

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

December 2, 2021

Call to Order and Roll Call

The kynect Advisory Board met on Thursday, December 2, 2021, at 3:00 p.m. via Microsoft Teams. Deputy Secretary, Carrie Banahan, called the meeting to order at 3:02 p.m. and KHBE Team Member, Karla Burton, called the roll.

Board Members Present: Sharon Clark, Joe Ellis, John Mark Fones, Harry Hayes, Mark Harris Kleiner, Martha Mather, Brenda McClanahan, Supraja Parthasarathy, David Roode, and Ryan Sadler.

Staff Present: Deputy Secretary Carrie Banahan (CHFS), 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) and Kayla Skaggs (Deloitte)

Approval of Minutes

A motion was made to accept the minutes of the November 4, 2021 meeting with the revision of the next meeting date, seconded, and approved by voice vote.

Update on Office of the Kentucky Health Benefit Exchange Activities

Operation Readiness for Special Enrollment Periods (SEP)

As the state transitioned from a Federally Facilitated Marketplace (FFM) to a State-Based Marketplace (SBM) they are required to prove that their systems can support the residents. KHBE provided a demonstration for CMS on 11/15/2021 which included both a simple (enrolling a QHP only member during Special Enrollment) and complex (showcasing Auto Qualifying events and plan category limitations) scenario. CMS provided some suggestions that KHBE was able to implement and support moving forward.

SBM Enrollment Metrics

Melea presented several enrollment metrics including 68,873 total members enrolled. Additionally, the Website Traffic Metrics included 78,209 total page visits to kynect since 11/1/2021. 84 SHOP applications have also been received since 10/15/2021.

Unwinding the Public Health Emergency

The current Public Health Emergency end date is in January 2022, with a possible extension. The anticipated number of individuals who are currently on Medicaid but may be APTC

eligible at this time are 81,794. KHBE is discussing strategy with other states and CMS to assist in guiding residents when the Public Health Emergency ends. Board Member Mark Kleiner suggested spreading the 81,794 out to kynectors and agents to contact them and provide their options as they lose Medicaid coverage. This period would be treated as a Special Enrollment Period for individuals because it is considered to be a loss of coverage.

Monthly SBM Issuer Forums

KHBE holds monthly forums with Issuers and the most recent one took place on 11/22/2021. During these forums enrollment metrics such as EDI (Electronic Data Interchange) 834 transactions, acknowledgements, and effectuations are relayed, and Issuers are available to provide feedback. The first monthly reconciliation process for enrollments will begin on 12/10/2021. The next monthly Issuer Forum meeting will take place on Wednesday, December 22, 2021.

Trending Issuers/Enhancements

- There are non-immigrants being approved for Medicaid even though they do not want to be enrolled. The current work around is to have the agent/kynector email DFS.Medicaid@ky.gov to directly remove Medicaid coverage from cases or to manually verify an individual's immigration status. A system fix is scheduled on 11/19/21 to correctly evaluate immigrations state/eligibility determinations.
- Some Agents are having trouble accessing Agent Portal due to creating a citizen account by mistake instead of an Agent account in KOG. Various stakeholders have been made aware of this issue on how to fix and help.
- The Prescreening Tool is spinning for a limited number of issuers. The current workaround is that the user may log off from kynect and access the Prescreening Tool from the publicly available website. A system fix is planned to remove the spinning for logged in users on 12/3/2021.

SBM Communication and Training Update

Deloitte provided an update on communications and training that were distributed to Agents, kynectors, DCBS, Issuers, and the Contact Center. The Deloitte OCM team has finished up their Office Hour sessions with groups and will continue to support ongoing communications throughout Open Enrollment. These communications support system updates, issue work arounds, and weekly newsletters.

Outreach

Karla with the KHBE Team provided an update on outreach events. In the month of December, the contracted kynector organizations have 215 public and private events scheduled across Kentucky. In collaboration with the Department for Public Health's Office of Health Equity, kynectors are now hosting events at immunization pop up clinics to expand outreach and enrollment efforts. KHBE and kynectors were at the WKU Football Game in mid-November. This outreach was part of the kynect Hot Air Balloon Tour that's making its way across the state at largely attended events. Additional kynect Hot Air Balloon Tour events with kynector presence are planned for December in various parts of the state.

Questions and Answer

What system improvements have been made to kynect in general?

- Prescreening changes to allow the user to select household member for a quote
- Prescreening Tool to include Medicaid eligibility
- Agent Quoting tool changes to allow a user to select household members for a quote, addition of CSR categories as part of the Agent Quoting Tool and display of monthly APTC amounts instead of annual
- Default sorting of plans based on price: lowest to highest
- SHOP rate calculation based on actual age and not average
- Enhanced provider search functionality for consumers on prescreening

What specific issues have kynectors and Agents reported to the Open Enrollment (OE) Issue Tracker?

Melea presented the OE Issue Tracker Dashboard that displayed the total issues, ticket statuses, and trending issues by category.

Open Questions/Discussion

Board Member David Roode raised the concern that when he uses the Provider Search Tool it will list a large number of providers that show the same phone number. Also, the search tool will claim that the provider is in network, but when he calls the provider this is not true. Calling the provider to confirm before enrolling or selecting an insurer was suggested. Overall, this is something KHBE will need to address with issuers.

Other Business

The next meeting of the Advisory Board will be held on January 6, 2022, at 3:00 p.m.

Adjournment

The meeting was adjourned at 4:02 p.m.