



Access Health CT Strategy Committee

April 11, 2025

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Mission: To decrease the number of uninsured residents, improve the quality of healthcare, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health coverage that give them the best value.

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

Public Comment

Vote

**Review and Approval of Minutes
November 14, 2024**

Strategic Project Updates

Ten Clicks

Call Center

ICHRA

10 Clicks Update

10 Clicks Update

Timeline

- Engage resource to develop the Request for Proposal (RFP)

Tactical Blocks

- Finalizing proposed enhancements for the next phase

Looking Ahead

- Planning for key milestones for the end of the year



Call Center Update

Call Center

Call Center Vendor Contract Executed

- The contract went into effect on February 1 between Access Health CT and TTEC Government Solutions, LLC for call center vendor services
- The agreement includes a reduction in services rates

Upcoming Call Center Enhancements

- Implementation of speech enabled Interactive Voice Response (IVR) system
- Adding more informational messaging in the IVR
- Introduction of a “Text a link” feature
- Auto authentication within the IVR

Individual Coverage Health Reimbursement Arrangement (ICHRA) Update

Broker Academy Update

Broker Academy Update

- 95 total applicants: 43 Different towns
- Application extension until April
- Webpage traffic:
 - 503 in January
 - 587 in February
 - 1,440 in March
- Gender:
 - 64% Female
 - 17% Male
 - 13% Chose not to identify
- Ethnicity:
 - 30% Hispanic/Latino
 - 22% African American/Black
 - 22% White (not Hispanic or Latino)
- 2 class locations: CT L.E.A.D Danbury and New Britain
- Class days scheduled for June 3-7



The Broker Academy
access health CT

Training Class: June 7th-8th, 2025
Virtual weekly schedule starting May 1, 2025
In-person classes June 7th-8th.

Minimum requirements to apply:

- 18 years or older
- High school diploma or GED
- 1-3 recommendation letters
- Community service experience
- Preference will be given to applicants who reside or work in underserved areas

Program Details:

 Free Training Access Health will cover the cost of training and exam.	 Mentorship Program Students will have access to an experienced broker mentor to provide guidance throughout the Program and continued support after graduation.	 Program Support Access Health will provide all materials throughout the Program and continued support after graduation.
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As part of our mission-driven approach to reduce health disparities, Access Health CT seeks to drive change within communities in need by creating a Broker Academy Program - a free training program for candidates to become licensed insurance brokers (producers).

The Program aims to help reduce health disparities and uninsured rates by embedding a network of trusted health coverage experts in Connecticut's traditionally hardest-to-reach communities.

Start a new career while making a difference in your community.

Application will be open from March 1, 2025 to March 31, 2025.

For questions, email AHCT.BrokerAcademy@ct.gov
Sign up for our newsletters and updates on the Broker Academy webpage.



ConnectiCare/Molina

ConnectiCare/Molina Merger

- On February 1 Molina Healthcare finalized its acquisition of ConnectiCare Holdings
- ConnectiCare Benefits Inc. (CBI) and ConnectiCare Insurance Company (CICI) plans continue under the ConnectiCare brand names
- Molina is new to the Connecticut market

Possible Enhanced Subsidy Changes That May Impact Connecticut Residents

Adjournment

Next Meeting: June 12, 2025