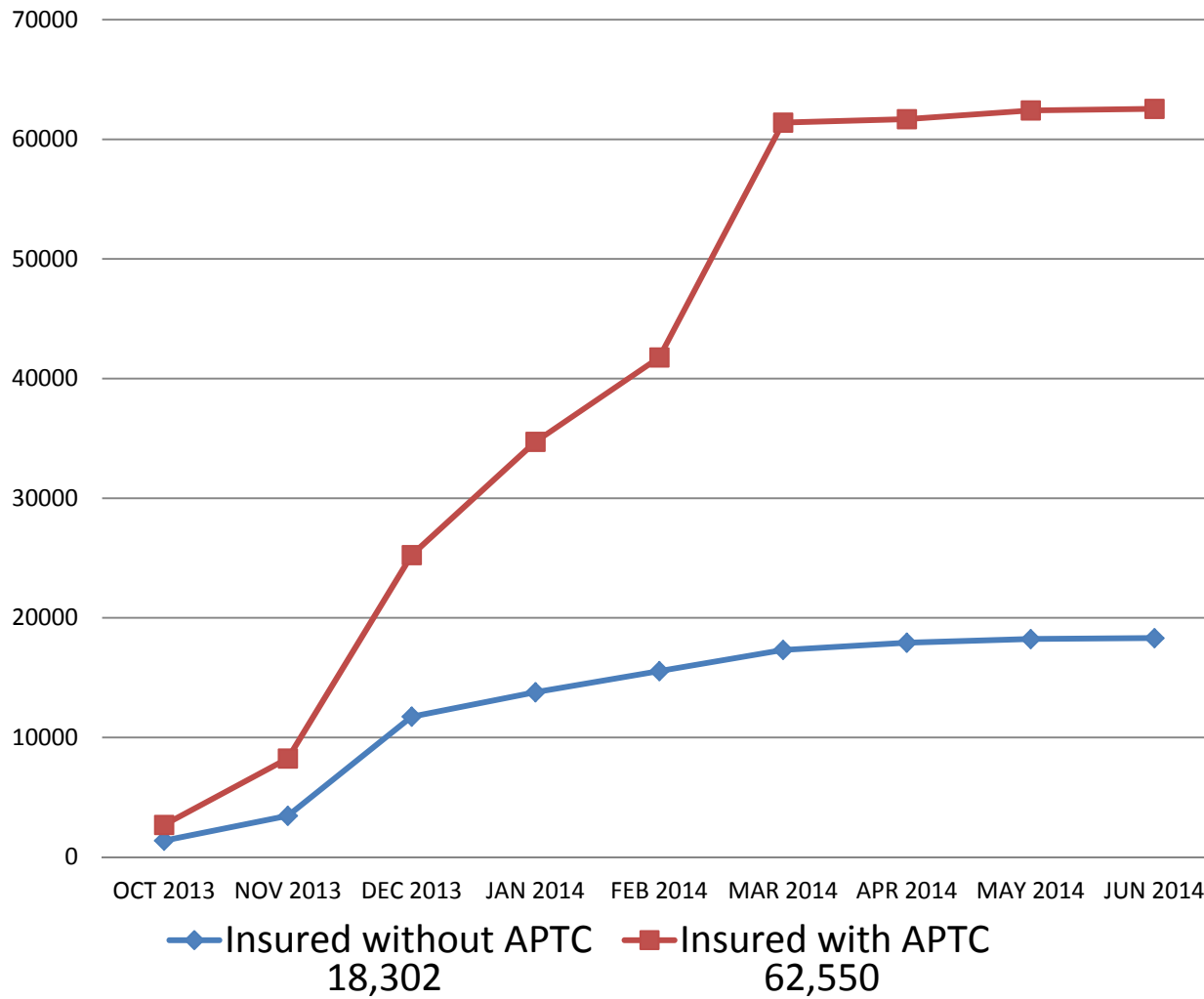


Insured without APTC
18,302

Insured with APTC
62,550

Medicaid
159,463

Insured Membership- 80,852



	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUNE 2014
<u>Market Share</u>							
Anthem	62%	61%	60%	53%	53%	53%	53%
ConnectiCare	36%	36%	37%	44%	44%	44%	44%
HealthyCT	2%	3%	3%	3%	3%	3%	3%

