



## **Health Benefit Exchange Authority Executive Board Meeting**

### **FINAL MINUTES**

**Date:** Monday, April 13, 2015  
**Time:** 5:30 PM  
**Location:** 1225 Eye Street NW, 4<sup>th</sup> Floor, Board Conference Room  
**Call- in Number:** 1-877-668-4493; access code: 738 835 633

**Members Present:** Henry Aaron (by telephone), Kate Sullivan Hare, Nancy Hicks, Leighton Ku, Diane Lewis, Chester McPherson, LaQuandra Nesbitt (by telephone), Khalid Pitts (by telephone), Laura Zeilinger (by telephone)

**Members Absent:** Kevin Lucia, Wayne Turnage

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

Chair Diane Lewis called the meeting to order at 5:35 pm. A roll call of members present confirmed that there was a quorum with four voting members present (Dr. Aaron, Ms. Sullivan Hare, Dr. Ku, Ms. Lewis).

#### **II. Approval of Agenda, Diane Lewis, Chair**

It was moved and seconded to approve the agenda. The motion passed unanimously, with Dr. Aaron, Ms. Sullivan Hare, Dr. Ku and Ms. Lewis and voting yes.

#### **III. Approval of Minutes, Diane Lewis, Chair**

Minutes for meetings from March 9, March 20, March 26, April 8, 2015

The minutes from the March 9, March 20, March 26 and April 8, 2015 meetings were unanimously approved, with Dr. Aaron, Ms. Sullivan Hare, Dr. Ku and Ms. Lewis and voting yes.

#### **IV. Executive Director Report, Mila Kofman, Executive Director**

- 1. CONSUMER CHECKBOOK:** Ms. Kofman reported that representatives from CC would conduct a demonstration of the “soon to go live” new doctor directory on the DC Health Link website. A “soft” launch will occur in the near future once quality assurance testing is completed.
- 2. DENVER MEETING OF STATE BASED EXCHANGES:** Ms. Kofman recently attended a state-based marketplace (SBM) meeting in Denver attended by 12 SBMs. The SBMs discussed a variety of

vendors and issues, and compared notes on contract rates and performance, etc. Ms. Kofman thought the meeting was very worthwhile and was hopeful that some SBMs could work together when they have the same vendor to leverage the best rates.

3. **1095 UPDATE:** HBX continues to have a relatively smooth 1095 experience. HBX sends corrected 1095s to anyone who requests one as well as issuing some corrected forms based on information provided by the carriers after the original 1095-As were issued. Consumers can visit the website at [www.DCHealthLink.com](http://www.DCHealthLink.com) and print a copy of their personal form. Ms. Kofman reported that the Call Center had not seen a spike in overall phone calls relating to tax filings.

Ms. Sullivan Hare said the CMS had seen a spike in 1095 telephone calls and changed its outgoing message accordingly. Ms. Kofman stated that HBX was in daily contact with CMS; it had not advised HBX to change any messaging. Rob Shriver, HBX staff, stated that HBX had been quite successful in turning around requests for corrected 1095As on a real-time basis. Dr. Ku asked if telephone calls received were from the taxpayer or tax preparers? Ms. Kofman replied that HBX cannot reveal tax information on an individual to tax preparers; since the forms are available online, the taxpayer could give access to the tax preparer, but HBX has no way of knowing how often that occurred. Dr. Ku further asked if there was any plan by anyone to provide an analysis of tax credits, incorrect computation of taxes due to incorrect APTC, etc. Ms. Kofman stated she had not heard; the only organization with ready access to information is the IRS. She suggested that maybe a question could be added to the customer survey HBX would conduct before the next open enrollment. Dr. Aaron suggested strongly that such a question not be added to the survey as it would inhibit survey response rates.

Ms. Hicks entered the meeting.

4. **CONTACT CENTER HOURS:** To accommodate this first year of fax filing relating to the ACA, HBX kept the contact center open – and promoted these extended hours – on both Saturday, April 4<sup>th</sup> and Saturday, April 11 from 9-6. Call volume was low on both days, with only 62 calls on 4<sup>th</sup> and 45 calls on the 11<sup>th</sup>. As a reminder, now that open enrollment is over, the call center hours are Monday through Friday 8 am to 8 pm. HBX will extend those hours when the 2016 plan year open enrollment begins.
5. **BUDGET OVERSIGHT HEARING:** Ms. Kofman reported that the HBX budget hearing is scheduled for 10 am on April 28<sup>th</sup> in room 120 of the Wilson Building.
6. **APTC:** Ms. Kofman had reported earlier this year on HBX policy of having a default APTC percentage of 85% to help people ensure they do not overshoot their APTC eligibility and end up owing taxes. As she had explained, the APTC calculator sets an applicant's percentage of APTC at 85%, but then allows the consumer to adjust that percentage up or down as he or she chooses. Ms. Kofman had earlier reported that most enrollees maintained the 85% level. However, further research into our data shows differently. In fact, most enrollees have chosen to increase their percentage to 100%. Here is the revised analysis:

RESULT	TOTAL
OVER 85%	86.6%
TOOK 85%	6.6%
UNDER 85%	6.8%
TOTAL	100.0%

Looking specifically at the “Over 85%” Group, 86% of them took 100% of the APTC for which they were eligible.

