

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

August 3, 2023

Board Members in Attendance: Sharon Clark, Ryan Sadler, Harry Hayes, Mark Kleiner, Dr. Joe Ellis, Pricilla Easterling as proxy for David Roode, Whitney Allen

Deputy Secretary Banahan opened the meeting with a welcome to the Kentucky Health Benefit Exchange Advisory Board. Roll call was conducted and Deputy Secretary Banahan asked if there was a motion to accept the July Meeting Minutes. Ryan Sadler made the motion to accept, and Harry Hayes made a second to the motion. All in favor said aye, with no nays recorded, the meeting minutes were accepted.

David Verry provided an update on the state-based marketplace. David shared that QHP enrollments have continued to increase each day, stating that about 11% of those who lost Medicaid have enrolled in a QHP. This is slightly below the national average with about 13% among state exchanges, though it varies widely. David reported that there had been over 100 incidents reported to the Incident Tracker. Deloitte and others are investigating to resolve issues that are technical in nature, but also procedural, and exploring ways to find blockades in the system, such as immigration issues and others to improve the application process. The team is actively watching for system spinning or timing out. While this has not been an issue, there are some reports of general slowness when navigating from one function to another. Each new release has improvements to alleviate system issues. The feedback from kynectors, Agents and other stakeholders is appreciated as it helps direct many system improvements. The next system enhancements were reported to go live the following day (8/4/2023) and would improve reporting, notifications and communication on member match. The existing process gave an error message which was under 30-day review by DCBS, without indicating to the user what was going on. The enhancement would help kynectors and Agents have the same information as contact centers if the resident is known to the system. Notification will also be provided when the error had been resolved.

David next updated that system testing has begun for QHP certification. He shared that the plan review process had begun. No problems had been reported and they will be reaching out to counterparts at the issuer level to begin dialogue as they sift through each plan. There is an expectation that everything should run more smooth than last year.

David next shared an update on outreach efforts. They are preparing for Open Enrollment and back to school messaging. There are new materials available on the unwinding site as well as KHBE. Some of these items are directed to parents with outreach directly to schools planned as well. David added that they have worked with open enrollment workgroups from a small group of kynectors and Agents who provided invaluable feedback about what went well with open enrollment, what are challenges, and areas of improvement. David also reminded everyone that the state fair kicks off August 17th and that as

in previous years, glass privacy booths will be available for application filing and discussion of issues. While the fair is not a huge event for applications, approximately 100 applications were processed during last year's fair.

Upon conclusion of the Open Enrollment update, Craig Freeman asked when the 2024 Agent training would be available. David stated that it is planned for mid-August. The training will be more streamlined with the option to skip videos that are not needed if the trainee has already viewed. Information about the Medicaid renewals/unwind were also added. Agents will receive an announcement with the training is available.

Helen Dawson gave the Public Health Emergency update. She shared that they continue to track and monitor monthly renewals. She advised that they are seeing progress each day on the number of cases being reinstated within the reconsideration window. Helen voiced appreciation for the messaging done by the group to ensure members know that they can still reinstate their coverage if they are terminated. They are also seeing a positive trend of increasing rates of ex-parte renewals that can be done on populations within the state.

Continued coverage for nursing facility residents and waiver recipients has been a focused priority. They have extended their coverage to allow the processing and response time to ensure there's no gap in services for those key populations. Helen stated that Kentucky was similar but slightly lower to other states across the entire nation who are seeing procedural reasons for terminations at high rates. Further, she shared that roughly, a little under 2/3 of them are due to procedural reasons. This has a lot to do with the state's communication strategies and efforts on the ground that those on the call are leading. There is still a focus on the cases with no response to help those members understand that even if it's anticipated that they will lose eligibility, we still need to hear from them to be able to process their case. This is a key priority, as is the back-to-school flyers to ensure health coverage is on every parent's to do list. Additional resources will be sent to partner organizations to get information into provider offices, pharmacies, offices, and shared at events. Monthly stakeholder meetings continue with presentations across the state.

