



**Standing Advisory Board Meeting**

**Wednesday, March 26, 2014**

**3:30 pm**

**1100 15<sup>th</sup> Street, NW, 8<sup>th</sup> Floor Conference Room**

**Members present:**

Kevin Dougherty, Chris Gardiner (Chair), Karen Johnson, Barry Lewis (via telephone), Billy MacCartee (via telephone), Claire McAndrew, Dania Palanker

**Members absent:**

Stephen Jefferson, Jill Thorpe

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

Mr. Gardiner stated that the purpose of the meeting was to discuss the policy issues that the Executive Board had determined it wished the Standing Advisory Board to address: preventive benefits, educating consumers on how to use their health insurance, and network adequacy.

**II. Approval of Minutes, Chris Gardiner, Chair**

Mr. Gardiner asked if there were any corrections to the minutes of the Board's January 14, 2014 meeting. Ms. Johnson moved, and Mr. Dougherty seconded, to approve the minutes. The motion passed unanimously.

Mr. Gardiner asked if there were any corrections to the minutes of the Board's January 30, 2014 meeting. Ms. Johnson moved, and Ms. McAndrew seconded, to approve the minutes. The motion passed unanimously.

**III. Organizational Discussion, Chris Gardiner, Chair**

Mr. Gardiner stated that the Board should form three subcommittees of its members to address the three policy issues. He asked Ms. McAndrew to summarize the issue regarding preventive benefits. Ms. McAndrew reminded the Board that last year, the Executive Board had prohibited the imposition of a tobacco factor in setting rates. The Executive Board had also adopted a resolution whose purpose was to ensure that consumers received information about tobacco cessation programs and other preventive benefits.

Ms. Johnson suggested that the subcommittee develop a grid or spreadsheet showing what the carriers presently offer, identifies best practices and identifies any gaps that might exist in the information provided to the consumer. She asked Mila Kofman whether the staff of the exchange would be able to effect implementation or whether the Executive Board needed to approve any implementation recommendation. Ms. Kofman responded that it depended on the nature of the work product. If the Executive Board had already approved a policy, then further consent would not be required. She stated that the Executive Board had made it clear that they were very interested in the preventive benefit information provided to consumers.

Ms. Johnson agreed to chair the subcommittee. Ms. Palanker volunteered to be a member. Mr. Gardiner said he would contact Mr. Jefferson to see if he would also be a member as he had indicated interest in the topic.

After discussion, Ms. Johnson agreed that the target date for a draft report would be May 7, 2014, and the target date for a final report would be May 23, 2014.

With respect to the second item, educating consumers on how to use their health insurance, Ms. McAndrew stated that all states were exploring how to implement such an education process. She noted that the District has published a booklet referring specifically to Medicaid, but it addressed the very same issues the Exchange should address on education, such as explanation of terms, how to get a doctor, etc. She believed that the booklet had been authored by Claudia Schlosberg, now the Acting Medicaid Director. Ms. Palanker added that [healthcare.gov](http://healthcare.gov) has some useful information on the issue. She believed that Consumers Union also had helpful material.

Ms. Johnson stated that she is very involved in her company on member engagement. It is important to determine how the new enrollees like to access information. She wondered if there were existing resources on the Executive Board who were knowledgeable on outreach to certain populations.

Mr. MacCartee stated that brokers are very involved in helping their employer clients with their systems that allow the employees to access their plan and benefits. He mentioned a new company that is providing employers with software that allows the employees to access the information on hand-held devices.

Ms. McAndrew inquired about the in-person assisters and could they be utilized in the effort. Ms. Kofman stated that some of the IPAs grants would end in April, while others will extend through the end of the year. She stated that she was focused on the individuals enrolled in private coverage. Within that class are two types of people: those who have never had coverage and require significant education to get the best they can from their benefits; and those who have had coverage in the past but require education about their specific plan. Ms. Kofman also noted that once open enrollment ends, the exchange staff will conduct an enrollee survey and try to determine who was previously uninsured. She stated that nothing on this issue was off the table, but implementation will be a matter of resources.

Mr. MacCartee and Mr. Lewis agreed to be members of the subcommittee. Mr. Gardiner said he would ask Ms. Thorpe if she would like to chair.

With respect to the third item, network adequacy, Ms. McAndrew stated that the exchange had no resources to contract for a secret shopper study. Therefore, she envisioned that the subcommittee members would be making calls to a variety of providers from the carriers' provider directories (e.g. primary care, pediatric, ob/gyn, neurology, behavioral health, oncology) and try to get a handle on how long it takes to get an appointment and

other network adequacy issues. She stated the subcommittee would need to develop a standardized methodology for making the calls and inputting the information. The intent is not to name carriers by name, but to get a handle on the overall issue. She volunteered to chair the subcommittee, and Ms. Palanker and Mr. Dougherty agreed to be members. She targeted May 14, 2014 for a draft report, and May 30, 2014 for a final report.

Mr. MacCartee asked about the 90 day issue and whether the Board would be studying it. Ms. Kofman replied that she hoped the exchange would have useful information on the issue in mid-summer for January 1 enrollment dates. Also, the issue only applies to APTC enrollees, and they comprise only 10%-15% of the individual market.

#### **IV. Action Items**

No items other than approving the minutes above required a vote of the Board members.

#### **V. Closing Remarks and Adjourn**

The meeting was adjourned at 4:35 p.m.