

Research & Data Analysis Committee

When: Tuesday, June 3rd, 2014 12:00 PM

Where: DC HBX Office

I. Opening Remarks – Dr. Mohammed Akhter, Committee Chair

Dr. Akhter introduced himself as the chairman of the Research & Data Analysis committee. Committee members also include Dr. Leighton Ku and Dr. Henry Aaron. This purpose of this meeting is to introduce a consumer survey the HBX is planning to conduct and this committee is interested in hearing from the public and other stakeholders.

II. Enrollment Update – Stephen Haines, HBX

Stephen Haines from the HBX provided an enrollment update. To date, 47,255 people have gained coverage through the DC Healthlink website. 11,363 individuals have received coverage in a QHP, 13,496 through SHOP, and 22,396 have gained Medicaid coverage. Dr. Akhter added that the DC exchange leads the nation in coverage of younger consumers.

III. Data Sharing Policy – Ikeita Cantu Hinojosa, HBX

Ikeita Cantu Hinojosa from the HBX provided an update on data sharing and privacy issues.

- Privacy is based on federal guidelines.
- Vendors and other organizations the HBX works with are also bound by these rules.
- The HBX has its own internal privacy policies, which can be found at the DC Healthlink website.
- Processes are in place in the event of a privacy breach.
- All parties we work with must clearly understand and operate within their scope of work.

IV. Consumer Survey Discussion – Dr. Leighton Ku, Committee Member

Dr. Ku led introduced the consumer survey and led a group discussion. The population will be made up of consumers who have used the DC Healthlink website, and potential classifications include consumers who gained QHP enrollment, gained Medicaid, or did not receive any type of coverage. The timeline for procuring a vendor and performing the work is not yet known, however it is preferable to have actionable results prior to the next open enrollment period beginning in November 2014 and a final report is due to the DC City Council at the end of this year. Priorities for this survey need to be identified, with potential items including:

- Was the consumer previously insured?
- How easy or difficult was the consumer's experience with the DC Healthlink website?
- What were the influencing factors for selecting a plan?
- What were the reasons that some consumers chose not to select a plan?
- Are the enrolled consumers satisfied with their selection?

Additional surveys may be conducted to see how consumer experience and satisfaction changes in future years of operation, but the decision on those will be made following this survey and will depend on available funds.

V. Closing Remarks – Dr. Mohammed Akhter, Committee Chair

Dr. Akhter closed the meeting by thanking everyone for their contributions and noted that the committee would be meeting soon to finalize priorities and a timeline for this survey.