

Producer Advisory Committee Meeting Minutes

Date: September 25, 2019

Time: 3pm-5pm

Location: 1225 Eye Street Washington, DC 20002 Rm 4058

Attendees

In-Person:

Lee Bethel, Comprehensive Benefit Services Inc. (Chair)
Stephanie Cohen, Golden & Cohen
Ileana Jarrin, Crawford Advisors
Alexis Hippe, Carefirst
Margarita Dilone, Crystal Insurance Group Inc.
Tamara Pearsall, Employee Benefits Corporation of America
Katrina Reynolds, Hamilton
Kenneth Taylor- Sutton, HBX
Kyle Esdaille, HBX
Luis Vasquez, HBX
Robert Hooker, HBX
Andre Dixon, HBX
Taynaia Quigley, HBX

Phone:

Janet Trautwein, National Association of Health Underwriters (Vice Chair)
Sheebani Patel, Kaiser Permanente
Barbara Wolfe, BenefitMall
Patricia Goldman

Introduction

- HBX's Kenneth Taylor-Sutton kicks off the meeting by listing the recent accomplishments of both the Producer Advisory Committee and Broker-IT Working Group:

PAC

- Stabilized and streamlined Broker News and Broker Webinar, both of which have received positive feedback
- Revised Producer Attestations
- Provided feedback on strategies on to promote employer contribution and minimum participation flexibilities for groups with Jan 1st effective date
- Assisted in the streamlining of the recertification process, with 30, 60, 90-day notices now being routinely sent to brokers whose required training is about to expire
- Streamlined service model, with greater emphasis now placed on engaging the GA community before escalated to HBX
- All of the above has yielded better annual broker survey results

Broker-IT Working Group

- New Broker Staff Roles have now been released
- First iteration of new GA access to Broker Quoting Tool (BQT) has also been deployed

- HBX is preparing to release revised roster and employer reports
- Lee Bethel compliments HBX on the rollout of new functionality that streamlines enrollment for individuals without Social Security Numbers.
- Stephanie Cohen inquires about the feasibility of eliminating steps a Broker Quoting Tool user has to take once renewal is confirmed.
- Kenneth Taylor-Sutton notes that future items to be considered by the Committee and Working Group include ironing out processes to certify new General Agencies and decertify brokers who fall out of compliance with DC Health Link requirements.

Code Merge Update

- Kenneth Taylor-Sutton notes that DC Health Link has merged its system's code with that of Massachusetts SHOP platform that we have partnered on for the past couple of years. Transition has been smooth.

BQT Demo (GA)

- Kenneth Taylor-Sutton provides background on the enhancements to BQT that will be demo'd shortly. He underscores that when a GA runs a quote for a prospective group, it is essential that the broker confirm that they are assigned as the group's BOR. A fast-follow will be implemented to ensure that a broker assignment follows a quote.
- Stephanie Cohen asks whether a group's BOR would be made aware if another broker provides a group a quote through BQT. HBX staff note that the answer is no.
- Tamara Pearsall states that claiming a BQT quote does not publish the plan year automatically.
- Stephanie Cohen suggests adding functionality that clearly highlights the changes (premium and otherwise) that groups would face if they renewed into a specific benefit package or selection another one.
- Ileana Jarrin asks if "default plans" are available in BQT, a la Health Connect's tool. HBX staff note that the answer is no. Stephanie Cohen offers to provide the HBX team a sample of how that tool's quotes are generated and presented.
- Robert Hooker and Andre Dixon provide BQT demo.

AutoPay Demo

- Kyle Esdaille provides context on the rollout of new functionality allowing DC Health Link groups to set up automatic payments. Lee Bethel asks about the efforts undertaken by HBX to publicize this new feature. Kyle notes that in addition to targeted notices to small businesses on our platform, AutoPay has been advertised in Broker News, radio ads, and TV spots
- After demo, Stephanie Cohen suggests that AutoPay functionality to allow groups the option to pay exact amount due every month, as opposed to "up-to" amounts
- Kyle Esdaille commits to circulating the results of the AutoPay survey administered by HBX

Closing

- HBX staff will resume office visits to GA partners in October
- Robert Hooker will be in touch with Producer Advisory Committee about potentially rescheduling or canceling the next PAC meeting, currently scheduled for the last Wednesday of the calendar year quarter (December 18)