



Standing Advisory Board Meeting

MINUTES

Date: June 29, 2017, continued on July 10, 2017
Time: 4:00 PM (June 29) and 2:00 PM (July 10)
Location: 1225 Eye Street NW, 4th Floor, Board Conference Room
Call- in Number: 1-650-479-3208; access code 736 752 284

June 29, 2017

Members Present: Dave Chandrasekaran, Kevin Dougherty, Chris Gardiner, Laurie Kuiper, Claire McAndrew

Absent: June 29: Chile Ahaghotu, Billy MacCartee, Dania Palanker, Jill Thorpe

July 10, 2017

Members Present: Chris Gardiner, Laurie Kuiper, Billy MacCartee, Claire McAndrew, Dania Palanker

Absent: June 29: Chile Ahaghotu, Dave Chandrasekaran, Kevin Dougherty, Jill Thorpe

I. Welcome, Opening Remarks and Roll Call, *Chris Gardiner, Chair*

Mr. Gardiner called the meeting to order at 4:05 p.m. A roll call of members present confirmed that there was a quorum with five members present (Mr. Chandrasekaran, Mr. Dougherty, Mr. Gardiner, Ms. Kuiper, and Ms. McAndrew).

II. Approval of Draft Agenda, *Chris Gardiner, Chair*

It was moved and seconded to approve the draft agenda. The motion passed unanimously, with Mr. Chandrasekaran, Mr. Dougherty, Mr. Gardiner, Ms. Kuiper and Ms. McAndrew voting yes.

III. Discussion Item

Two SHOP-Specific Proposed Exceptional Circumstance Special Enrollment Periods,
Holly Whelan, HBX Staff

- SHOP Network Access
- SHOP Employer Error when Acting without a Broker

The first exceptional circumstance regards SHOP employees who live outside the DC metropolitan area and enroll in a DC-only network plan. They obviously made a mistake as they do not have coverage they can use where they live. We need an SEP for them to enroll in a nationwide plan. We have SEPs when a broker or assister makes a mistake; we need one for employee error when selecting their plan.

Often, the employee does not try to access coverage for several months. If we find out shortly after enrollment, we can correct the mistake. But after that, the only way to correct the mistake is through an SEP.

The second exceptional circumstance regards an employer who does not use a broker and makes an error affecting employees. For example, an employer tells an employee that she has 60 days to add the new baby, but in reality it is 30 days. (433 employers do not use a broker.)

In response to a question, Ms. Whelan noted that while not a lot of people are affected by both the proposed SEPs, it is a significant problem for those few people who are impacted.

Ms. Kuiper asked with respect to the first proposal, could staff elaborate on information provided to applicants on Health Link. Why is this happening?

Ms. Whelan replied it does not happen very often. We are looking to add a pop-up button – are you sure you want to do this? Debbie Curtis (HBX) said on the page where a person picks a plan, it comes up “DC Access Metro Only.” As we know, customers are often focused on price and some people miss that they have picked a DC-only plan.

Ms. Kuiper asked if the first circumstance could be accomplished any other way besides granting a SEP. Ms. Curtis said staff reviewed the issue and an SEP is the only solution.

It was moved and seconded to recommend these two SEPs to the Executive Board. However, the meeting had lost its quorum, and the meeting recessed and was continued on July 10, 2017.

IV. Public Comment

No public comment was proffered.

V. Votes (occurred on July 10, 2017)

SHOP Network Access SEP

SHOP Employer Error when Acting without a Broker SEP

The motion was on the table from the June 29, 2017 portion of the meeting. The motion passed unanimously, with Mr. Gardiner, Ms. Kuiper, Mr. MacCartee, Ms. McAndrew and Ms. Palanker voting yes.

VI. Closing Remarks and Adjourn, *Chris Gardiner, Chair*

The meeting was adjourned at 2:06 p.m. on July 10, 2017.