

Access Health CT

Board of Directors Meeting

March 20, 2018





Today's Agenda

- A. Call to Order and Introductions
- B. Public Comment
- C. Votes
 - Review and Approval of Minutes
 - Legislative Requirement - Adverse Selection Study
- D. CEO Report
- E. Operations Update
- F. Finance Update
- G. Human Resources Update
- H. Executive Session - Personnel Matter
- I. Adjournment



Public Comment

(2 Minutes per Commenter)



Votes

- February 15, 2018 Meeting Minutes
- Legislative Requirement – Adverse Selection Study



CEO Report

Operations Update



2018 Open Enrollment Update

Current Enrollment (3/14/18): 104,854 Enrollees
Special Enrollment (Since 12/22/17): 1,623

Outstanding Verifications

- Under 1,000 Open Verifications from Open Enrollment 5

Outreach to Customers

Outbound Phone Calls	4618
Voicemails Left	1851
Inbound Calls	803
Escalated	591
Closed Escalated Issues	571

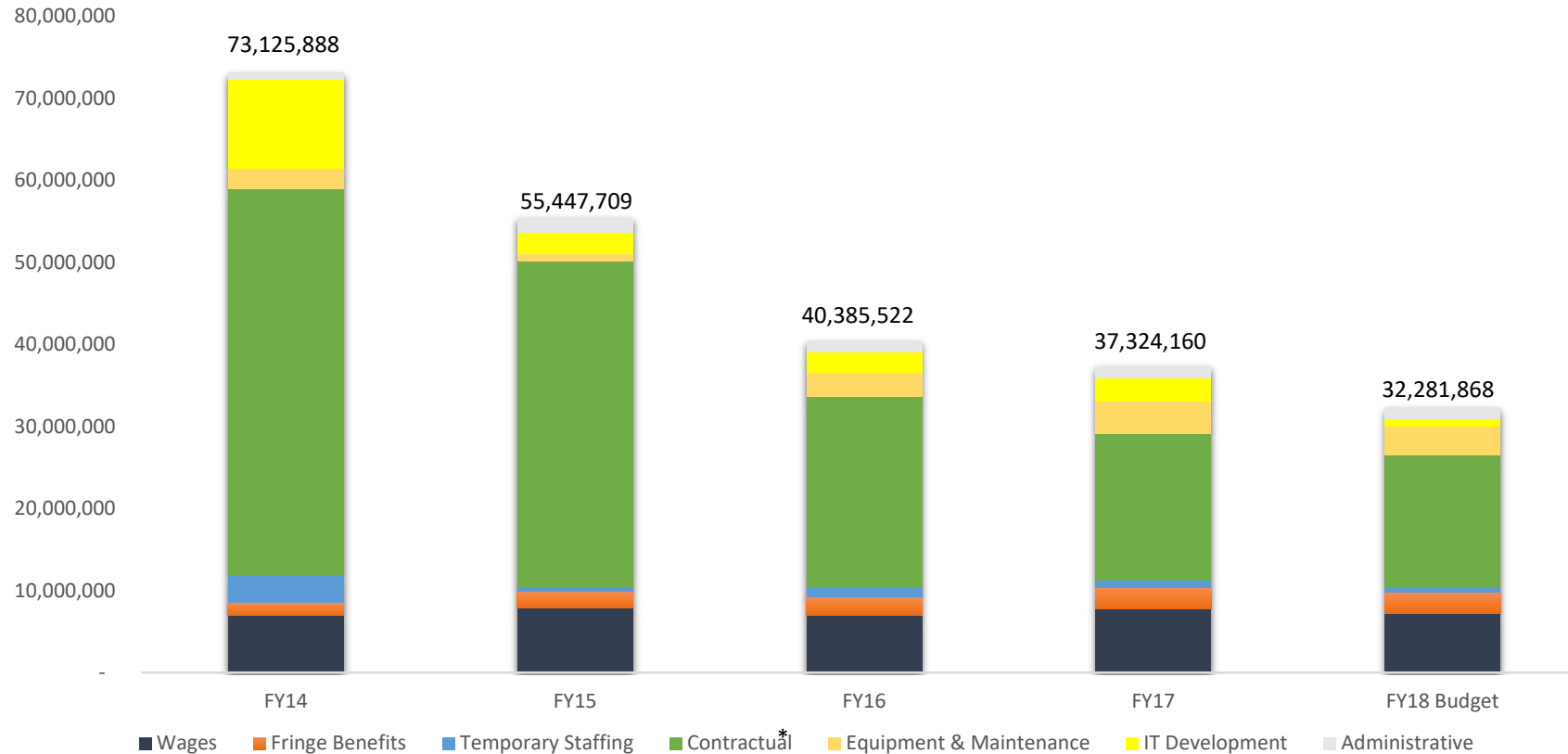
Finance Update



➤ A Look Back

Access Health CT Total Expenses

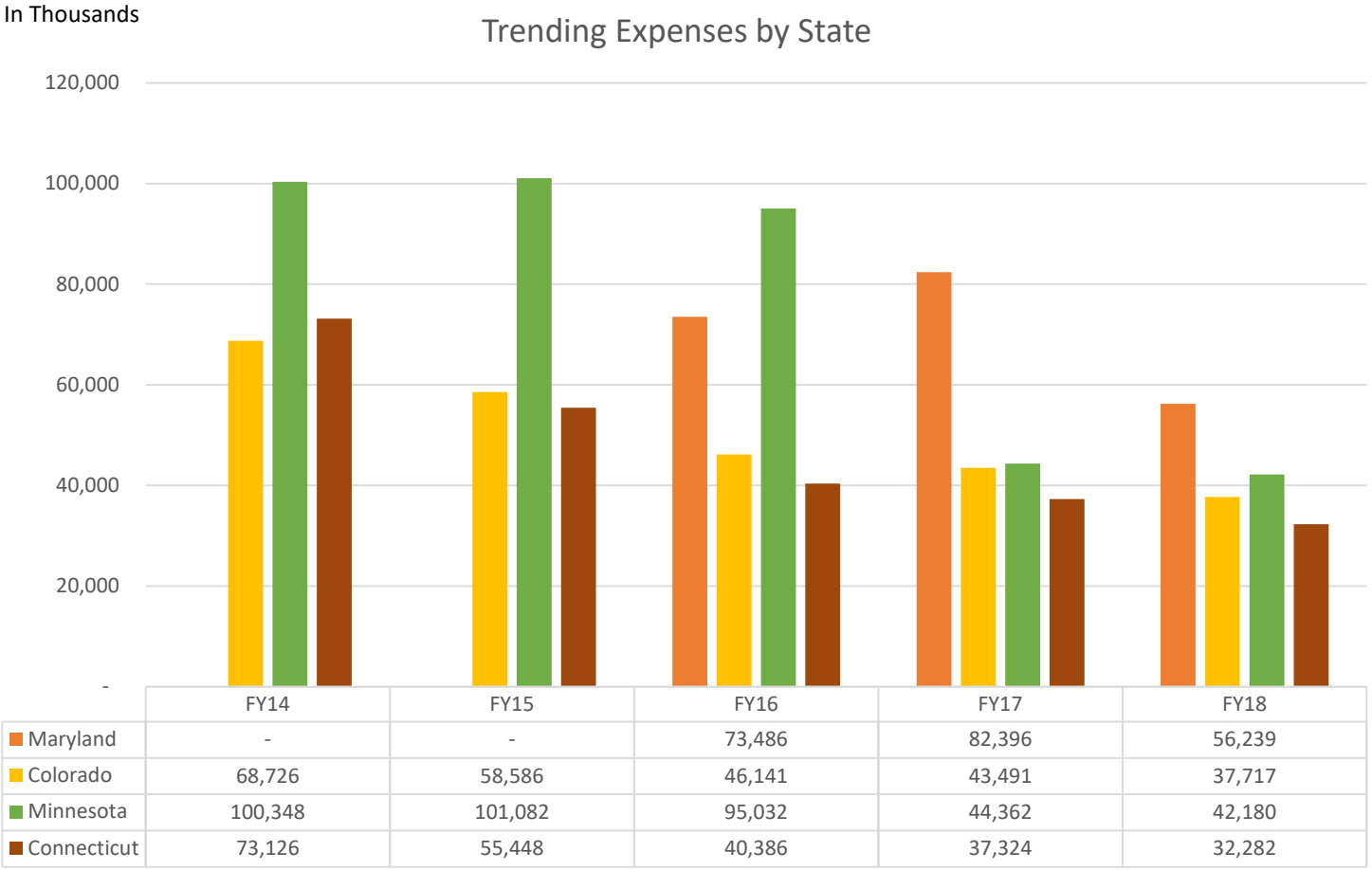
Trending Expenses FY14-FY18



- FY15 reduction in non-IT consulting including Call Center expenses
- FY16 reduction in IT Development and Call Center expenses
- FY17 reduction in IT Consulting and other operating expenses
- FY18 reduction in APCD and IT Development

*Contractual: Marketing, IT Consulting and Operating Expenses

Access Health CT total costs compared to other State-Based Marketplaces



*Data for Minnesota, Maryland and Colorado was obtained at their corresponding website per reports prepared by the individual state. FY14 expenses for Minnesota were estimated based on actuals for Q3 and Q4 of FY14.