Age Band

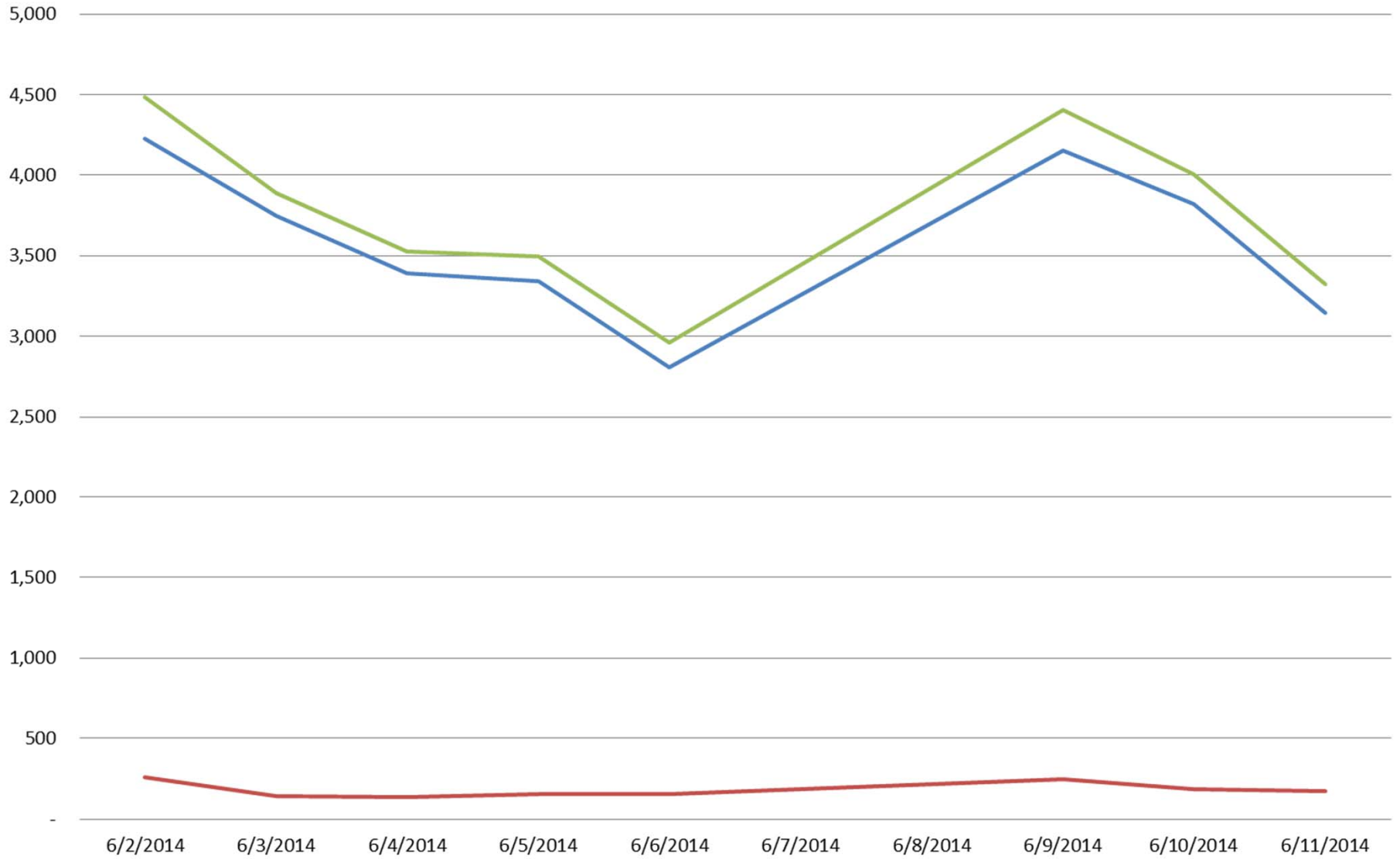
AGE <18	7%	8%	8%	7%	7%	7%	7%
AGE 18-25	19% → 8%	9%	9%	10%	10%	10%	10% ← 25%
AGE 26-34	→ 11%	12%	13%	14%	15%	15%	15%
AGE 35-44	11%	12%	12%	14%	14%	14%	14%
AGE 45-54	22%	23%	24%	24%	24%	24%	23%
AGE 55-64	40%	35%	33%	30%	30%	30%	30%
AGE ≥65	1%	1%	1%	1%	2%	2%	2%

