



Access Health Connecticut

February 9, 2023, Strategy Committee Meeting

Strategy Committee Meeting Agenda

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| A. Call to Order and Introductions | |
| B. Public Comment..... | 3 |
| C. Vote: Review and Approval of Minutes..... | 4 |
| D. Open Enrollment 10 Update..... | 5-8 |
| E. Five-to-ten-year Strategy Development..... | 9-11 |
| F. Strategic Initiatives Update..... | 12-15 |
| G. Adjournment..... | 16 |

Public Comment

Vote:

Review and Approval of Minutes

Open Enrollment 10 (OE10) Update

2023 Key Open Enrollment Metrics



OE Enrollment/Eligibility Activity:

- The Call Center has handled ~200K calls and ~21K chat sessions
- 108,132 enrolled into a Qualified Health Plan (QHP)
- 15,411 enrolled into the Covered Connecticut Program
- 8,433 enrolled into both a QHP & Stand-Alone Dental Plan (SADP)
- 614 enrolled into a SADP only
- 86% of enrollees eligible for financial help
- 25,923 determined eligible and completed application for Medicaid

2023 Key Open Enrollment Metrics



Demographics:

- Average age of enrollees is 44.4 years old for medical / 42.3 years old for dental
- 53.8% of enrollees are female / 53.5% for dental
- Average number of covered enrollees per household is 2.2; 1.3 for dental
- 78.9% of enrollees reside in one of the following counties: Fairfield, Hartford, New Haven



Plan Selections and Premiums:

- Overall, 45% of enrollees associated with a broker (46.7% of medical / 23.6% of dental)
- 49.6% of 2023 enrollees selected a Silver plan (3.9% of these upgraded from a Bronze)
- Median monthly gross premium \$847 / Median monthly net premium \$94
- 86.2% Retention with 92.3% of those remaining in the same Metal-level plan for 2023
- 86% of enrollees are receiving financial help

Upcoming Dates and Deadlines

- **Medicaid extension & unwinding** – The Consolidated Appropriations Act of 2023 (CAA) passed in late December 2022, decoupling the Medicaid extension unwinding from the Public Health Emergency (PHE):
 - As of January 11, 2023, PHE has been extended by the United States Department of Health and Human Services (HHS) for another 90 days
 - Medicaid unwinding is no longer triggered by the end of the PHE
 - The Medicaid Maintenance of Eligibility provision will end March 31, 2023, triggering the first terminations in April 2023.
- **Initial Premium Payments Due**
 - Invoices delivered to enrollees by Carriers
 - Estimated 13% of 2023 medical policies currently pending effectuation (down to 9% as of 1st week of February)
 - Effectuation information for 2023 dental policies is still pending receipt from carriers
- **1095A Preparation**
 - 92k 1095As mailed out starting January 24th
 - Electronic 1095A download available through AHCT Consumer Portal account
 - Dedicated outreach and resolution staff available

2023 Open Enrollment
Summary Report To Be
Released February 2023

Access Health CT Five-to-Ten Year Strategic Plan

Five-to-Ten Year Strategy Development

External Viewpoint

- Audit Primary and Secondary Research
- Conducted 7 Stakeholder Interviews (Board + Strategy Committee)

COMPLETE

Session One

- Strategy and Design Thinking Introduction
- Review Thought Starters from External Viewpoint Findings
- Discuss Preparation and Goals for Session Two

PREPARING

Session Two

- Build Strategic Priorities for Next Five-to-Ten Years
- Discuss:
 - Business Goals
 - Audience Needs/Prioritization
 - Value Prop for Audiences
 - Brand Elasticity for New Products or New Strategic Profile

External Viewpoint – Five Key Implications

1. Increase focus on micro markets/segments to continue to decrease uninsured rate
2. Look at Health Outcomes more broadly as a measure of success
3. Leverage unique understanding of communities and increase presence
4. Strategic partnerships can broaden growth opportunities
5. Find the balance between competing and complying as a quasi-public agency