## 7. ENROLLMENT NUMBERS:

**PRIVATE QHP ENROLLMENTS: 22,220**  
**MEDICAID: 63,923**  
**SHOP: 16,223**  
**TOTAL: 102,366**

Ms. Sullivan Hare asked how many individuals had taken advantage of the SEP for tax reasons. Ms. Kofman replied that once a person has been found eligible for an SEP, they entered the system with no special coding as to the particular SEP invoked, so there was no way to tell.

Dr. Aaron asked if the Medicaid numbers reflected renewals through DC Health Link. Ms. Kofman said no, the Medicaid numbers reflected new applications only.

## V. Finance Committee Report, Henry Aaron, Chair

Dr. Aaron reported that the Finance Committee met for its regular monthly meeting on Monday, March 30<sup>th</sup>.

**CONTRACT APPROVALS:** During the course of the last month, the Committee reviewed and approved three contracts. One was for the Annual Salesforce Software License renewal, the second was for Enlightened, Inc. which is an IT Consulting Services Contract, and the third was to extend the contract for the Lewin Group to provide operations assistance.

The first two contracts were subsequently presented to the Executive Board and approved in March; the Lewin Group contract is on our schedule for today. In compliance with PPRA, Enlightened Inc. option year was sent to Council. It was deemed approved April 11.

**AUDIT REVIEW:** HBX participated in the citywide audit that was conducted by KPMG this year. At its monthly meeting, the Committee received a briefing by the KPMG auditors to review KPMG’s audit findings and answer any questions we. As KPMG described to the Committee, there was one finding with HBX and it had to do with reporting on our assessment. HBX recorded only the collected portion of the assessment, but did

not record a receivable balance, net of allowance for uncollectable assessments. The management response was to agree and adopt the approach recommended by KPMG.

**GRANT EXTENSIONS:** The Committee learned from HBX Staff that CMS has confirmed the ability for state based marketplaces to extend existing grants into 2016 for ongoing implementation needs. The Committee will be updated as time moves forward, but the expectation is that HBX will apply to extend funds so that ongoing implementation work can extend into 2016.

**FINANCIAL REVIEW:** The Committee reviewed monthly HBX expenditures and noted expenditures are as expected.

## **VI. Discussion Items**

### **a. New DC Health Link Provider Directory Demonstration**

#### ***i. Andy Duff, Center for the Study of Services (Consumer Checkbook)***

Rob Shriver, HBX staff, stated that HBX had been working with Consumer Checkbook for the last several months on the Doctor Directory that will soon be available on DC Health Link. The directory is in the final stages of quality assurance testing, and will be rolled out shortly.

Andy Duff, Consumer Checkbook, made a presentation to the Board. The landing page of the website opens with a short video encouraging users to always check with the doctor's office to ensure the doctor's presence on a plan-specific network, if that is important information to the consumer. The site can be searched in numerous ways: by doctor name, specialty, distance from a zip code, for example. The site will show if the doctor is accepting new patients, and languages spoken in the office. The site does not yet show Board certifications, but is planned for the future. The site shows "recognitions." At the present, the Robert Wood Johnson-sponsored Bridges to Excellence recognitions are available for display.

Ms. Hicks asked if doctor disciplinary action is shown. Mr. Duff said no, as there is a certain risk to publishing such information. He believed that as such reporting becomes more publicly available and acceptable for reporting, that information could potentially added to the site.

Ms. Hicks asked if information about "health grades" will be available. Dr. Aaron cautioned against use of responses to consumer satisfaction surveys, as there is no correlation between such surveys and physician skill. A Consumer Checkbook representative said he would provide some recent articles and research on the topic.

Ms. Kofman said one of the good things that will happen is that Consumer Checkbook will issue reports to HBX that can be shared with DISB. The availability of those reports should help with the accuracy of the doctor directory issue. She also noted that shortly after the launch, a Spanish translation of the first page and the introductory video will be available.

### **b. Operations Assistance Contract Modification – The Lewin Group**

#### ***i. Mila Kofman, Executive Director***

Ms. Kofman that the contract modification had been approved by the Finance Committee. The request is for a modification of the contract with The Lewin Group in the amount of not to exceed \$499,121 labor and materials. There are two workstreams: one to provide supplemental expert staff support in case management in both the individual and SHOP sides of the exchange; and the second is for assistance with upgrading the way Call Center staff inputs information on individual cases that will result in more standardized information that will help with complex cases.

## **VII. Public Comment**

No public comment was proffered.

## **VIII. Votes**

### **a. Operations Assistance Contract Modification—The Lewin Group**

It was moved and seconded to approve the contract modification for the Lewin Group. The motion passed unanimously with Dr. Aaron, Ms. Sullivan Hare, Ms. Hicks, Dr. Ku and Ms. Lewis voting yes.

## **IX. Closing Remarks and Move to Executive Session**

Pursuant to DC Codes Sections 2-575(b)(2), 2-575(b)(10), 2-575(b)(4) and Section 3171.11, it was moved and seconded for the Board to move to a closed session to discuss contracting, litigation and personnel. The motion passed unanimously, with Dr. Aaron, Ms. Sullivan Hare, Ms. Hicks, Dr. Ku and Ms. Lewis voting yes.

The Board moved to closed session at 6:50 p.m.