

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

February 3, 2022

Board Members Present: Secretary Friedlander, Whitney Allen, Dr. Joe Ellis, Sharon Clark, John Mark Fones, Harry Hayes, April Hester, Martha Mather, David Roode, Ryan Sadler

Staff Present

Carrie Banahan, Edith Slone, Melea Rivera, Reagan Gaetz, Allen Shepherd, LeAnne Mullins, Tracy Williams, Jilnar Masri, Susan Dunlap, Brice Mitchell, David Verry, Jacquelyne Richardson, Abby Bennett, Elizabeth Dade, Vamsy Mulupuri, Bhavik Shah, Amber Click, Jillian Frost, Brendan Eck, Krishna Ayyagari, Jinesh Patel, Akanksha Khurana

Approval of Minutes

The January 6, 2022, meeting minutes were approved by motion.

Update on Open Enrollment

Secretary Friedlander shared that Open Enrollment ended on January 31, 2022. The Secretary acknowledged that the Cabinet learned through the process, it provided experience and an expanded understanding for continued improvement for future Open Enrollment periods.

KHBE Advisory Board Subcommittees

Subcommittee formation for an Agent and kynector , Outreach and Education, Qualified Health Plan and Behavioral Health Subcommittees occurred. Deputy Secretary Banahan discussed potential members for the QHP Subcommittee. There is a current list of committee members including the Department of Insurance, and other individuals the Deputy Secretary has reached out to directly for subcommittee participation. There was an invitation for other committee member recommendations for each group. Martha Mather confirmed she will make contact to invite additional members for the Behavioral Health Subcommittee. Once the subcommittees have ample membership, meeting dates will be confirmed. David Roode volunteered to join the QHP Subcommittee.

Agent and kynectors Office hours

The KHBE team contacted over 1000 Agents to offer a 1-2-hour session to address issues and answer questions. These sessions allowed time for Agents to discuss cases with issues for resolution, help them through navigation or training, and answer questions. Melea Rivera reported these sessions experienced a good success rate for issues being triaged and quickly resolved. The same sessions were offered to kynectors, with the same success. Hosting the office hours helped the kynect team track and identify trends, as well as gather feedback, capture enhancement ideas, and identify system bugs needing resolution.

Processes for Complaints

Exceptional Special Enrollment (ESE) requests and Special Requests and Inquiries (SR&I) was discussed. With Open Enrollment over, individuals now report issues via the designated email boxes which allows the KHBE team to create and send tickets to issuers to resolve enrollment errors. KHBE did have a log of issues and issuers have responded quickly. Ongoing, KHBE receives a regularly produced file to maintain enrollments to ensure that individuals remain enrolled and/or have issues resolved. The kynect contact center took their last call Open Enrollment at 8:00pm on January 31, 2022.

Outreach for APTC Income Request for Information

Melea Rivera shared information about the process of passively renewing Qualified Health Plans (QHPs). When enrollments were received from the Federal Exchange, and income could not be verified, kynect sent a Request for Information Notice (RFI) for income verification. More RFIs than usual were sent for the 2022 enrollment period. A variety of factors contributed to the higher-than-average RFIs, including being impacted by Covid-19 and other factors. To respond, KHBE shared the cases with issuers and agents for follow-up and outreach. This outreach will allow issuers and agents to let individuals know they are at risk of losing their APTC or QHP coverage. KHBE also provided talking points and information to issuers so their Customer Service Departments could conduct the specific outreach.

Opportunities for Future System or Process Enhancement

In looking forward to Open Enrollment 2023, we have received feedback from many different users and stakeholders. This feedback will be used to improve the user experience and implement system and process changes where needed for 2023. Secretary Friedlander recognized that there were challenges with open enrollment and reiterated the importance of working with the KHBE Advisory Board and subcommittees to make improvement for 2023.

SBM Communications and Training

Metrics for the incident tracker were provided, showing there were a total of 456 incidents reported, 426 resolved, and 18 in progress. This totals a 93% resolution rate. Also shared was the decision to keep the incident tracker open an additional month. An update was provided on the Agent office hour sessions. These sessions were extended for another month due to participation and success. As of February 1, 2022, 48 sessions had been hosted, with 35 unique agents, and 6 upcoming sessions planned. Through the sessions 379 incidents have been reported with 369 issues resolved. Ten incidents remain open pending resolution with a 97% resolution rate for all incidents. The team continues providing ad hoc training materials or responses to trending questions. This has resulted in three recent materials for the topics for Special Enrollment Periods. Countable/Noncountable income, and an additional fact sheet for the Department for Community Based Services.

KHBE Outreach

KHBE shared that kynectors have 199 events currently planned for February. A highlight of various events was provided to demonstrate the different types of events being held. It was noted that locations at tax centers are particularly successful events this time of year. KHBE will be hosting Open Enrollment Debrief meetings with kynectors. Other updates included a new

Exceptional Special Enrollment fact sheet being added to the KHBE website and that there is a review underway of the KHBE website to update materials post Open Enrollment.

Adjournment

The Deputy Secretary announced that the next Advisory Board meeting will occur on March 3, 2022. A motion to adjourn was made and a second was provided. Meeting adjourned.