



# Access Health Connecticut

April 20, 2023, Board of Directors Meeting

# Board Agenda

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➤ March 13, 2023 Special Meeting Minutes	
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# Public Comment

# Votes:

## Review and Approval of Minutes:

- **February 16, 2023 Regular Meeting Minutes**
- **March 13, 2023 Special Meeting Minutes**

# CEO Report

## James Michel

# Finance Update

## FY 2023 – 3<sup>rd</sup> Quarter Budget Report

# Fiscal Year 2023 Budget Report

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# FY 2023 Budget vs. Actuals Summary

<b>Operating Budget - Q3 Fiscal Year-to-Date</b>				
	<b>FY2023 Approved Adjusted Budget</b>	<b>Actuals</b>		<b>Variance</b>
AHCT	\$21,991,003	\$21,274,720	\$	(716,283)
DSS Shared Cost	14,763,499	14,870,530		107,031
<b>Total</b>	<b>\$36,754,502</b>	<b>\$36,145,250</b>	<b>\$</b>	<b>(609,252)</b>



# FY 2023 Budget vs. Actuals

OPERATING BUDGET - July 1, 2022 to Mar 31, 2023		
Budget	Actuals	Variance

**Revenues**

Grants	\$ 343,593	\$ 353,592	\$ 9,999	Additional grant received
Interest Income	370,072	597,595	227,523	Interest Rate increased
Other Revenue	18,000	7,558	(10,442)	
Marketplace Assessments	23,624,530	23,588,139	(36,391)	
<b>Total Revenue</b>	<b>\$ 24,356,195</b>	<b>\$ 24,546,884</b>	<b>\$ 190,689</b>	

**Expenses**

Salaries	\$ 6,112,705	\$ 6,016,171	\$ (96,534)	Variances due to timing ↓
Fringe Benefits	2,569,195	2,354,392	(214,803)	
Temporary Staffing	314,081	264,661	(49,420)	
Contractual	8,910,227	8,346,190	(564,037)	
Equipment and Maintenance	2,363,914	2,455,616	91,702	
IT Enhancements	1,083,221	1,241,380	158,159	
Supplies	8,886	7,904	(982)	
Travel	36,000	42,668	6,668	
Other Administrative	592,774	545,738	(47,036)	
<b>Total Operating Expenses</b>	<b>\$ 21,991,003</b>	<b>\$ 21,274,720</b>	<b>\$ (716,283)</b>	
Costs Shared with DSS	14,763,499	14,870,530	107,031	
<b>AHCT and DSS Total Expenses</b>	<b>\$ 36,754,502</b>	<b>\$ 36,145,250</b>	<b>\$ (609,252)</b>	

\*3<sup>rd</sup> Quarter Budget Report (as of March 31, 2023)

# FY 2023 Proposed Final Budget Summary

<b>Operating Budget - FY 2023 Proposed Final Budget</b>			
	<b>FY2023 Approved Adjusted</b>	<b>FY2023 Proposed Final Budget</b>	<b>Variance</b>
AHCT	\$ 34,360,028	\$ 37,060,028	\$ 2,700,000
DSS Shared Cost	20,486,273	20,486,273	(0)
<b>Total</b>	<b>\$ 54,846,301</b>	<b>\$ 57,546,301</b>	<b>\$ 2,700,000</b>

# FY 2023 Proposed Final Budget

	FY2023 Approved Adjusted Budget	FY2023 Proposed Final Budget	Variance	
<b>Revenue</b>				
Grants	\$ 343,593	\$ 353,592	\$ 9,999	Additional grant received
<b>Reserve Funding</b>	<b>1,200,000</b>	<b>3,900,000</b>	<b>2,700,000</b>	<b>\$2.7M to support Medicaid unwind</b>
Interest Income	490,072	803,350	313,278	Interest rate increase
Other Revenue	861,574	611,081	(250,493)	From reserves & rebate revenue
Marketplace Assessments	31,464,789	31,392,005	(72,784)	
<b>Total Revenue</b>	<b>\$ 34,360,028</b>	<b>\$ 37,060,028</b>	<b>\$ 2,700,000</b>	
<b>Expenses</b>				
Salaries	\$ 8,366,342	\$ 8,215,702	\$ (150,640)	Vacancy Savings
Fringe Benefits	3,469,582	3,289,813	(179,769)	Vacancy Savings & Employee health plan selections
Temporary Staffing	397,855	726,493	328,638	Temporary staff to assist with IRS/CMS changes to compliance requirements
Contractual	13,028,643	12,606,713	(421,930)	Contractual work converted to staff
<b>Contractual (Medicaid Unwind)</b>	<b>-</b>	<b>2,700,000</b>	<b>2,700,000</b>	<b>Marketing and Outreach costs for Medicaid unwind</b>
Equipment and Maintenance	4,009,318	4,784,597	775,279	EOM (Enterprise Operating Model) Vendor transition costs
IT Enhancements	3,835,174	3,453,178	(381,996)	Savings on IT Enhancement Projects
Supplies	15,349	15,349	-	
Travel	74,000	74,000	-	
Other Administrative	1,163,765	1,194,183	30,418	Insurance and Staff training/development
<b>Total Operating Expenses</b>	<b>\$ 34,360,028</b>	<b>\$ 37,060,028</b>	<b>\$ 2,700,000</b>	
Costs Shared with DSS	\$ 20,486,273	\$ 20,486,273	-	
<b>AHCT and DSS Total Expenses</b>	<b>\$ 54,846,301</b>	<b>\$ 57,546,301</b>	<b>\$ 2,700,000</b>	

