KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

December 5, 2024

Board Members in attendance: Carrie Banahan by proxy for Secretary Friedlander, Whitney Allen, Sharon Clark, Harry Hayes, Mark Kleiner, Dr. Supraja Parthasarathy, David Roode, Ryan Sadler

Carrie Banahan motioned to approve the November Minutes, and they were approved. David stated that Monday was the busiest day at the contact center and over 88,000 individuals have enrolled on the Exchange this year. Phone outreach is being conducted to consumers who have not enrolled yet for plan year 2025. Open Enrollment monitoring, support and site visits are continuing this year in addition to the Incident Tracker. System enhancements that have been implemented and include kynect on demand and assistance with moving from a terminated plan to a new plan. There will also be changes in the Special Enrollment effective date. An individual will now have until the end of that calendar month instead of the 15th, to sign up for coverage that will become active the first day of the following month.

Shakira Hightower, who is part of the Open Enrollment team with Deloitte provided an overview of the Open Enrollment support activities. She stated that there are weekly Open Enrollment Command Center calls every Wednesday, Incident Tracker reports and monitoring, and agent/kynector office hours to address any issues or questions. The Bi-weekly newsletter is now on the fifth edition that will be released on December 11, 2024. Shakira stated that Deloitte has visited 7 kynector site support events to experience the events in real time and obtain feedback.

Ben Martin is also apart of the Open Enrollment team at Deloitte and provided information on the Incident Tracker. There were 45 Agent incidents and 41 kynector incidents received. The amount of Agent Incidents resolved were 32 and kynector incidents resolved were 37.

John Pasztor provided an update on kynector outreach. He stated that there are approximately 400 kynector events planned for the month of December. For October, kynectors completed 2,197 appointments, 905 referrals and 2,360 actions were taken on individual's cases. Additional events are planned in conjunction with the Rapid Response Team (RRT) for employee layoffs. The KHBE team attended RRT events last month and received positive feedback. John also highlighted the KCTCS kynector program. The kynectors are stationed at 16 college campuses across the state for students and anyone in the community. The KCTCS kynector program has been a successful expansion for KHBE.

Martha Mather stated that a new Behavioral Health subcommittee member, Dr. Elizabeth McKune, was introduced at the subcommittee meeting. She advised that all call centers are now local for 988 calls. There have been over 50,000 calls answered since October of 2023 and the call answer rate is currently 89%. The implementation plan for Reentry was submitted to CMS. The next meeting is scheduled on January 15, 2024.

Whitney Allen provided an update on the Education and Outreach subcommittee. She stated that they discussed the incident tracker, additional educational opportunities such as the messaging on the "family

glitch", working with different HR departments on education, and developing a one-page document detailing copay and deductible amounts. Work is also being completed on a training webinar for kynectors as well as a consumer guide. The next meeting is scheduled on January 27, 2024.

Mark Kleiner provided an update on the Agent and Navigator Subcommittee. A discussion was held about the concerns with the enhanced tax credit subsidies expiring next year and the impact on consumers. A recommendation was made to create a dedicated DCBS line for agents and kynectors. David Verry stated that any issues should be directed to the incident tracker.

Ryan Sadler stated that the Qualified Health Plan Subcommittee did not meet in November but will be meeting on December 18, 2024.

With no further questions asked the meeting was adjourned.

The next meeting will be January 2, 2025.