DC Health Benefit Exchange Authority

Broker IT Working Group
1212 New York Avenue Suite 1100, Washington D.C. 20005
May 15, 2019

Meeting Minutes:

Attendees:
Ileana Jarrin
Laura Chaney
Brandon Quick
Heather
Patricia Schrade
Kyle Schaffer
Rob Poli
Janet Trautwein
Stephanie Cohen
Tamara Pearsall
Kenneth Taylor-Sutton
Andre Dixon

Discussion Points:
-Kenneth Taylor opens up meeting with a note about a last minute change in the agenda, due to broker quoting tool still being in development, we will be demoing broker staff roles instead.
-Kenneth explains broker staff roles initial roll out is limited to just brokers. General Agencies will receive the enhancement later in the year.
-Andre delivers the demo to the audience (development project well received by the advisory board).
-Kenneth advises revised attestations and protocols around privacy and security training would be delivered prior to public release of functionality. Those docs to be shared with the Producer Advisory Committee during their next meet hosted by Luis Vasquez.
-Kenneth gives an update on other projects slated for delivery this year
    -Broker Quoting Tool for General Agencies.
    -Enhanced Broker Quoting Tool for Brokers

-Enhanced census download
-Employer Definitions page in the application

Kenneth open the floor for additional discussion as the agenda has been fulfilled.

-Working Group members inquired about the timelines for working tickets; Kenneth walked through the timelines on happy path tickets and more complicated tickets to give insight to why some tickets take longer than others.

-Working Group members requested the quote output for the Broker Quoting Tool to give price break down (employee, spouse, kids etc.); Kenneth advises this would be taken into consideration on future broker quoting tool releases.

-Working Group member inquired if the broker quoting tool will allow for easier off-cycle quoting (pull demographics and census over). Currently the quoting tool only allows for quoting when the group is in implementation phase, otherwise the broker has to set up the group as an entirely new group.

-Working Group members requested the staff role's come with tiering instead of every employee having full access. Kenneth advised the members this is a possibility but discussion and consensus is needed on what the tier's will look like and who would be responsible for administering.

-Janice Davis advised of current billing issues she is having personally, Kenneth advises Andre Dixon to reach out to Janice off-line.

-Working group members inquired on protocol around book transferring. Kenneth advises DC Health Link does not transfer books of business. Brokers whom no longer participate on the exchange would need to have their clients go in and reassign to the desired new broker or risk losing the group once the broker's status is terminated in the DC Health Link system. Kenneth advises he will look into this further with the General Counsel's Office to determine if there's a possibility to adjust this process, and any adjustment would be brought before the Producer Advisory Committee for review.

-Stephanie Cohen proposed DC Health Link to offer Cobra Administration, Section 125 plans, POPs, and HSA/HRA options. Per the members the Health Carriers offer these products in Virginia and Maryland but not DC. Kenneth advises he will explore with the carriers during the carrier working group meeting of why there is a disparity between DC and the surrounding jurisdictions.

-Janice request DC to revisit offering composite rating in DC instead of age band rates; Kenneth advises he will take this under advisement however this topic is not one that would be considered at the Broker IT Working Group or the Producer Advisory Committee levels.

-Advisory Members inquire on Credit Card Payments in the SHOP market; Kenneth advises currently there is a board resolution that prohibits credit card payments. No follow up action.

-Kenneth advises, related to the broker staff roles functionality all broker and GA employees will need to renew their training when the broker or principle renews their training. We are still determining a method on how training will be conducted as it will not be through NAHU services. Broker IT Working Group members suggest making it through NAHU and require the Broker/GA to pay for the training instead of DC Health Link absorbing the cost. Kenneth advises another method through open source coding is in the works and if this does not work then this suggestion would be taken up for advisement.

-Kenneth closes meeting by advising a future meeting will be scheduled to go through the broker quoting tool and any other projects prior to release.