Helen also noted that QHP enrollment is trending up with hopes that the 11% number David Verry referenced continues to go up weekly. Lastly a reminder was given about the Medicaid unwinding.kyc.gov website for all the materials. Priscilla Easterling asked about the timeline for the public dashboard with data and information to be available. Helen said they are working on the timeline and making sure to maintain the transparency of data they have committed to provide. Priscilla asked if it could be expected by the end of the year and the response was favorable to that likelihood. Priscilla next asked for an update on materials being available in other languages. There had been six or seven languages discussed as needed. David Verry clarified that if the list could be narrowed down to 3 or 4 documents it may be quicker to complete. He offered to meet with Priscilla offline to discuss further. Helen did offer the reminder that there was a widget added to the PHN winding website that allows translation into various languages. Karla Burton added information about the in-person events stating August events will increase from July due to an active fair and festival season as well as the back-to-school efforts. kynectors will also staff the state fair with 10–12-hour staffing per day with one kynector per shift and some days two to three kynectors. kynectors continue focusing on the unwinding as they speed toward open enrolment season. Karla reminded the group that the calendar of events is listed on the KHBE webpage.

Martha Mather provided the Behavioral Health subcommittee update sharing that the subcommittee met on July 19th. The behavior health benefits side-by-side update has been completed. Martha also said there is a DOI webinar on how to file a complaint being held in August and information on that is being highlighted as the main webinar for Mental Health America on their YouTube page. The subcommittee received an update on the unwinding efforts. Martha added they had received some 9-8-8 updates and there continues to be an increase in calls as well as call takers in our state. The group also shared around the large number of children with acute behavioral health issues and need of services. There are multiple initiatives that are in the works, such as a daily call to discuss the youth and unstable placements, and work being done for kids with developmental disability, sexual reactivity, and aggression. The next scheduled Behavioral Health meeting is scheduled for September 20th.

Whitney Alen provided the update for the Education and Outreach Subcommittee. Whitney informed the group that the Outreach and Education subcommittee did not meet in July, and the next meeting is scheduled for August the 7th. The Deloitte OCM team supporting open enrollment would be presenting the OE toolkit materials for kynectors to the subcommittee and reviewed for direct feedback.

Mark Kleiner provided the Agent and Navigator Subcommittee update. He shared that David had already touched on many items covered in their meeting. The speed of the system and working to continue improvement is appreciated work. Mark stated that kynect on Demand has been very successful based on the feedback received from other agents. They do still see quite a few Medicaid or SNAP inquiries but about 50% are QHP eligible. September 1st will be the target date for telephonic referrals. Mark included comments on the family glitch, stating he had not seen any advertisements or information on this. Mark suggested this would be an excellent topic to promote as there are many people in a situation unable to afford spouse and dependent coverage due to employers not paying for that coverage and they don't realize they can pick a plan through the health benefit exchange. Deputy Director Banahan spoke up to say that was an excellent idea and she suggested that we could involve the Chamber to assist with messaging to employers about marketplace coverage if family coverage is not selected due to cost.

Ryan Sadler updated that the Qualified Health Plan subcommittee did not meet in July and their next meeting is scheduled for August 16th.

Karla Burton provided an update on kynector outreach with photographs from different kynector outreach events across the state in July. Images included Kayla Miles at the Sparks Ministry venue and showing Kayla Sturgill set up at a concert series in Whitesburg, reminding the group that Whitesburg is an isolated area in Eastern Kentucky. Events are a good way to reach many people in that type of area. Event images shared show Rhonda Barnes at a back-to-school bash at Lake Cumberland Health Department. Jeff Lindsay, a long term kynector, was also shown hosting an event at the McCracken County Library in Paducah to help residents with their health insurance.

Deputy Secretary Banahan opened the floor to open questions or discussion. No questions or discussion topics were raised. Deputy Secretary Banahan announced that the next Advisory Board meeting would be held September 7th from 3:00 to 4:00.

Meeting was adjourned.