Metal Tier

Catastrophic	2%	2%	2%	2%	2%	2%	2%
Bronze	14%	17%	16%	16%	16%	16%	16%
Silver	55%	55%	59%	63%	64%	64%	64%
Gold	29%	26%	23%	18%	18%	18%	18%

	Answer Delay (All Skillsets)		Abandonment after Threshold (All Skillsets)		Call Length (All Skillsets)	
	Seconds	Minutes	Calls	Percent*	Seconds	Minutes
June 1-11, 2014						
Mean	54	00:54	130	3.03%	719	11:59
Median	35	00:35	66	1.99%	713	11:53
Mode	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Year to Date						
Mean	221	03:41	464	8.56%	702	11:42
Median	38	00:38	92	2.84%	703	11:43
Mode	81.11898	01:21	14	0.00%	536	08:56
SLA	SLA 2: The Call Center shall answer calls with an average an average delay of no more than 60 seconds on a monthly basis		SLA 3: The Call Center shall ensure that no more than 5% of callers abandon from the ACD queue before speaking with a CSR, excluding callers who hang up before being on hold at least 20 seconds.			

Calls Answered June 2014



— Calls Answered Incoming SkillSets — Calls Answered Internal / Transfer SkillSets — Calls Answered All SkillSets



Connecticut's Health Insurance Marketplace

Independent Review of Rate Filings



CONSULTING ACTUARIES & HEALTHCARE SPECIALISTS

BOSTON • CLEARWATER • DENVER • LOUISVILLE • MINNEAPOLIS

CT 2015 Rate Review Proposal

CT Rate Review Proposal

Description of Service

Review of up to 5 individual rate filings and final report

Review of up to 4 small group rate filings and final report

Rate outlier analysis

Trend / consumer premium impact analysis

Services, as requested, in connection with Public Rate Hearing

Estimated Cost Range: \$100,000 to \$175,000, plus out of pocket expenses



Connecticut's Health Insurance Marketplace

Board of Directors Meeting Schedule Resolution

Board of Directors Meeting Schedule Resolution

Conn. Gen. Stat. §1-225 Meetings of government agencies to be public. Recording of votes. Schedule and agenda of meetings to be filed and posted on web sites. Notice of special meetings. Executive sessions. ...

(b) Each such public agency of the state shall file not later than January thirty-first of each year in the office of the Secretary of the State the schedule of the regular meetings of such public agency for the ensuing year and shall post such schedule on such public agency's Internet web site,...

By-Laws -- Article IV -- Meetings of the Board (4.1)(b)

...any regular meeting of the Board may be dispensed with by appropriate resolution adopted by the Board at any prior meeting of the Board.



Connecticut's Health Insurance Marketplace

Security Review

Security Team

- **LEGAL**

- Tammy Preisner, Legal Privacy Officer
- Virginia Lamb, General Counsel

- **INFORMATION SYSTEMS**

- Chris Smarz, IT Security Compliance Manager
- James Wadleigh, Chief Information Officer

Overview

- I. Introduction of Security Team
- II. Data Breach
 - Call Center Data Breach
 - AHCT Response
 - Identification of Affected Parties
 - Letter to AHCT Affected Customers Extending Credit Protections
- III. Exchange Security Policies and Procedures
 - •Criminal Background Checks
 - •Training
 - •Controlled Physical Environment
 - •Requirements of Subcontractors
- IV. IT Security
- V. Follow-up



Connecticut's Health Insurance Marketplace

Executive Session



Connecticut's Health Insurance Marketplace

Adjournment