

# **KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD**

## **Meeting Minutes**

**January 6, 2022**

**Board Members Present:** Secretary Friedlander, Whitney Allen, Sharon Clark, Joe Ellis, Hary Hayes, Mark Kleiner, Martha Mather, Brenda McClanahan, Supraja Parthasarathy, Ryan Sadler.

**Staff Present:** Eric Friedlander, Carrie Banahan, Karen Cantrell, Edith Slone, Melea Rivera, Jackie Richardson, Tracy Williams, David Verry, Reagan Gaetz, Amber Click, Allen Shepherd, Jillian Frost, Vamsy Mulupuri, Bhavik Shah, Krishna Ayyagari, Elizabeth Dade.

### **Approval of Minutes**

A motion was made to accept the previous minutes of the meeting with a revision to the previous Board meeting date, seconded, and approved by voice vote.

### **SBM Open Enrollment Extension**

Originally the 2022 open enrollment period was scheduled to end on January 15<sup>th</sup>. Based on an increased volume of calls and enrollments, system issues experienced by individuals and the storms in Western Kentucky open enrollment is being extended to January 31, 2022. This will allow more time for individual to enroll in coverage. Individuals applying on or after January 16<sup>th</sup> will receive a March 1<sup>st</sup> effective date.

### **SBM Enrollment Metric**

- 73,601 Total members enrolled.
- 61,565 Total Members Effected for PY2022
- 60,056 Members Enrolled in QHP with APTC
- 13,156 Members Enrolled in QHP only
- 7,034 New Members Enrolled in QHP with APTC SINCE 11/1
- 1,173 New Members Enrolled in QHP only since 11/1

### **Application Metrics as of 1/05/2022**

- 26,065 MA.QHP applications since 11/1
- 1,586 QHP only application since 11/1
- 1,883 RAC applications created past 7 days
- 164 SHOP applications since 10/15

### **Website Traffic Metrics as of 1/05/2022**

- 164,201 total page visits to kynect health coverage site since 11/1
- 32,684 SSP login count on 1/04

- 112 unique kynectors login count on 1/04
- 220 unique agent's login count on 1/04
- 586 total clicks on "browse plans" from kynect health coverage 1/04

### **Open Enrollment Incident Tracker**

The incident tracker is available to all agents and kynectors to submit issues in real time. Since it was implemented at the end of October, 331 incidents have been reported. Of those, 299 have been resolved. The resolution rate is currently 90%. There are 19 incidents in progress and the remainder of those have defects that are still pending or awaiting a response from a kynector or agent.

### **SBM Issuer Forum Update**

CHFS staff meet monthly with health insurers that offer plans on the Exchange. Over 90% of the enrollments have been renewed. Once a month a reconciliation process with the insurers will be completed to ensure that enrollment and payment data is in sync.

### **Subcommittees**

A discussion was held on the establishment of subcommittees to support the SBM. Subcommittees would include up to 16 members and meet regularly to review, discuss, and advise on policy, administration and operations of the SBM. KHBE would be responsible to host and schedule the subcommittee meetings. Board members would chair the subcommittees, and then recommendations would be taken to staff the subcommittees. Recommendations for the subcommittees can be e-mailed to Karen Cantrell by January 20<sup>th</sup>. Subcommittee meetings would begin in February. The following subcommittees were recommended.

- Agent kynector - Mark Kleiner, Chair
- Outreach and Education - Whitney Allen Chair
- Qualified Health Plan - Ryan Sadler Chair
- Behavioral Health - Martha Mather Chair

### **Communications and Training Updates**

There have been 1141 agents and 435 kynectors trained and certified on the SBM. Special office hour sessions are being offered to agents and kynectors to work through issues and problem cases. Eighteen one-on-one individual agent office hour sessions and seven kynector office hour sessions have been completed. In terms of communication, communication is being created on an as needed basis. Most recently, the open enrollment extension announcement was created and distributed.

### **Outreach Events**

In the month of January, the contracted kynector organizations have 183 events scheduled across Kentucky. Some of the January events include, the American rural community center, Bridging the gap from surviving to thriving for Louisville, Refugee immigrant populations. Celebrating Martin Luther King Jr. Day in Madisonville, Probation and parole, Paintsville and diversity festival in Campbellsville. These events were highlighted, to demonstrate that outreach efforts include underserved populations and are targeted to where people live.

**Adjournment**

Meetings will be held the first Thursday of each month. Karen Cantrell will send out the meeting invite for February 3<sup>rd</sup>, 2022, 3:00-4:00pm ET.

Meeting adjourned at 3:50pm