

A diverse family of four is shown laughing joyfully together on a couch. The mother, on the left, has her arm around the father. The father, wearing glasses, is smiling broadly. Two young children are laughing heartily in the center. The scene is set against a background of light-colored curtains.

Strategy Committee Meeting

May 12, 2022

Agenda

- A. Call to Order and Introductions
- B. Public Comment
- C. Vote
 - Review and Approval of Minutes
- D. Strategic Initiatives
- E. Advisory Committee Update
- F. Mission and Vision Status Update (Vote)
- G. Guiding Principles Update (Vote)
- H. Strategy for Potential New Carriers
- I. Adjournment

Public Comment

Vote

Review and Approval of Minutes

Strategic Initiatives

-Broker Academy Updates

Broker Academy

accesshealthct.com/ba-training/

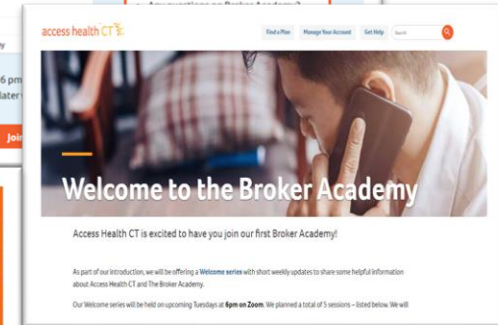
Zoom Welcome Series

When	Topic
April 26 at 6pm	Healthy Chat
May 3 at 6pm	Small Business and Dental
May 10 at 6pm	Broker Resources
May 17 at 6pm	Effective Communication
May 24 at 6pm	Welcome to Broker Academy

HAVE QUESTIONS?

- Any questions on this Welcome series? Email us at AHCT.HealthEquity@ct.gov

The Zoom Welcome Series is live every Tuesday at 6 pm progress. Each webinar will be available for later



access health CT

Welcome to the Broker Academy

Access Health CT is excited to have you join our first Broker Academy!

As part of our introduction, we will be offering a Welcome series with short weekly updates to share some helpful information about Access Health CT and The Broker Academy.

Our Welcome series will be held on upcoming Tuesdays at 6pm on Zoom. We planned a total of 5 sessions – listed below. We will

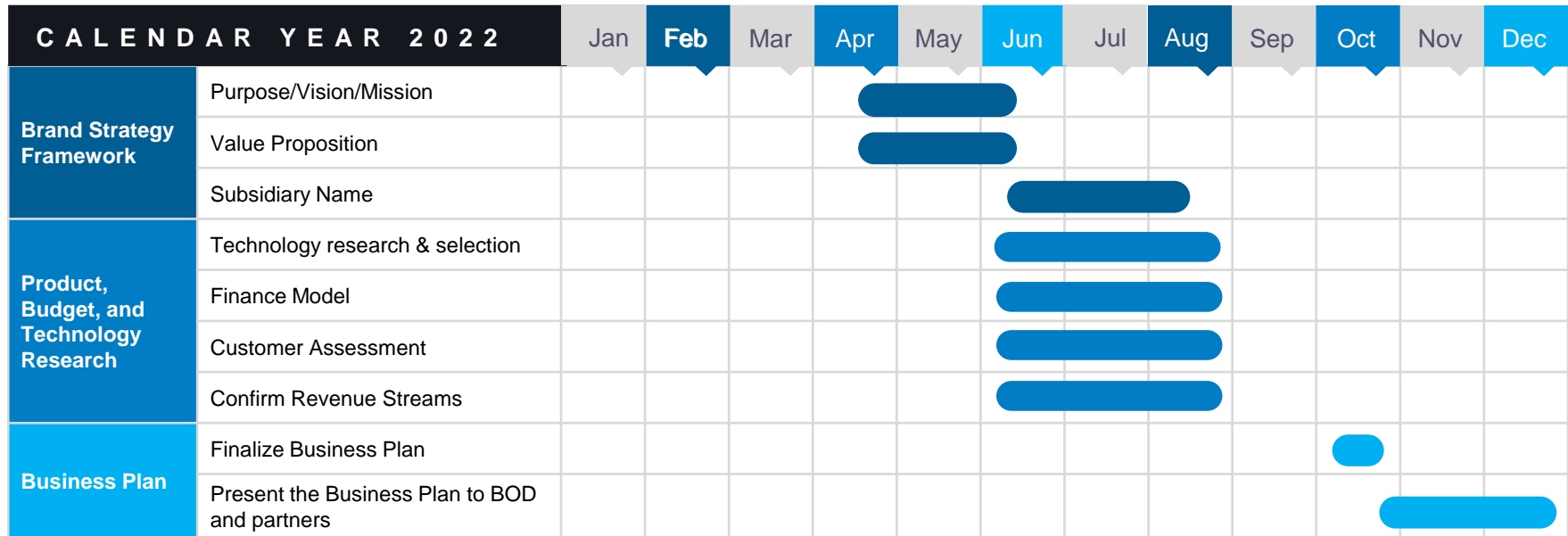
- 164 total applicants
- Application deadline was May 2, 2022
- 96 Students accepted
 - 16 students on the waitlist
- Ongoing student engagement:
 - Weekly info sessions
 - Surveys
 - Welcome video
 - Recorded presentation
- Training:
 - 3 day in person class at Capital, Gateway and Housatonic Community College
 - Classes start June 1
 - Laptop distribution
 - Self Study support from June to august
 - Mentorship program in August



