



Strategy Committee Regular Meeting

Draft Meeting Minutes

April 9, 2026
Remote

Members Present:

Steven Hernandez (Chair); Grant Ritter; Kathleen Holt; Tricia Dave

Access Health CT (AHCT) Staff Present:

James Michel; Jeanna Walsh; Holly Zwick; Susan Rich-Bye; Glenn Jurgen; Elaine Mann; John Carbone; Joshua Orlando; Marcin Olechowski

A. Call to Order and Introductions

Chair Steven Hernandez called the meeting to order at 2:00 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 Strategy Committee's February 11, 2026 regular meeting minutes. Motion was made by Grant Ritter and seconded by Kathleen Holt. Roll call vote was taken. **Motion passed unanimously.**

D. Broker Academy Program Update

John Carbone, Director of Small Business, Broker Support and Product Development, provided a Broker Academy Program update on behalf Tammy Hendricks, Director of Health Equity and Outreach.

Mr. Carbone noted that the Broker Academy Program entered a new cycle with strong interest, as approximately 83 applications were received and the application deadline was extended to April 15, 2026 to increase participation. The interview process will take place from April 30 through May 1, 2026, after which selected candidates will receive acceptance letters and begin Program readiness activities, including virtual weekly sessions outlining expectations and requirements.

Participants will complete certification requirements followed by in-person training sessions in Hartford and New Haven from June 13 to June 14, 2026. The Program will provide comprehensive support to participants. Upon successful completion of state

licensing exams, participants will be paired with mentors for a four-month mentorship period to gain practical experience and a deeper understanding of the insurance marketplace and AHCT's operations. The Program will conclude with an annual celebration and preparation for the next Open Enrollment (OE), including certification across product lines and participation in enrollment fairs.

E. Strategic Project Updates

10 Clicks Initiative – Joshua Orlando, Project Manager, noted that that over the past several months, the Request for Proposals for a Health Exchange Integrated Eligibility and Enrollment Platform Evaluation Committee has been reviewing and evaluating proposals as part of the vendor selection process. A vendor is expected to be selected by the end of the month, with implementation work anticipated to begin in early May 2026.

James Michel, Chief Executive Officer, added that Board training is planned for June 2026 to present a comprehensive overview of the project. The project involved extensive planning and stakeholder input from customers, employees, and partners to inform the design of a new, more efficient enrollment platform.

Mr. Michel emphasized that the initiative is driven by the need to replace the current eligibility and enrollment system, which has been in place since 2013 and is inefficient, costly to modify, and time-consuming for users, requiring approximately 180 steps to complete a new health coverage application. The new system is expected to significantly improve user experience, streamline operations, reduce costs, and allow for more timely and cost-effective updates in response to policy and program changes.

BusinessPlus Platform, Small Business Health Options Program (SHOP) and Agenda Item F. Broker Strategy Update

Mr. Carbone provided updates on the BusinessPlus Platform, SHOP and AHCT's broker strategy.

Mr. Carbone reported continued progress in broker engagement with more than 1,000 brokers trained on how to utilize BusinessPlus. Efforts are focused on building market readiness through ongoing education, enhanced training resources, and targeted outreach to brokers, employers, and nonprofit organizations, supported by marketing campaigns and community engagement. While BusinessPlus adoption is still in the early stages, the strategy is to build a strong pipeline through education and outreach. Mr. Carbone also highlighted a proposed state tax credit to incentivize small business participation, along with ongoing discussions at the federal level to improve Individual Coverage Health Reimbursement Arrangement (ICHRA) implementation.

Mr. Carbone reiterated that Connecticut's platform is gaining national attention as a leading model, with other state exchanges seeking guidance. Additionally, work is underway to integrate the small group and BusinessPlus platforms into a seamless, single-login experience to improve usability and streamline the customer journey.

G. Health Plan Benefits and Qualifications Advisory Committee Update

Susan Rich-Bye, Director of Legal and Governmental Affairs, provided an update on the recently completed work of the Health Plan Benefits and Qualifications Advisory Committee (Committee). Meetings began in January 2026 but were temporarily delayed pending release of the 2027 Actuarial Value Calculator (AVC) from the Centers for Medicare and Medicaid Services (CMS) in late February. Following receipt of the AVC, the Committee resumed work and held multiple meetings in March and April to evaluate plan design options across metal tiers, with a focus on affordability and anticipated federal changes. The Committee has since approved all standard plan designs, which will be presented to the Board, including a recommendation to add an additional Bronze Plan to enhance affordability and better leverage available federal subsidies.

Chair Steven Hernandez expressed appreciation to the team for the comprehensive updates provided and noted anticipation for the upcoming June meeting, as well as continued engagement in the interim.

H. Adjournment

Chair Steven Hernandez requested a motion to adjourn. Motion was made by Grant Ritter and was seconded by Kathleen Holt. Roll call vote was ordered. **Motion passed unanimously.** Meeting adjourned at 2:27 p.m.