KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

November 7, 2024

Board Members in attendance: Carrie Banahan by proxy for Secretary Friedlander, Whitney Allen, Shaun Orme by proxy for Sharon Clark, John Fones, Harry Hayes, Martha Mather, Dr. Supraja Parthasarathy, Ryan Sadler

Whitney Allen gave a motion to approve the September Meeting Minutes and David Roode gave the motion to second. The September Meeting Minutes were approved. David Verry began by stating that there have been around 79,000 active enrollments for Open Enrollment this year. There was a huge passive renewal push for enrollment. David stated that Open Enrollment monitoring support is looking promising. It includes site visits and one on one sessions and the Incident Tracker. The contact center reports daily on any system issues.

The biggest system enhancement is the DACA recipients who will now have the option to enroll in an QHP. More brochures and information on DACA will be coming in the future. The KHBE website is constantly being updated with the most current information on Open Enrollment and the Federal Poverty Level charts are now also on the website. Effective January 1, 2025, Anthem will no longer be participating as an MCO. However, they will still be a part of the Kentucky Health Benefits Exchange and offer plans. KHBE has informed their MCO consumers of this change and there is also a page dedicated to this on the KHBE website.

Shakira Hightower stated that from November 1 through January 15, 2024, Deloitte will be offering several different training opportunities and monitoring any issues that arise. They are creating biweekly newsletters, and the third one will be going out next Wednesday, November 13, 2024. There have been three kynectors and one agent that have been helped so far. Shakira showed the progress of the Incident Tracker that has been live since November 1st and will remain in progress during all of Open Enrollment. Command Center meetings started this week and will be scheduled every Wednesday until the end of Open Enrollment. The Open Enrollment Webinar was on October 22, 2024, and was successful. Monthly Office Hours are scheduled for November 21, 2024, and invites have been sent out to Agents and kynectors to register.

Ben Martin stated that the Incident Tracker can be used by Agents and kynectors if they experience any problems during the application or enrollment process. He provided a comparison from 2024 to 2025 of the Incident Tracker as to the progress made during the same time period. There was a significant decrease in the volume of incidents reported for this Open Enrollment period. There have not been any widespread problems with the kynect system being slow or not connecting properly.

John Pasztor gave an update on kynector outreach events. Last Friday, some of the DHPO team were out in the field with kynectors and received great feedback. He stated that Nightmare on Main Street in Pikeville was a huge event with kynectors and was successful. Several back-to-school events and the Halloween at the Capitol event were also held. There will be around 400 kynector outreach events in November. More outreach events are scheduled in December. David stated that there was a

manufacturing plant in Danville that closed and KHBE sent a team to assist with applying for Medicaid, QHP or SNAP benefits.

Martha Mather gave a Behavioral Health update from the last meeting and advised that she received Marketplace and 988 updates. For 988, Kentucky hit a 90% answer rate, which is top 10 in the U.S. There are about 8,000 individuals in state correctional facilities that leave state prison annually that will receive case management or medication assisted treatment services in 2025. Medicaid can be provided for them up to 12 months.

A high intensity program for male youth between the ages of 10 to 17 called, the Birch Program at River Valley Hospital in Owensboro, provides equine and group therapy among others provided by licensed clinicians. Eastern State Hospital, managed by UK Healthcare, opened a new evidence-based model called, Empath, for behavioral health crisis. It provides up to 24 hours of treatment and has served over 600 individuals in the first six weeks with a hospital diversion rate of 77%. The next meeting for the Behavioral Subcommittee is November 20, 2024.

Whitney Allen provided the Education and Outreach Subcommittee update. She stated that they met on October 28, 2024. Helen Dawson reported on the DMS Stakeholder survey results and response rates. They discussed how to leverage the data from the survey into additional opportunities for outreach and education. One recommendation from a committee member was to redesign the kynect envelopes design for Medicaid notices. Some members had reported not receiving the notices even though the cabinet reported that the notices had been sent. There may have been some confusion on what department mails the notices. The next subcommittee meeting will be held at the end of November.

Joseph Yunker provided the Agent and Navigator Subcommittee update. He stated that Open Enrollment is going smoothly. He also spoke about all the ways to assist agents and kynectors like the incident tracker and one on one meetings. He stated that some of the QHPs for Open Enrollment are new plans and others are no longer being offered.

Ryan Sadler provided the update from the QHP Subcommittee that met on October 16, 2024. He highlighted the consumer fact sheets and numerous stakeholder meetings being held on how the marketplace is working. Ryan advised that the 2026 letters of intent to offer QHP's on kynect would be due soon. He stated that overall, we were in a good position for the Open Enrollment period.

With no further questions asked the meeting was adjourned.