



**DC Health Benefit Exchange Authority
Minutes Executive Board Meeting
Thursday, September 26th, 2013
Time: 4:00 PM – 5:30 PM
(Conference Call)**

Members Present: Dr. Henry Aaron, Dr. Mohammad Akhter, David Berns, Diane Lewis (Chair), Kevin Lucia, Khalid Pitts Kate Sullivan Hare

Members Absent: Dr. Joxel Garcia, Dr. Leighton Ku, Wayne Turnage, William White (Chester McPherson attended for him)

I. Welcome, Opening Remarks and Roll Call , *Diane Lewis, Chair*

Ms. Lewis welcomed the Board and the public to the meeting. Although he was not present at the meeting, Ms. Lewis also welcomed new Board member Dr. Joxel Garcia, new Director of the DC Department of Health.

There was a roll call of members present to confirm that there was a quorum. A quorum was met with the six voting members present listed above.

II. Action Items

a. Contract Approvals – *Mila Kofman, Executive Director*

- *Extension of Contract with Academy Health:* This involves an extension of a current contract with Academy Health for the services of Shelly Ten Napel. Ms. Napel has worked on initiatives including In-Person Assistants (IPA) and Certified Application Counselors. The first contract spending limit has been reached and needs to be renewed for \$95,200 for the performance period of October 1, 2013 through May 30, 2014. Typically a vote on a contract less than \$100,000 is not necessary, but since this is to extend the contract and the combined total will exceed that amount, Ms. Kofman was seeking board approval.

Ms. Kofman noted that if it were not for Ms. Napel's contributions, the Exchange would not have been able to launch the IPA program in a timely manner.

A motion to approve the extension of the contract in the amount of \$95,200 with Academy Health for the services of Shelly Ten Napel was made and seconded and a roll call vote of the Board members present was unanimous in favor of approving the contract. Those voting in favor were: Dr. Aaron, Dr. Akhter, Ms. Lewis, Mr. Lucia, Mr. Pitts, and, Ms. Sullivan Hare.

- *Increase in costs for the Infosys Contract (DCAS Implementation):* This relates to the need for additional business hours to address operational effectiveness and maintenance of the IT system from October 1 through December 31. The contract is with Department of Human Services (DHS) and is cost-allocated. The Exchange's portion would be \$180,900 and the total expense is \$270,000.

A motion to approve the increase in the Infosys Contract was made and seconded and a roll call vote of the Board members present was unanimous in favor of approving the contract. Those voting in favor were: Dr. Aaron, Dr. Akhter, Ms. Lewis, Mr. Lucia, Mr. Pitts, and Ms. Sullivan Hare.

- *Extension of MOU with OCTO to fund continued development of the IT system:* Earlier this year, the Exchange entered into a Memorandum of Understanding (MOU) with Office of the Chief Technology Officer (OCTO) to fund experts to work on Contact Center and web portal IT issues. The MOU ends at the end of this month and there is a need to extend it to the end of the calendar year. The total cost to extend through CY 2013 is \$356,210.

A motion to approve the extension of the MOU with OCTO to fund continued development of the Contact Center and the web portal was made and seconded and a roll call vote of the Board members present was unanimous in favor of approving the contract. Those voting in favor were: Dr. Aaron, Dr. Akhter, Ms. Lewis, Mr. Lucia, Mr. Pitts, and, Ms. Sullivan Hare.

b. Facilitated Transfers from the Contact Center to Brokers – Lee Bethel, Chair, Producer Advisory Committee

The Producer Advisory Committee met on August 23 and September 17 to discuss and develop recommendations for the DC Health Benefit Exchange Board regarding operating procedures for the Contact Center's "warm transfer" process to brokers. These recommendations represent the consensus of the committee.

The Producer Advisory Committee recommends that as part of the Contact Center's standard operating procedure, a "warm transfer" process should be facilitated from the Contact Center to DC Health Link registered and approved brokers when the customer requests such assistance. The full report and detailed process recommendation are available under the September 26, 2013

board meeting information on the Health Benefit Exchange Authority website (<http://hbx.dc.gov/node/687722>)

The DC Health Link Contact Center Preferred Broker Program will enable consumers calling the Contact Center to request immediate assistance from a broker and be transferred directly to a registered broker from the Contact Center. The call will not be released from the Customer Service Representative (CSR) until the two parties have been introduced.

