



Connecticut Health Insurance Exchange Strategy Committee Regular Meeting

Meeting Minutes

Thursday, June 13, 2024
Remote Meeting

Members Present: Steven Hernandez (Chair); Sean King; Paul Lombardo; Grant Ritter

Access Health CT (AHCT): James Michel; Jeanna Walsh; Holly Zwick; Susan Rich-Bye; John Carbone; Glenn Jurgen; Tammy Hendricks; Margo Lachowicz

A. Call to Order and Introductions

Chair Steven Hernandez called the meeting to order at 1:03 p.m. Roll call for attendance was taken. Mr. Hernandez applauded Access Health CT (AHCT) for organizing a successful Small Business Summit.

B. Public Comment

No public comment was submitted.

C. Vote

Chair Steven Hernandez requested a motion to approve the January 11, 2024, Strategy Committee Regular Meeting Minutes. Motion was made by Sean King seconded by Paul Lombardo. Roll call vote was taken. **Motion passed unanimously.**

D. Strategic Projects Updates

James Michel, Chief Executive Officer, outlined the strategic initiatives that AHCT is currently undertaking.

Jeanna Walsh, Director of Operations, provided an outline of the Ten Clicks or Less strategic initiative. AHCT is working to redefine the individual market enrollment experience with the aim of streamlining the process to make it much easier for both consumers and enrollment personnel to successfully enroll individuals in affordable health insurance.

Cross-departmental teams have been created to include the totality of the organization in future planning and implementation. Strategic brainstorming sessions were concluded in April and the strategy document and user experience blueprint model is currently being finalized.

Mr. Michel provided further explanation of this strategic initiative.

Grant Ritter joined the meeting at 1:07 p.m.

John Carbone, Director of SHOP, Product Development and Broker Support provided an overview of the Individual Coverage Health Reimbursement Arrangement (ICHRA) initiative. He reminded the Committee that this project has been in the works for 8 months and AHCT is currently in a Request for Proposals (RFP) process with potential vendors.

The proposed flexible solution can give employers the ability to offer coverage to their employees that fits their budget and gives employees reduced healthcare costs, access to great plans, as well as more ownership for their healthcare. The timeline for selecting the vendor was discussed.

Mr. Carbone provided information on the recent Small Business Summit, which included over 225 attendees, 28 vendors and 20 speakers. Mr. Michel added that the main aim of organizing the Small Business Summit is to connect small businesses with useful resources that they can utilize. Brief discussion ensued around various policy initiatives that are beneficial to small businesses and Connecticut residents, such as ICHRA and Covered Connecticut.

Jeanna Walsh, Director of Operations, provided a brief update on the Call Center RFP. Ms. Walsh noted that AHCT has been working collaboratively with the Connecticut Department of Social Services (DSS) to finalize the call center RFP and pointed out that the last time AHCT issued an RFP was in 2016. AHCT is looking forward to seeing what other call center vendors have to offer to improve the customer experience not only for enrollment in Qualified Health Plans but also for Medicaid consumers. The Call Center RFP will be issued in July.

E. Medicaid Unwinding Update

Susan Rich-Bye, Director of Legal and Governmental Affairs, provided the Medicaid Unwinding Update. March of 2024 was the last month of Medicaid Unwinding, and the last 120-day Special Enrollment Period (SEP) began at the end of March 2024 and runs through July 2024. As of May 30, 2024, the metrics are as follows: 11,516 enrolled in a QHP; 8,183 enrolled through the Covered CT Program while 289,904 re-enrolled in Medicaid/HUSKY Health.

F. Broker Academy Update

Tammy Hendricks, Director of Health Equity and Outreach, provided a Broker Academy Update. Ms. Hendricks stated that this is the third year of the Broker Academy, and the program continues to grow. Eighty students were accepted at the beginning of May. Additional details were provided. The classes were held at two venues-- Capital Community College where 54 students participated and at Norwalk Community College, where 23 students participated, which amounted to a 35 percent increase in the class size. The in-person trainings were held from June 3 to June 5. A review day followed and on June 7, students took the In-Person State Exam. Some students opted to take the State Exam at home or at the Pearson location. As of today, 13 students have passed the State Exam. More data will be provided at the next meeting of the Committee.

Sean King applauded the success of the Broker Academy and inquired about the attrition for those students who were accepted but ultimately chose not to participate in the Program asked whether Program has a waiting list. Ms. Hendricks noted that reasons some individuals chose not to participate in the Broker Academy Program included not being able to take time off from work, lack of childcare or transportation. Ms. Hendricks added that a waiting list does exist.

G. Adjournment

Chair Steven Hernandez requested a motion to adjourn. Motion was made by Paul Lombardo and was seconded by Sean King. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 1:35 p.m.