



Connecticut Health Insurance Exchange Strategy Committee Special Meeting

Meeting Minutes

Friday, April 11, 2025
Remote Meeting

Members Present: Steven Hernandez (Chair); Paul Lombardo; Kathleen Holt

Access Health CT (AHCT): James Michel; Jeanna Walsh; Holly Zwick; Susan Rich-Bye; Glenn Jurgen; Tammy Hendricks; John Carbone; Rebekah McLearn; Marquese Davis; Marcin Olechowski

A. Call to Order and Introductions

Chair Steven Hernandez called the meeting to order at 10:15 a.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 November 14, 2025, Strategy Committee Regular Meeting Minutes. Motion was made by Kathleen Holt and seconded by Paul Lombardo. Roll call vote was taken. **Motion passed unanimously.**

D. Strategic Project Updates

Ten Clicks

Marquese Davis, Director of Information Technology (IT), provided information on the 10 Clicks project which is focused on modernizing and improving AHCT's enrollment system for the residents of Connecticut with the goal of streamlining the process, enhancing the user experience and reducing the administrative burden. AHCT has selected a Request for Proposal (RFP) writer for the project. A review was provided of the tactical blocks delineating the sections of the project along with future planning.

In response to a question, Mr. Davis noted that it is anticipated that the system will be available to consumers within the next 2 years.

Call Center Update

Jeanna Walsh, Director of Operations, provided the Call Center Update. AHCT has awarded the contract to the current call center vendor – TTEC Government Solutions LLC. As part of the new agreement, the vendor will provide additional enhancements and value-added services, as well as a reduction in service rates. Improvements include automated authentication of customers and a real-time language translation tool among others.

We will also be adding more informational messaging in the Interactive Voice Response (IVR) system and the introduction of a “text a link” feature so consumers can choose to receive links through text message on various kinds of topics. Authentication within the IVR will also be a new feature.

Individual Coverage Health Reimbursement Arrangements (ICHRA)

John Carbone, Director of SHOP, Product Development and Broker Support provided the ICHRA update.

Over the past several months AHCT has been actively working on evaluating and refining the online ICHRA platform to meet the diverse needs of Connecticut residents and businesses. The new platform is called BusinessPlus, and it will house the ICHRA platform along with small group products as well.

AHCT has been focused on ensuring usability for a seamless experience while maintaining compliance and achieving scalability to adapt to the needs of the evolving marketplace.

This platform has been created in-house with its vendor New Fields Technology. The technology has been revamped seven different times to make sure that it meets high standards following feedback from the brokers. These updates will simplify the process for employers, brokers and employees. Fine tuning and testing of the platform will take place over the next month.

The marketing campaign for ICHRA had started and will intensify in the near future. In-person broker training for the ICHRA platform will also be taking place. Meetings with various associations are planned as well.

Mr. Carbone briefly touched upon the Small Business Summit which will be held on May 20.

E. Broker Academy Update

Tammy Hendricks, Director of Health Equity and Outreach, provided the Broker Academy Update.

Ms. Hendricks noted that the Department is currently reviewing applications. A record number of applicants – 109 -- have been received representing 45 different towns. The deadline for the submission of an application has been extended to April 7.

Ms. Hendricks summarized the webpage traffic, provided demographical information on the applicants. Classes will be held in two locations, in Danbury and New Britain.

F. ConnectiCare/Molina

Susan Rich-Bye, Director of Legal and Governmental Affairs, presented an update on the ConnectiCare/Molina merger. On February 1, 2025, Molina Healthcare finalized its acquisition of ConnectiCare Holdings. ConnectiCare Benefits Inc. (CBI) and ConnectiCare Insurance Company (CICI) will continue to offer plans under the ConnectiCare brand names. Molina is new to the Connecticut market.

G. Possible Enhanced Subsidy Changes that may impact Connecticut Residents

James Michel, CEO, discussed the possible expiration of the enhanced premium tax credits that were part of the ARPA and IRA legislation passed in 2021 and 2022. The enhanced subsidies, if not renewed by Congress, will expire at the end of the Plan Year (PY) 2025.

AHCT met with the Governor's Office to discuss this potential expiration, along with meetings with other state leaders. AHCT is taking a proactive approach on this vital issue. The impact of not renewing those enhanced subsidies will not only be felt by those affected families, but by the entire state through higher premiums across the board and the impact of increases to the uninsured rate. Many individuals may not be able to afford premiums and may drop coverage altogether.

Mr. Michel noted that AHCT works collaboratively with other State-Based Marketplaces (SBMs) on this crucial issue.

Chair Steven Hernandez stressed that it is a very important issue that could impact many consumers and how the state can assist in addressing it.

H. Adjournment

Chair Steven Hernandez asked for a motion to adjourn. Motion was made by Paul Lombardo and was seconded by Kathleen Holt. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 10:43 a.m.