Strategic Initiatives

-Subsidiary Updates

Subsidiary Business Plan Timeline*



*Tentative

Q&A

Advisory Committee Update

Advisory Committee Update

- **Met with Committee Chair regarding new members for Health Equity, Consumer Experience and Outreach Committee**
- **April/May - Outreach to potential candidates identified for Committee**
- **June - Board to vote on additions/removals for Committee membership**
- **September - Kick-off meeting for expanded Committee**

Mission, Vision & Guiding Principles

Suggested Revisions

Mission

What the company is *right now*

Mission

Statement adopted in 2012:

“To increase the number of insured residents, improve healthcare 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.”

Suggested revision for 2022:

“To decrease the number of uninsured residents, improve the quality and affordability of healthcare, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plans that give them the best value.”

Mission
statements
should define
what the company
is *right now*

Vision

What the company wishes to be like *in the future*

Vision

Statement adopted in 2012:

“The CT Health Exchange supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated healthcare experience at a reasonable, predictable cost.”

Suggested revision for 2022:

“Provide Connecticut residents with access to the most equitable, simple and affordable health insurance products to create healthier communities.”

Vision statements
should define
what the company
wishes to be like
in the future

Principles

Foundational statements adopted by
a company to *guide decision making*

Principles Adopted in 2012

- **An exceptional consumer experience**
- **Sustainability**
- **Flexibility**
- **Transparency**

Principles are foundational statements adopted by a company to *guide decision making*

Suggested Revisions to Principles

- Provide Connecticut residents with *an exceptional consumer experience*, promoting accessibility, integration and health equity for all.
- Maintain a valuable place within the State's healthcare ecosystem for the benefit of Connecticut residents, with a focus on *sustainability, flexibility* and affordability.
- Uphold *transparency* through accountable communications with Access Health CT stakeholders.
- Seek Access Health CT Values-based input from employees.

Principles are foundational statements adopted by a company to *guide decision making*

Suggested Revisions to Principles

Provide Connecticut residents with an exceptional consumer experience, promoting accessibility, integration and health equity for all.

- **Accessibility.** Strive to reduce the number of residents without health insurance and improve access to healthcare for all residents.
- **Integration.** Integrate public program information to ensure continuous healthcare coverage for Connecticut residents and seamless transitions between public programs and Qualified Health Plans (QHP).
- **Health equity for all.** Work to address longstanding, unjust disparities in access to healthcare in Connecticut that influence health outcomes.

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Suggested Revisions to Principles

Uphold transparency through accountable communications to Access Health CT stakeholders.

- **Accountable communications.** Ensure that business activities are shared transparently, services are easily available, and information is easily understandable.
- **Access Health CT stakeholders.** Key stakeholders include the public, board of directors, insurance carriers, state and federal legislature, and state- and federal-based agencies, brokers, community partners and employees.

Principles are foundational statements adopted by a company to *guide decision making*

Suggested Revisions to Principles

Seek Access Health CT Values-based input from employees.

- **Access Health CT Values:** Authenticity, Integrity, Excellence, Ownership, One Team and Passion.

Authenticity	Integrity	Excellence	Ownership	One Team	Passion
Act with sincerity, credibility and self-awareness.	Commit to doing the right thing with genuine intention.	Aim high and challenge the status quo.	Take responsibility and initiative.	Collaborate to succeed.	Dedication to creating opportunities for greater health and well-being.

Principles are foundational statements adopted by a company to *guide decision making*

Q&A/Next Steps

Strategy for Potential New Carriers

Adjournment