

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

November 4, 2021

Call to Order and Roll Call

The kynect Advisory Board met on Thursday, November 4, 2021, at 3:00 p.m. EST electronically via Microsoft Teams. KHBE Team Member, Karla Burton, called the meeting to order at 3:01 p.m. EST and called the roll.

Board Members Present: Secretary Eric Friedlander (Board Chair), Whitney Allen, Sharon Clark, Joe Ellis, John Mark Fones, Harry Hayes, Mark Harris Kleiner, Martha S. Mather, Supraja Parthasarathy, David Roode, and Ryan Sadler.

Staff Present: Deputy Secretary Carrie Banahan, Susan Dunlap (CHFS), Brice Mitchell (CHFS), Melea Rivera (KHBE), Karla Burton (KHBE), John Pasztor (KHBE), Allen Shepherd (OATS), LeAnne Mullins (OATS), Vamsy Mulupuri (Deloitte), Krishna Ayyagari (Deloitte), Chris Kaufman (Deloitte), Bhavik Shah (Deloitte), Dhruv Chhabra (Deloitte), Akanksha Khurana (Deloitte), Hanna Gill (Deloitte), Jillian Frost (Deloitte), Mohan Kumar (Deloitte) and Kayla Skaggs (Deloitte)

Approval of Minutes

A motion was made to accept the minutes of the October 7, 2021 meeting as submitted, seconded, and approved by voice vote.

Update on Office of the Kentucky Health Benefit Exchange Activities

State Based Marketplace (SBM) Business Updates

Melea Rivera Assistant Director of the Kentucky Health Benefit Exchange (KHBE) presented SBM Business Updates. Passive renewal statistics were shared showing that 80,607 total members renewed successfully, 143 total members terminated, and 129 total members were pending passive renewal. Total members receiving subsidies for Plan Year (PY) 2022 was reported at 59,014. This year we have observed a decrease in subsidies for PY2022. This is attributed to three main factors: Marketplace changes, policy changes, and household changes. Due to lower plan rates offered, the subsidies being offered are also decreasing.

Calculation of Advance Premium Tax Credit (APTC) is based on the Second Lowest Cost Silver Plan (SLCSP). Due to changes in PY2022, the SLCSP is decreasing and residents may see an increase in their individual contributions. Throughout these changes, Secretary Friedlander stressed the importance to have residents check their plan through this Open Enrollment period to ensure they are signed up for the plan that benefits them most.

The State is four days into this year's Open Enrollment period. KHBE shared that six issues and two enhancements have taken place since last month's Advisory Board Meeting. Additionally, there are three enhancements planned to go in on November 19, 2021.

KHBE is participating in a CMS Special Enrollment Readiness Review for the Special Enrollment Period through the end of PY2021. They have been conducting system integration testing to ensure readiness and look forward to presenting to CMS on November 12, 2021. Melea reviewed Open Enrollment metrics including the following:

- Open Enrollment Metrics
 - Total Members Enrolled: 67,690
 - Members Enrolled in QHP with APTC: 55,491
 - Members Enrolled in QHP only: 11,961
 - New Members Enrolled in QHP with APTC since 11/1: 180
 - New Members Enrolled in QHP only since 11/1: 64
 - Small Business Health Options Program Applications since 10/15: 28

State Based Marketplace Communication and Training Update

Metrics and Materials

Hanna Gill with Deloitte presented updates on agents, kynectors, DCBS, contact center, and issuer training and supplemental materials distributed. Agents and kynector have received similar communication in preparation for Open Enrollment and the transition to the State Based Marketplace (SBM). DCBS has been participating in a question of the week program to try to get ahead of as much trouble shooting as possible. The Contact Center has been kept up to date on all communications to keep them aligned with other groups. Issuers received an additional training for special requests and inquiries for WellCare last week.

Internal Audiences

Upcoming communications and training efforts focus on continued support for agents, kynectors, DCBS, and the Contact Center as we proceed through Open Enrollment. The team stressed the importance of continuing to use the issue tracker to ensure changes/enhancements are tracked and followed up on.

Resident Communications

Tracy Williams with the KHBE presented communications that are being distributed to the public. Statewide, local, and digital advertising campaigns are taking place on television, radio, and newspapers. Additionally, the kynect hot air balloon is traveling across the state to continue to promote the SBM.

Outreach

Karla Burton with the KHBE team provided an update on kynector outreach throughout Open Enrollment. kynector organizations have over 200 public and private events scheduled across Kentucky through the month of November. The entire event schedule can be found on the KHBE website. This weekend KHBE staff and kynectors will be at the WKU Football Game

in collaboration with the kynect Hot Air Balloon Tour that is making its way across the state at largely attended events.

Open Questions/Discussion

Secretary Friedlander thanked everyone for participating during this month's Advisory Board meeting and shared his excitement about the return to the SBM.

Other Business

The next meeting of the Advisory Board will be held on December 2, 2021, at 3:00 p.m. EST.

Adjournment

The meeting was adjourned at 3:45 p.m.