KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

January 2, 2025

Board Members in attendance: Carrie Banahan by proxy for Secretary Friedlander, Whitney Allen, Sharon Clark, John Fones, Mark Kleiner, Martha Mather, Dr. Supraja Parthasarathy, Jared Ravenscraft, David Roode, Ryan Sadler

The December Meeting Minutes were adopted. David Verry stated that there are 15 more days in the Open Enrollment period. Over 93,000 consumers have been enrolled. The is the best open enrollment numbers in a decade. The contact center has not had any issues and the wait times remain short. There has been a stay on the DACA injunction as Kentucky cannot enroll DACA recipients in a QHP for 2025. year. David stated that the KHBE team will be traveling to different locations for the Open Enrollment. There have not been any federal Marketplace changes lately.

Ben Martin proved an overview on open enrollment support metrics. He stated that six command centers have been conducted that discussed trending items and updates. Ben advised that since the launch of open enrollment on November 1, 2024, they have received 139 incident reports, 96% of which have been resolved. They have hosted two office hours with a total of 174 Agents and kynectors in attendance. The third and final office hour is scheduled for January 14, 2025. There have been five biweekly open enrollment newsletters distributed and the sixth issue will be distributed on January 8, 2025. Since the start of open enrollment, the team has travelled to support 13 kynectors in 10 counties.

John Pasztor provided updates on kynector activities for the past few months. He stated that in November there were over 430 public outreach and enrollment events. There were also over 2,000 appointments, over 1,200 referrals, and 2,339 actions taken regarding application intake and reported changes. There have also been several virtual events, which have been very successful in targeting individuals losing their jobs due to company layoffs who may qualify for Medicaid or are interested in QHP enrollment. John stated that there is a significant amount of outreach being conducted at local schools and the communities across the state. He wanted to highlight how well the kynectors were doing with their outreach events and choosing different venues across the state.

Martha Mather gave the Behavior Health subcommittee update and stated that they had one retirement and one resignation from the committee. They have been able to pick up three new members and the next meeting will be January 15, 2025.

Whitney Allen provided an update on the Education and Outreach Subcommittee. She stated that they did not meet in December due to the holidays, so the next meeting is scheduled for January 27, 2025.

Mark Kleiner gave the Agent Navigator update stating that they discussed DACA updates and open enrollment numbers. He also discussed the enhanced tax credits ending in 2026 and the detrimental financial impact to consumers. He asked David Verry to provide additional numbers and information on Kentuckians that will negatively be impacted by this change.

Ryan Sadler stated that the Qualified Health Plan Subcommittee did not meet this month. The next meeting is January 15, 2025.

Carrie Banahan wanted to mention that there are two open board seats available. If anyone knows any consumer representatives or small employer representatives that would like to be on the board, please email their contact details to Carrie.

With no further questions asked, the meeting was adjourned.

The next meeting will be February 6, 2025.