# FY 2023 Projected Reserve Fund Balance

AHCT fiscal 2023 year-end reserve is projected at \$19.2 million

<b><u>Reserve As of June 30, 2022 (Audited)</u></b>	\$ 23,512,285
Subtract: FY2022 Carryover	(426,980)
Subtract: FY2023 CIP	(1,200,000)
Subtract: Marketing & Outreach for Medicaid Unwind	(2,700,000)*
<b>Projection at June 30, 2023 (Unaudited)</b>	<b><u>\$ 19,185,305</u></b>

<b>Months of Operating Funding</b>
8.4
6.8

\*Pending approval

# Votes

# Grant Updates

# Grant Updates

- **AHCT has applied for 11 grants in FY2023, 3 have been awarded and 2 grants are pending award.**
- **\$82,455 was awarded by Connecticut Health Foundation to fund 2022 Broker Academy.**
- **\$20,000 was awarded by Fairfield County Community Foundation to fund 2022 Broker Academy.**
- **\$10,000 was awarded by Farmington Community Bank Foundation to fund 2023 Broker Academy.**
- \$15,000 conditional award by Community Chest for New Britain & Berlin for 2023 Broker Academy.
- \$7,500 conditional award by Community Foundation for Greater New Britain for 2023 Broker Academy.

# Information Technology Update



# AHCT IT Security & Compliance

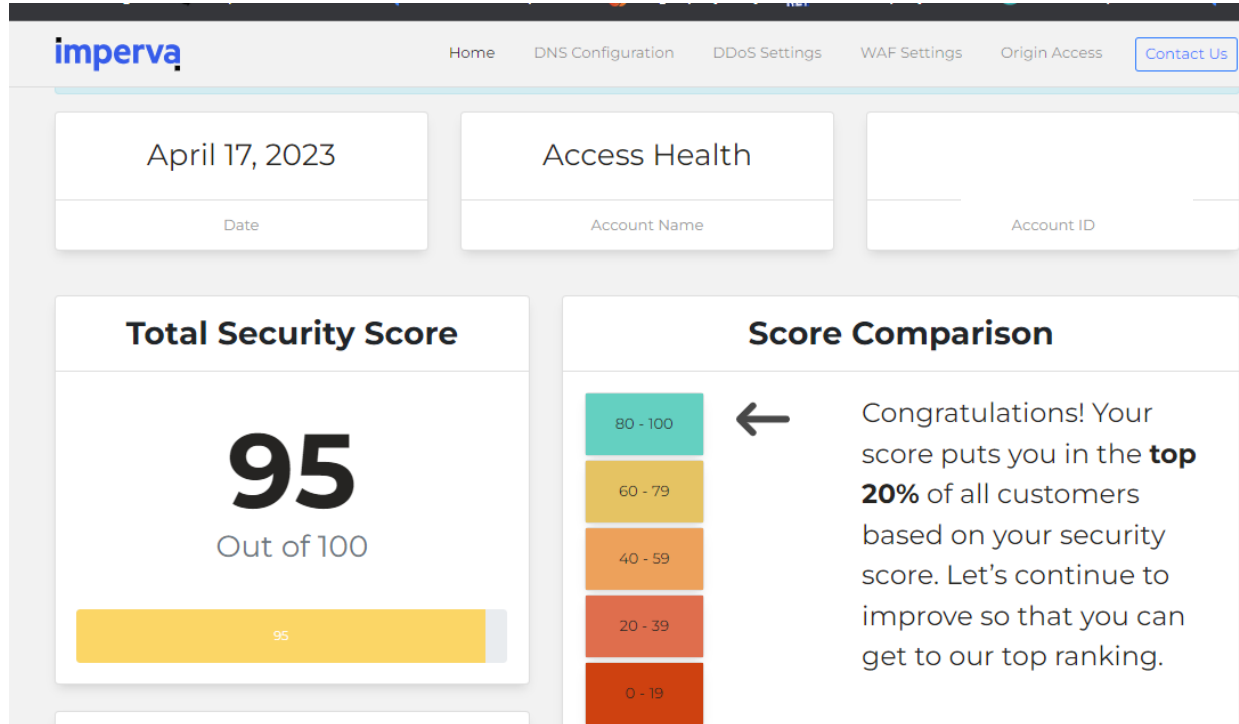
- **Maturing IT Security & Compliance Program**
  - Created a formal Security and Compliance program
  - Procured, installed and use new Security and Compliance tools
  - 24x7 Monitoring and alerting
- **Maintaining a Solid IT Security & Compliance Posture**
  - Kept pace with Federal and State requirements
  - Partnerships were matured with IRS, CMS, DAS/BITS, DSS, 3<sup>rd</sup> party companies and vendor partners
  - Policies were maintained, created and made available as needed



