



Connecticut Health Insurance Exchange
Strategy Committee Special Meeting

Meeting Minutes

Thursday, May 12, 2022
Remote Meeting

Members Present: Steven Hernandez (Chair); Grant Ritter; Paul Lombardo; Cecelia Woods; Victoria Veltri

Access Health CT (AHCT): James Michel; Anthony Crowe; Caroline Lee Ruwet; Daryl Jones; John Carbone; Susan Rich-Bye; 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 March 17, 2022 Strategy Committee Special Meeting Minutes. Motion was made by Victoria Veltri and seconded by Grant Ritter. Roll call was ordered. **Motion passed unanimously.**

D. Strategic Initiatives

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. Mr. Michel briefly outlined strategic initiatives that will seek to address health disparities in Connecticut along with the organization's many goals.

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 stated that a total of 171 applications had been received on May 2, 2022, which was the Broker Academy application deadline. Ms. Hendricks added that 96 students have been accepted while 9 were placed on the waitlist and provided more specifics surrounding the preparatory steps

before the official launch of the Broker Academy, which include, weekly informational sessions, and surveys among other items.

Ms. Hendricks noted that a three day in-person training will be held at the Capital, Gateway and Housatonic Community Colleges. Ms. Hendricks stated that AHCT has also applied for several grants to support the Broker Academy. Ms. Hendricks praised various community partners who are instrumental in assisting AHCT in its efforts. The classes will start on June 1. Chair Steven Hernandez praised the staff for its continuing work on making sure that the Broker Academy launch is successful. James Michel, Chief Executive Officer, emphasized that Broker Academy students and later graduates will assist in providing much needed assistance to underserved communities.

Anthony Crowe, Chief Operating Officer, provided the Subsidiary Update. Mr. Crowe reviewed the Business Plan Timeline, which is subject to change. Mr. Crowe pointed out that financial projections for the subsidiary are still being developed. Mr. Michel added that the draft name of the entity will be provided to the Strategy Committee for consideration. Mr. Crowe stressed that both, the Broker Academy and the Subsidiary will work very well together since some of the products that the brokers will help sell will also be available through the Subsidiary. Mr. Michel added that some of those products may be aimed to help the State's undocumented residents.

E. Advisory Committee Update

Susan Rich-Bye, Director of Legal and Governmental Services, provided the Advisory Committee Update. Ms. Rich-Bye stated that AHCT proposed expanding the role of the Consumer Experience and Outreach Advisory Committee which is now known as the Health Equity, Outreach and Consumer Advisory Committee. Ms. Rich-Bye stated that the Board of Directors approved this change as well as disbanding the Broker Advisory Committee adding that AHCT has undertaken many steps in order to facilitate the process of establishing the expanded committee with a kick-off meeting being planned for September.

F. Mission, Vision and Guiding Principles

Caroline Lee Ruwet presented the Mission, Vision and Guiding Principles. Ms. Ruwet stated that the Access Health CT brand has reached a certain point of maturity since the organization's original mission, vision and guiding principles were adopted by the Board of Directors in 2012. Ms. Ruwet reviewed the suggested revisions for the mission for 2022, which differs slightly from the mission that was adopted ten years ago. The suggested revision state as follows:

To decrease the number of uninsured residents, improve the quality and affordability of healthcare, and reduce healthcare disparities through an innovative, competitive marketplace that empowers consumers.

Ms. Ruwet provided suggested revisions for the Vision Statement as follows:

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

Discussion ensued around adjusting the Vision statement to more closely relate to the actions undertaken by AHCT. Paul Lombardo stated that affordability is a subjective matter. Ms. Ruwet observed that more adjustments are needed prior to this Committee's vote on the Mission and Vision recommendations for the Board of Directors.

Ms. Ruwet also discussed the proposed Guiding Principles, which are designed to be foundational statements adopted by a company to guide decision making. Ms. Ruwet reviewed the following principles that were adopted for the Exchange in 2012:

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

Ms. Ruwet presented suggested revisions to the Guiding Principles as follows:

- *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 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.*

Ms. Ruwet provided additional context to the suggested revision. Discussion ensued concerning the suggested revisions. The updated Guiding Principles will be reviewed further prior to presenting recommendations to the Board of Directors.

G. Strategy for Potential New Carriers

Susan Rich-Bye, Director of Legal and Governmental Affairs, provided a brief update on the strategy for Potential New Carriers. Ms. Rich-Bye noted that during the meetings of the Health Plan Benefits and Qualifications Advisory Committee for the development of the standard plan designs for 2023, there was a brief discussion about new carriers joining the Exchange. Ms. Rich-Bye noted that the Strategy Committee is the proper Committee to consider this topic. Ms. Rich-Bye noted that John Carbone, Director of SHOP and Product Development, communicates with numerous carriers that could potentially offer plans on the Exchange and also offer products through the Subsidiary when it is operational.

H. Adjournment

Chair Steven Hernandez requested a motion to adjourn. Motion was made by Grant Ritter and was seconded by Cecelia Woods. Roll call vote was taken. **Motion passed unanimously**. Meeting adjourned at 2:06 p.m.