



Connecticut Health Insurance Exchange  
Strategy Committee Regular Meeting

**Meeting Minutes**

Thursday, November 14, 2024  
Remote Meeting

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

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

**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 was submitted.

**C. Vote**

Chair Steven Hernandez requested a motion to approve the September 12, 2024, Strategy Committee Regular Meeting Minutes. Motion was made by Sean King and seconded by Grant Ritter. Roll call vote was taken. **Motion passed unanimously.**

**D. Strategic Project Updates**

*Ten Clicks*

James Michel, Chief Executive Officer, outlined AHCT's currently strategic initiatives. The *Ten Clicks* project is remaking of the organization's core system used by Connecticut residents to apply for health insurance and obtain financial assistance. Mr. Michel provided a brief historical and functional analysis of the current system.

*Matthew Brokman joined at 1:04 p.m.*

The new system will be more efficient and effective for Connecticut residents. A Request for Proposal (RFP) will be issued.

### Call Center Update

Mr. Michel provided the Call Center Update. An RFP was issued, and the Exchange has received a number of responses which are currently under review.

AHCT and the Department of Social Services (DSS) share the call center services and DSS pays a large portion of the cost given the size of the Medicaid and Children's Health Insurance Program (CHIP) populations in the joint system. The timeline for the procurement was reviewed with a potential starting date for the vendor by July 1, 2025. Brief discussion followed on the length of a possible contract as well as the eventuality of the possible changes in the healthcare space over the next few years. In particular, the possible loss of the enhanced premium tax credits and the way that this situation would be handled by the Exchange and its call center in the future was discussed.

### Individual Coverage Health Reimbursement Arrangement Update

John Carbone, Director of Small Business, Product Development and Broker Support provided the Individual Coverage Health Reimbursement Arrangement (ICHRA) Update. There was a soft launch of the platform on November 1. Ten brokers are currently evaluating the platform, looking at both the employer and the employee perspectives. This process is ongoing and will conclude on January 31. AHCT continues receiving the feedback and making enhancements to the platform. The ICHRA platform full launch is scheduled for July 1, 2025. There will be a demonstration of the new platform for the Committee in the future.

### **E. Open Enrollment 12 Update**

Kathryn Hearn, Associate Director of the Enterprise Project Management Office, provided the Open Enrollment 12 Update. Ms. Hearn stated that 86.9 percent of households have been projected to auto-renew into their Qualified Health Plan (QHP) and/or Stand-Alone Dental Plans (SADPs) for 2025. AHCT has projected that QHP – inclusive of the Covered CT Program, will enroll 150,199 and SADPs enrollment is projected to reach 14,526. Comparison statistics with the prior OE relative to the same timeframe were presented.

### **F. Broker Academy Update**

Tammy Hendricks, Director of Health Equity and Outreach, presented the Broker Academy Update. Ms. Hendricks stated that year 3 of the Broker Academy has officially ended. Twenty-two students completed the program, and a graduation ceremony was held.

The graduates are now fully licensed and prepared to serve Connecticut residents during OE. Broker Academy graduates participate in a lot of community events organized by AHCT as well as by others.

Ms. Hendricks added that her department will conduct an evaluation of the program for future improvements. In response to an inquiry, Ms. Hendricks indicated that over the years the Broker Academy graduated 72 brokers, and they are fully licensed in Connecticut.

Mr. Michel pointed out that in addition to the fully licensed brokers who graduated from the Broker Academy, there are other graduates who never took the state exam. These individuals are still very knowledgeable about the healthcare system in Connecticut and can serve as a valuable source of information in their respective communities.

### **G. Adjournment**

Chair Steven Hernandez requested a motion to adjourn. Motion was made by Sean King and was seconded by Grant Ritter. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 1:27 p.m.