



STATE OF CONNECTICUT  
LIEUTENANT GOVERNOR NANCY WYMAN

Connecticut Health Insurance Exchange  
Combined Health Plan and Benefits Qualifications and  
Consumer Advisory Committees

Legislative Office Building  
Room 1D

Thursday, October 16, 2014  
**DRAFT Meeting Minutes**

**Members Present:** Anne Melissa Dowling; Tanya Barrett (left at 2:22 p.m.); Vicki Veltri; Arlene Murphy; Gerard O'Sullivan; Robert Scalettar, M.D. (left at 1:54 p.m.); Alta Lash; Mary Ellen Breault; Robert Tessier; Bonnie Roswig

**Members by Telephone:** None

**Members Absent:** Cecilia Woods; Cheryl Forbes; Deb Polun; John Erlingheuser; Kevin Galvin; Sara Frankel; Shawn Lang; Sheldon Toubman; Gloria Powell; Joseph Treadwell, DPM; Marcia Petrillo; Margherita Giuliano; Maria Diaz; Mark Espinosa; Mary Ellen Breault; Robert M. McLean, M.D.; Stephen A. Frayne; Thomas Marchozzi

**Other Participants:**

Health Insurance Exchange (HIX) Staff: James Wadleigh; Jason Madrak; Julie Lyons; Yulia Chillington; Ann Lopes; Virginia Lamb

National Committee for Quality Assurance (NCQA): Tricia Barrett, Will Robinson

**I. Call to Order**

The Combined meeting of the Health Plan and Benefits Qualifications and Consumer Advisory Committees was called to order at 1:11 p.m.

## II. Network Adequacy Status

Tricia Barrett and Will Robinson from NCQA introduced themselves and provided an overview of the NCQA. [Presentation](#).

Arlene Murphy asked what the procedure is for Access Health CT enrollees who are having trouble accessing care with their carrier. James Wadleigh replied that it could come to AHCT but would be transitioned to Connecticut Insurance Department. Gerard O'Sullivan further stated that CID is working closely with Access Health CT and meeting every two weeks to discuss issues. Ms. Dowling added that CID and AHCT need to work on getting the message out that there is staff at the carriers. It was agreed that CID contact information should be placed on the back of the enrollees' insurance card.

Robert Scalettar, M.D. asked what the expectation is of a QHPs timeline for accreditation and if there have been any filings for narrow networks. Ms. Lyons replied that there have been no submissions for narrow networks and Ms. Breault confirmed that no carriers have filed for a narrow network. Ms. Lyons provided the definition of a narrow network. Ann Lopes provided an update as to the carriers' status of providers on and off the Exchange. Mr. Wadleigh added that the perception that networks are not the same inside and outside has dramatically changed over the last year as the carriers have re-contracted and re-educated their providers. Mr. Robinson added that CMS has a new cap survey for access to Exchange enrollees.

Ms. Veltri asked about real time monitoring for secret shopping and asked for further information about the secret shopping methodology. Ms. Barrett replied that NCQA received a grant to develop a model. NCQA is in the midst of data collection including defining data protocols and stated that real time will be very expensive because it always changes. There could be different answers for each call. It should be available beginning of next year. Arlene Murphy added that secret shopping is of significant interest to consumers and the Consumer Advisory Committee. Ms. Barrett added that the survey will be linked to the provider directory. Jason Madrak asked if the sampling platform will be national and not state specific. Mr. Robinson replied that it is just for one state currently.

## III. AHCT Facilitation of ECP Contracting Process and Update

Ms. Lyons provided an update on the direct outreach to Essential Community Providers. Provider types sampling was provided. ECP network adequacy standards for 2015 were summarized. Based on carrier data received and analyzed, Plan Management realized the need to reach out to 200 ECP providers that did not have contracts. Carrier contractors were given the names of the ECPs who did not have contracts. Plan Management outreach resulted in an adjustment downwards -- 248 providers/agencies and 1239 programs/services. Next steps include follow up phone calls on both the ECP and carrier side. Ms. Veltri and Ms. Murphy thanked the Plan management team for their efforts on this outreach. Ms. Lyons added that mapping of the ECPs can be done. Ms. Lyons recommended submitting any questions regarding the Network Adequacy mapping which will be researched and replied to.

Ms. Murphy added that an important enrollment process is having network provider lists that are accurate and asked what efforts are being done to ensure the accuracy of these lists. Mr. O'Sullivan replied that in handling complaints to CID, there have been a lot of corrections since last year. Ms. Lyons added that Anthem had inconsistent labeling between plan name and provider directory. During the enrollment process, there is an URL. This is a lot of programming and IT work. Provider lists are up to date on- line. Ms. Lyons offered to research specific complaints. Additional messaging can be explored for the AHCT website to provide information to advise the consumer to confirm that a provider is listed on the directory.

**IV. Adjournment**

Meeting adjourned at 2:22 p.m.