

Producer Advisory Committee

6/7/16

Summary

- Showed our new GA Portal and participants expressed gratitude
- HBX staff answered questions on Broker Portal
- HBX staff provided updates on employer premium contribution percentage outreach
- Received helpful feedback on the Preferred Broker Program proposal
 - Approval for star ratings
 - Participants stressed the need for a transparent, objective rubric
 - Concern about large agencies dominating the program

Notes

Preferred Broker Program

- Rob Shriver asked for a thumbs up from committee members for reviews, which they gave. He said we would start with stars first, like Uber.
- Preferred Brokers need to be well versed in DC Health Link. We will transfer folks looking for new clients.
- Billy McCartee said there needs to be a clear and demonstrable process about how to become “preferred.” There needs to be an objective rubric. For example, how many questions can applicants get wrong?
- There was a question about whether the warm transfers would be random or rotate between brokers. The comment was made that star ratings will not matter for warm transfers.
- There was concern about large agencies dominating to program
- There was a question about brokers being listed individually rather than by agency. HBX staff said that broker agency functionality is in the works. In the PBP, we would refer individual applicants to individual market (IVL) specialists.
- A comment was made that General Agencies can help indicate who might be good brokers for referrals in IVL market

- Concerns were mentioned about transfers going to the wrong person. For example, the PCP applicant is at the broker level, but they are often part of a larger agency and don't complete the DCHL registration themselves
- As part of the PBP application, brokers will have to show a demonstration of skills
- There will be rules of conduct that could disqualify them, such as no cursing. There will be a 6-month look back
- For calls to the call center, 3 people will listen to a call to review them

Employer Accounts

- The point was reiterated that groups cannot change employer premium contribution percentages mid-year
- A participant expressed that they heard it was hard to offer a choice of plans. HBX staff assured that offering choice of plans was easy and it helps with expansion of coverage.
- Once the plan year is published, no changes can be made.
- Invoices are now displayed in the billing tab!
- GAs can do what brokers can do
- Employee Detail Costs will show what employers and employees will have to pay
- HBX offers 13 dental plans on the small group market
- Dental plans were not migrated so brokers may need to follow up with groups to ensure they have either chosen a dental plan on DCHL or off-exchange but not both
- Groups will have new group #s and thus new cards for dental and vision. So, two cards.
- HBX is building out Broker Staff capability on DCHL. We may need to follow up on this at the next Producer Advisory Committee meeting
- Concern was expressed about confusion over the "Create Broker Agency" button.
- Brokers asked that employee notices be sent to brokers as well

- A requested was made that emailed notices show up in Broker Mail or Agency Mail
- Someone expressed concern that waivers don't transfer from carriers to DCHL