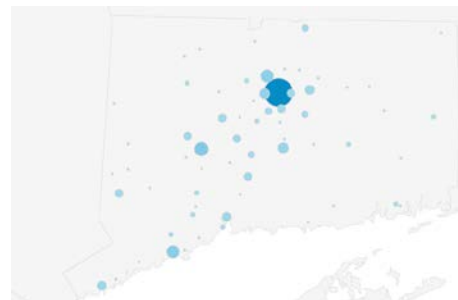
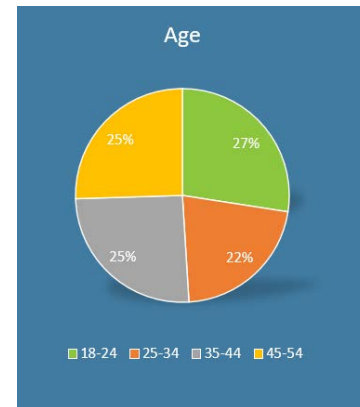
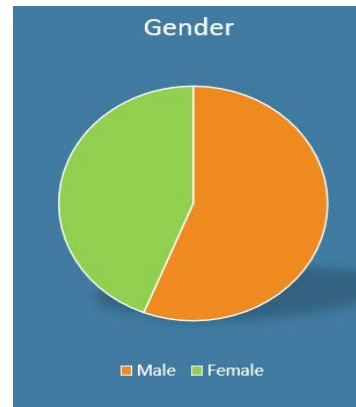


Strategic Initiatives Update

Broker Academy Update

- **Updates**

- Webpage traffic
 - 1,488 visitors (391 in Dec.)
 - Visitor Locations: Hartford, Waterbury, Bridgeport
- Outreach:
 - Events
 - Presentations
 - Info Sessions
- 2 class locations: Hartford and New Haven
- Accept up to 100 students
- Application opens February 27, 2023
- 4 pre-training meetings prior to training
- Class days scheduled for June 5-9th

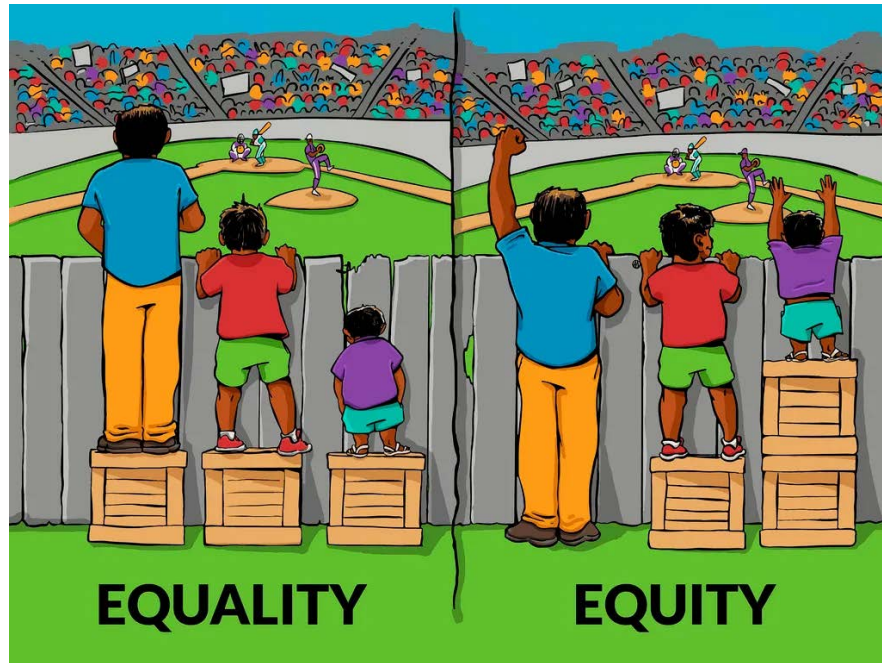


Subsidiary

- Subsidiary will be designed to support our five-to-ten-year Strategy.

AHCT Subsidiary Company

As part of our five-to-ten-year strategy, Access Health CT is in the early stages of building a subsidiary organization that will enable us to more fully address the health disparities experienced by many communities in Connecticut.



Adjournment