



## Connecticut Health Insurance Exchange Strategy Committee Special Meeting

### Meeting Minutes

Thursday, January 13, 2022

Remote Meeting

**Members Present:** Steven Hernandez (Chair); Grant Ritter; Paul Philpott; Paul Lombardo; Cecelia Woods

**Access Health CT (AHCT):** James Michel; Caroline Lee Ruwet; Robert Blundo; John Carbone; Susan Rich-Bye; Daniel Maloney; Tammy Hendricks; Marcin Olechowski

#### A. Call to Order and Introductions

Chair Steven Hernandez called the meeting to order at 1:00 p.m. Roll call for attendance was taken.

#### B. Public Comment

No public comment.

#### C. Review and Approval of Minutes

Chair Steven Hernandez requested a motion to approve the November 9, 2021, Strategy Committee Draft Meeting Minutes. Motion was made by Cecelia Woods and seconded by Paul Philpott. Roll call was ordered. **Motion passed unanimously.**

#### D. Strategic Initiatives

##### ***-Broker Academy***

James Michel, Chief Executive Officer stated that Access Health CT (AHCT) has been undertaking various strategic initiatives, which include but are not limited to the creation of the Broker Academy as well as the Subsidiary.

##### **Grant Ritter joined at 1:05 p.m.**

Tammy Hendricks, Director of Health Equity and Outreach, provided an update on the development of the Broker Academy. Ms. Hendricks noted that outreach to community partners and organizations has been increased. Ms. Hendricks added that Connecticut Governor Ned

Lamont met with the AHCT staff about the creation of the Broker Academy. Ms. Hendricks stated that it was a successful meeting and a press event with the Governor is being planned.

Ms. Hendricks emphasized that following the press event, meetings with the mayors of Hartford, New Haven and Bridgeport will also be organized in order to continue to engage their respective communities with their assistance. Ms. Hendricks provided a January Outreach Plan which, in addition to conducting a press event with the Governor as well as meeting with the mayors of three major cities, also includes extensive outreach to various community organizations.

**Paul Lombardo joined at 1:10 p.m.**

Ms. Hendricks stated that some of those organizations included the First Cathedral, Community Renewal Team and the American Job Center operated by the Connecticut Department of Labor (DOL).

Ms. Hendricks announced that the first grant AHCT received to support the first phase of establishing a Broker Academy came from the Connecticut Health Foundation (CHF) in the amount of \$25,000. Ms. Hendricks noted that CHF has been a great ally for AHCT for many years. Ms. Hendricks went on to describe the broker academy application process. Ms. Hendricks outlined that there have not been any changes to the timeline for the training and development process.

Paul Philpott inquired about the mentor recruitment. Ms. Hendricks responded that currently, AHCT is reviewing the list of certified brokers who may be good candidates to be mentors. Ms. Hendricks added that this list has been narrowed based on their association with AHCT as well as geographical area where the classes will be held.

John Carbone, Director of SHOP and Product Development, added that AHCT is concentrating on seasoned brokers who are good educators. Mr. Michel added that there is a considerable interest among the certified brokers to be mentors.

Paul Lombardo inquired whether the broker academy participants will only be able to sell health insurance or other products as well. Ms. Hendricks noted that in addition to being able to sell health insurance, graduates of the Broker Academy will receive their license to be able to sell life and health insurance. Mr. Michel added that this list may be larger, including credit and travel insurance. Mr. Michel added that those brokers will also be able to assist the subsidiary within the next two or three years. Ms. Hendricks provided next steps for the Broker Academy creation, including an in-depth description of steps within the Training and Development as well as Placement phases. Mr. Michel added that this effort aims to achieve lowering the uninsured rate by engaging brokers who live in the communities that are impacted most by the lack of insurance as well as to help to address health disparities in Connecticut.

**Victoria Veltri joined at 1:30 p.m.**

Mr. Michel added that there will be an economic benefit to the brokers themselves since they will be receiving monthly commissions for each plan sold. Mr. Michel emphasized that this is a new approach to help address lower the uninsured rate and health disparities Connecticut. Cecelia Woods inquired whether any stipends will be provided to the participants of the Broker

Academy. Mr. Michel confirmed that stipends will be given at the end of the program. Discussion ensued around the process of mentoring and potential apprenticeship. Victoria Veltri expressed her words of appreciation to AHCT for creating the Broker Academy Program.