Human Resources Introduction 2013 -2018

AHCT Staff Update

- 8 Departments
- 86 total employees
- 42 employees serve customers directly
 - 21 bi-lingual
- 5 employees carrier-focused service
- 6.7% turnover rate vs. 15% national rate
- 4 open positions

Employee Development

- New Manager training
- Supervisory Skills – State In-Service course
- State In-Service - 62 courses – Spring semester
- Harassment Prevention training
 - Zero tolerance
 - All new employees trained
 - All management employees annually
- Change Management
- Performance Management
- Active Shooter
- Violence Prevention

Succession Planning

- **Leadership**

- 2 senior managers - Regional Leadership Forum
- 2 middle managers - Aspiring Leaders Executive Development Program, State of CT
- Senior Leadership Team Training Focus – Leadership, Negotiation, Strategic Planning, Budgets, Communications

Organizational Values

Strategic Initiative

Why Create Values?

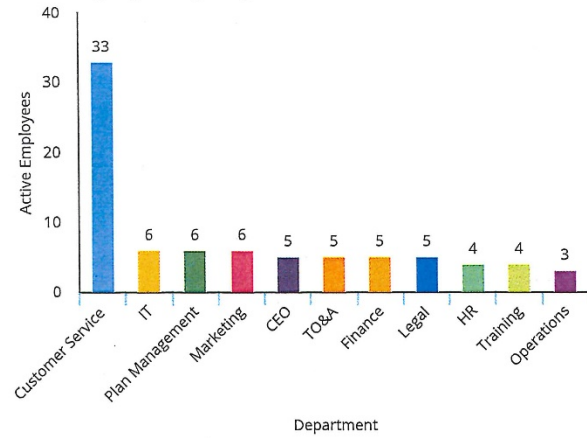
- Increase employee engagement
- Create high-performing organization
- Reinforce culture
- Attract highly-skilled job candidates
- Mission-driven organization

EEOC/HR Metrics

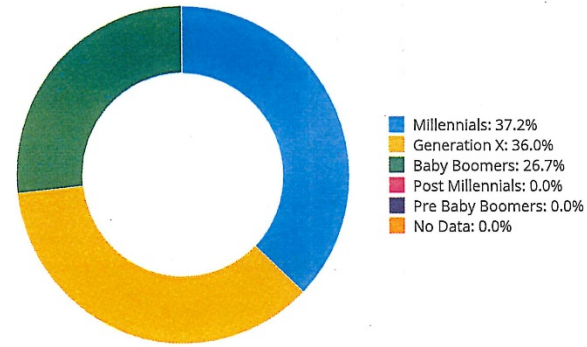
Headcount ⓘ

86

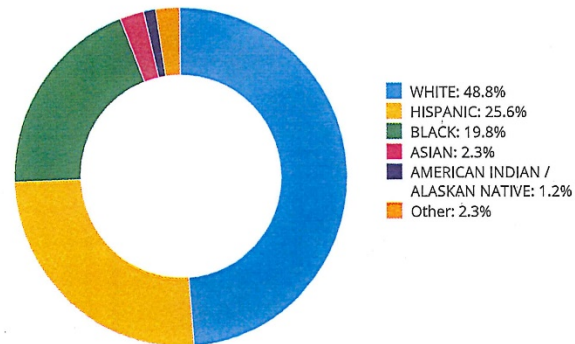
Active Employees by Department



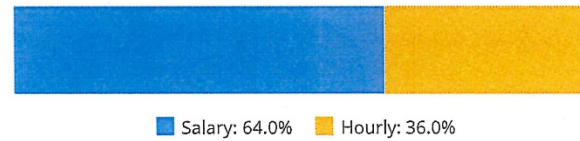
Generation



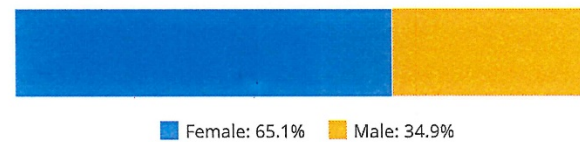
Ethnicity



Pay Type



Gender



Executive Session



Adjournment