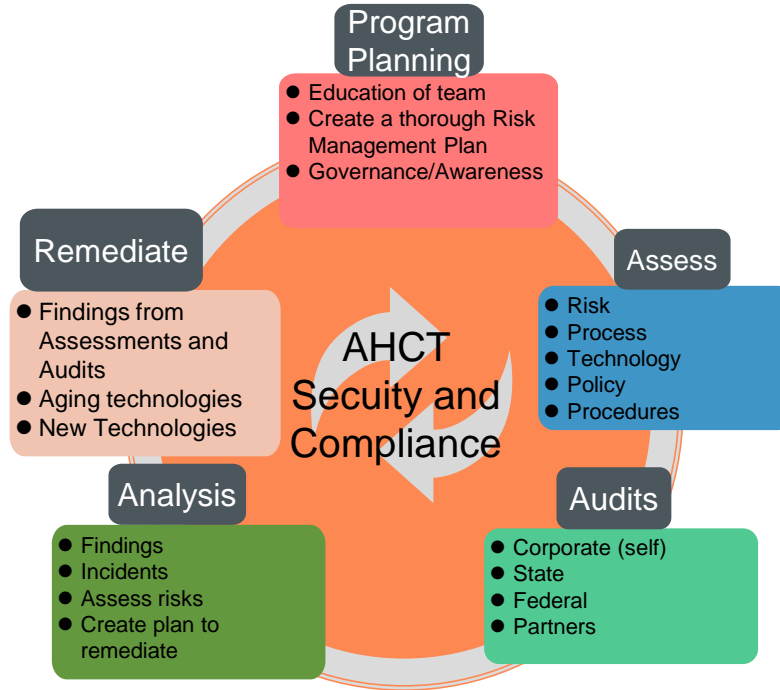
## KEY:

- IRS : Internal Revenue Service
- CMS : Centers for Medicare & Medicaid Services
- DAS : Department of Administrative Services
- BITS : Bureau of Information Technology Solutions
- DSS : Department of Social Services

# AHCT IT Security & Compliance



# AHCT IT Security & Compliance



# Medicaid Unwinding Update

# Medicaid Unwinding Update

## Policy:

- 120-day Special Enrollment Period from date of coverage loss
- Rolling Special Enrollment Period for those eligible for Covered CT Program

## Technical Operations & Analytics:

- 15.8% of households impacted by the Unwinding have manually updated their applications since Sept.\*
- 147 individuals enrolled in Covered CT Program\*
- 450 individuals enrolled in a Qualified Health Plan (without a Covered CT benefit)\*
- 8,860 individuals re-enrolled in Medicaid\*

## Operations:

- March 1 new hire class started taking calls on April 6
- Call center statistics:
  - March: 77,527 calls with an average wait time 67 seconds
  - As of April 14: 30,236 calls with an average wait time of 31 seconds

\*Data as of April 17, 2023

# Medicaid Unwinding Update

## Health Equity & Outreach:

- 15 new call center reps trained to do enrollments in the field (started March 31)
- Enrollment fair planning in progress; target launch date for events in June and rotate to community health center locations and Navigator sites
- Consumers currently have access to 500+ Brokers and 130 Certified Application Counselors (CACs) throughout the state to assist with in-person enrollment
- To keep consumers and community partners informed, the team is hosting monthly educational presentations as well as quarterly in-person meetings

## Marketing:

- Issued joint press release with Department of Social Services (DSS) March 27
- Creative concepts in progress for advertising campaign
  - Will include TV, Radio, Billboards, Print, Social Media and Digital
  - Campaign launch date: June 1
  - To follow an extension of the DSS extended “Update Us So We Can Update U” campaign
- Updates to homepage and “manage my account” webpage
- New blog post and Knowledgebase article
- Working with DSS to develop and review collateral
- Continued social media support of DSS campaign to update contact information
- Direct-to-consumer marketing (Direct Mail/Email/Text Messaging) to ~95k audience projected to become eligible for Covered CT Program or Qualified Health Plan (QHP) with subsidy

# ACA Policy/Legal Update

# ACA Policy/Legal Update

- *Braidwood v. Becerra* Update
  - FAQs released by federal govt. April 13, 2023
- Proposed eligibility changes for Deferred Action Childhood Arrivals (DACA) recipients



# ACA Policy/Legal Update

- **Notice of Benefit and Payment Parameters for Plan Year 2024: Health Equity Focus**
  - Change Income Verification Requirements
  - Special Enrollment Period Changes
  - Failure to Reconcile Changes
  - Improper Payment Assessment Pilot
  - Allow Navigators and Consumer Assistants to Enroll Door-to-Door

# Future Agenda Items

# Adjournment

**Next Meeting of the Board:**

Special Meeting: to be determined