***-Formation of AHCT Subsidiary – Status***

Mr. Michel indicated that a direct link exists between the creation of the Broker Academy as well as the creation of the Subsidiary. Anthony Crowe, Chief Operating Officer, provided an outline and status of various development phases of the Subsidiary's creation along with the estimated phase completion dates. Mr. Crowe pointed out that there are eight phases in the process. Mr. Crowe stressed that some of these phases are taking place simultaneously. Mr. Crowe stated that the process is approximately 20 percent complete, and many more steps need to be fulfilled before the Subsidiary is created and functional.

Mr. Crowe provided details on the Business Development Process, which includes discovery and strategic planning as well as plan development. Mr. Crowe reviewed the details of this process along with the estimated timelines for completion. Mr. Philpott inquired whether the Subsidiary would have an insurance license. Mr. Michel stated that it will not have a license, but a platform will be created to compliment the Exchange with additional products and services. Discussion ensued around the intricacies of the Subsidiary and Broker Academy formations along with topics pertaining to the clients that they will serve.

***-Future Growth and Success***

Glenn Jurgen, Director of the Human Resources, provided the Committee with information on the Future Growth and Success of the Exchange. Mr. Jurgen stated that an internal team has been created to chart the planning of the future successful course of AHCT. Mr. Jurgen also enumerated the future career openings within the organization as well as operational movements between various departments. Mr. Jurgen noted that these positions will ensure future growth of the organization and added that prior to developing this plan, meetings with individual members of the Senior Leadership Team (SLT) were held in order to pinpoint areas of growth. Mr. Jurgen also expressed his words of appreciation toward members of the Strategy Committee for its continuous support in shaping the future success of the organization. Mr. Jurgen emphasized that AHCT also looked at the possibility of saving money through bringing projects that were performed by vendors back to staff within the organization.

**E. Mission and Vision Status Update**

Susan Rich-Bye, Director of Legal and Governmental Affairs, presented the Mission and Vision Status Update. Ms. Rich-Bye noted that as the Exchange has evolved and continues to grow, the Mission and Vision need to be reviewed accordingly. Ms. Rich-Bye noted that this process started last year with the Strategy Committee initiating the process. Ms. Rich-Bye discussed further steps that were taken, including -- meeting with the SLT; ideation results to be shared with the Strategy Committee for recommendations; and, the development of a future draft Mission, Vision and Guiding Principles to be presented to the Board for a vote.

#### **F. Discussion on Advisory Committees/Restructuring of the Advisory Committees (Vote)**

Susan Rich-Bye, Director of Legal and Governmental Affairs, provided the Committee with an update on AHCT's plan to reorganize its Advisory Committees. Ms. Rich-Bye stated that at the September 2021 Strategy Committee Meeting, a discussion took place about the roles of the Advisory Committees (AC) and the ways that they support the organization. Ms. Rich-Bye presented a brief history of the AC.

Currently, AHCT staff are not proposing any changes to the Health Plan Benefits and Qualifications and SHOP Advisory Committees. Changes are recommended to amend the Consumer Experience and Outreach Advisory Committee and change its name to Health Equity, Outreach and Consumer Experience Advisory Committee. Ms. Rich-Bye noted that the aim would be to revise the committee membership to include members of the Board, stakeholders with experience in Health Equity work, consumer advocates and community serving organizations, as well as brokers specifically focused on the individual market. Ms. Rich-Bye indicated that staff also recommends dissolving Brokers, Agents and Navigators Advisory Committee. Ms. Rich-Bye added that previously, several stakeholder representatives from this committee had been moved to the SHOP and Consumer Experience and Outreach Advisory Committees.

Chair Steven Hernandez noted that this focus on health equity and understanding the inputs that cause the inequities is incredibly important. Mr. Hernandez supports the recommendation centered on health equity in this manner as this is about fully understanding AHCT's mission specifically. Mr. Hernandez praised and supported this recommendation. Brief discussion ensued.

Chair Steven Hernandez requested a motion to Amend the Advisory Committees as follows: To change the Consumer Experience and Outreach Committee to the Health Equity, Outreach and Consumer Experience Committee and revise the committee membership; and to dissolve the Brokers, Agents and Navigators Committee as its members will now be represented through the other advisory committees. Motion was made by Paul Philott and seconded by Victoria Veltri. Roll call vote was ordered. **Motion passed unanimously.**

Chair Steven Hernandez expressed his words of appreciation to the AHCT staff for fulfilling on its promise to develop and pursue strategic initiatives in a timely manner.

#### **G. Adjournment**

Chair Steven Hernandez requested a motion to adjourn. Motion was made by Victoria Veltri and seconded by Cecelia Woods. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 2:25 p.m.