



**DC Health Benefit
Exchange Authority**

Broker-IT Working Group
April 5, 2018 3:00pm- 4:00pm

Meeting Notes

Workgroup Leadership

Janet Trautwein, Chair
Lee Bethel, Vice Chair

DC HBX Staff

Kenneth Taylor-Sutton
Andre Dixon
Robert Hooker

Attendees

Jonathan Lee
Milton Foster
Katrina Reynold
Tamara Pearsall
Farren Baer
Brandon Quick
Janice Dicken
Alexandra Loyale
Margie Dilone
Alexandria Bishop
Dagmar Byrnes
Ileana Jarrin
Stephanie Cohen
Laura Chaney

Opening Remarks- Janet provides opening remarks by thanking the team for coming back and announces the agenda for the occurrence.

Demo lead by Andre Dixon and narrated by Kenneth Taylor-Sutton- Andre provides ER States as promised in the first occurrence which are “applicant, registered, eligible, binder_paid, and enrolled” for active states, and “suspended, ineligible” for inactive states. Andre follows up with demo of the DC Broker Quoting Tool as it is exist today.

Discussions points during the open floor discussion-

-Working Group determines the first change for states is it should be changed to Client Status for a more sensible and consumer friendly approach. The group unanimously agreed the active states are confusing and must be changed and would decide on changes once confirmed what states apply to what portion of the application. Working group did decide the following inactive states should be implemented as final recommendations

- Termination for Non-Payment
- Pending Termination (for groups whom are receiving their 2nd delinquency notice-trigger)
- Voluntary Termination

-After review of the broker quoting tool the following recommendations were made.

- On the quote output list book rates only and not the contribution amount
- The inability to quote renewing groups is a fatal flaw that keeps brokers from utilizing the system
- have a default quote option so brokers can set up what their base package will be for prospective clients (per brokers in the room this is a key option existing quoting portals that keep brokers quoting on systems other than DCHL)
- For the premium columns have a grand total at the bottom of the census to tally up cost based on quote
- Family/Employee break down on the rate sheet
- Make quote exportable

-The working group also had discussion on the need to develop a DCHL Renewal Package that includes at a minimum the rate sheet for the upcoming plan year, the census, and SBC's for the new plan year in addition to an available rate matrix of all book rates for all ages and all products

-Attendees also discussed the disservice in not allowing HRA plans in the market and the significant billing issues around off-cycle plan changes both in which Kenneth Taylor-Sutton mentioned while the Broker-IT working group wasn't the correct audience to address this concern he would take it back and discuss with the broker community at an more appropriate time. Working group final discussion was the ability to perform off-cycle changes via the portal instead of having to terminate and restart groups, Kenneth agreed to take this item back as well and discuss internally and circle back around in a more appropriate setting



Wrap up- Janet Trautwein reminded the attendees the purpose of the meeting and the critical need to stay focus with the purpose of the working group. Janet also proposed extending the remaining occurrences out to 90 mins to ensure enough time is left for all demos and discussions. Kenneth summarizes discussion points noted above and committed to defining the application triggers for each active state, a demo of the general agency edit feature just released into production, and if time allows the proposed new broker quoting tool currently in development.