It is also recommended that guidance be provided to consumers for selecting a broker and that this information be posted on the DCHealthLink.com website for reference.

The policy recommendations represent the outcome of extensive and robust discussions which went into great detail about how processes work today and how brokers do business. Additional discussions revolved around being able to operationalize this process and ensuring that it is fair for all brokers.

Discussion:

Ms. Sullivan Hare inquired if brokers can sign up for only a portion of the hours they are available during the Contact Center hours of operation and what happens if they are not available. Mr. Bethel responded if a broker is a part of the preferred broker program, he/she has agreed to be available during the time that Contact Center is open. If a broker is unavailable 3 successive times, he or she may be terminated from the program.

Ms. Kofman commented that brokers are expected to have a full commitment to be available during the Contact Center operating times.

III. Public Comments

Ms. Claire McAndrew from Families USA inquired if a consensus was reached by a vote from every member of the committee or only of those members who were present at that particular meeting. Mr. Bethel responded that it was a consensus of those committee members present at the meeting.

Ms. McAndrew next asked about when do these hand offs between CSRs and brokers occur.

Ms. Kofman noted that there are different points when a handoff would occur. For instance, at a point during the call if a CSR asks if the consumer wants to work with a broker, or if the CSR assists with an application and the customer asks for advice on which health plan is best for him or her, then the customer would be handed off to a broker.

A member of the public inquired if, in reassessing whether to have a 24/7 operation at the Contact Center, did that just pertain to brokers or was it a revision of the entire policy on operating hours. Ms. Kofman responded that the Contact Center hours are being finalized and

that membership in the preferred broker program would be tied to Contact Center operating hours.

IV. Vote

Ms. Lewis referred to the draft resolution and read it for the record: “Be it resolved that the Executive Board hereby approves the consensus recommendations from the Producer Advisory Committee with regard to DC Health Link Contact Center Preferred Broker Program and consumer guidance for selecting a broker.”

A motion to approve the adoption of the recommendations of the Producer Advisory Committee on Requirements for Contact Center’s Procedures for Warm Transfers to Producers and Guidance to Consumers for Selecting and Working with a Broker was made and seconded and a roll call vote of the Board members present was unanimous in favor of approving the resolution. Those voting in favor were: Dr. Aaron, Dr. Akhter, Ms. Lewis Mr. Lucia, Mr. Pitts, and Ms. Sullivan Hare.

Dr. Aaron left the meeting.

V. Executive Director’s Report, *Mila Kofman, Executive Director*

- The Exchange issued a statement yesterday notifying the public that DC Health Link will be open for business October 1
- The Small Business Health Option Program (SHOP) will have core functionality and small businesses would be able to set up their accounts to make choices on health insurance plans. Ms. Kofman predicted that DC Health Link will have the most successful SHOP in the nation and will offer 267 product choices for small businesses.

On the individual side, a consumer will be able to create an account with basic information and shop for plans and if they are applying without seeking financial assistance, they can enroll. Thirty four products are available. Consumers should take their time with this decision making process because they have until December 15th to make their payments in order for coverage to start at the earliest possible date – which is January 1, 2014.

In October, Medicaid determinations will be made in different ways through the system. A consumer can go to traditional service centers to complete a paper application or people can complete an online application. If the individual is not eligible for Medicaid, he or she will receive notice that DC Health Link will follow up on the amount of tax credits he or she may be eligible for.

Ms. Kofman added that part of the October strategy involves outreach and education seminars and demonstrations of the website at various locations around the city with trained experts.

- DC Health Link has 94 Assisters who graduated from training on September 16. The second round of training of 75 more assisters began September 19 and they will graduate on October 4.
- Councilmember Alexander scheduled the next Oversight Roundtable for October 30. The next hearing before the Health Committee will be Oct 22 where Council members will take up once again the legislation that gave the Exchange temporary exemption from PPRA.
- Through the partnership with the local Major League Soccer team DC United, on October 4, DC Health Link will be sponsoring the game at which Exchange staff member Keith Fletcher will participate in the kickoff. DC Health Link will have a tent for tailgating.

VI. Closing Remarks & Adjournment

With no further business, Ms. Lewis thanked everyone for their hard work as we move forward to October 1.

The meeting was adjourned at 4:50pm.