Strategy Sub-Committee Special Meeting
DRAFT MEETING MINUTES

Location: Legislative Office Building, Room 1B
Date: Thursday, August 27, 2015
Time: 9:00 a.m. – 11:00 a.m.

Members Present
Dr. Robert Scalettar; Vicki Veltri; Paul Philpott; Grant Ritter; Robert Tessier; Cecelia Woods; Katharine Wade

Other Participants
James Wadleigh; Steven Sigal; Chad Brooker

Members Absent
Paul Philpott

I. Call to Order and Introductions

Dr. Robert Scalettar called the meeting to order at 9:04 a.m.

II. Review and Approval of Minutes

Dr. Scalettar requested a motion to approve the minutes from the July 13, 2015 Regular Meeting.

Robert Tessier made the motion and Cecelia Woods seconded. ***Motion passed unanimously.***

III. Existing Reporting Requirements and Metrics

Dr. Scalettar revisited the development of Access Health CT (AHCT) board metrics and dashboard. ACHT reporting requirements were previously requested. Steve Sigal, CFO, presented a summary of federal, state and other reporting requirements. Most reporting requirements enable AHCT to maintain and request federal grants. Most state reporting requirements relate to the fact that AHCT is a quasi-public agency and there is a quasi-public agency law requiring compliance. Mr. Sigal added that AHCT is meeting the requirements.

Metrics have been redefined. Mr. Sigal provided a summary of each metric which will become a more meaningful dashboard for the board and strategy committee. It aligns very well with AHCT's mission and vision. Dr. Scalettar stated that it would be presented to the full board to review the metric or the frequency issue; and, whether it represents the full range of critical issues that help to inform the board with the eye towards the mission. Mr. Sigal replied that this would be a good starting point and will evolve once these metrics are used for reporting

and monitoring with the board. There may be some potentially meaningful financial metrics that can be added going forward.

Vicki Veltri asked how questions asked in consumer surveys align with the metrics. Mr. Sigal replied that there is work with PERT which has been expanded. More member and call center satisfaction metrics have been requested. Grant Ritter asked if there will be a survey post open enrollment. Mr. Wadleigh replied yes. Mr. Ritter suggested adding a metric to reflect the consumer's experience following enrollment. Mr. Tessier commented that now since AHCT is at this point, it may make sense to determine what additional data should be gathered, if any, and the methods to provide a broader consumer satisfaction metric. Mr. Wadleigh stated that a new organization within AHCT has been created called Technical Operations & Analytics which goes to data and is led by Robert Blundo. Mr. Wadleigh suggested that Mr. Blundo be invited to the next strategy committee meeting to provide an overview of the tools. Katharine Wade added that the Connecticut Insurance Department (CID) produces a managed care report which can be an opportunity to work with the Exchange showing data such denial rates, appeal rates, compliance within preventive health measures. Mr. Wadleigh further recommended metrics be part of the operations update at future board meetings. Ms. Veltri recommended that any consumer metrics be brought to the Consumer Advisory Committee for their input.

Mr. Sigal added that the presented metrics are a baseline which can evolve adding integrated metrics later on.

Dr. Scalettar stated the set of metrics presented are a starting point to bring to the board as a recommendation and are an evolving process. Dr. Scalettar asked for a motion to accept the initial set of metrics. Motion was made by Robert Tessier and seconded by Vicki Veltri. ***Motion passed unanimously.***

IV. High Level Projects List

Mr. Wadleigh reviewed the AHCT annual board votes and high level projects list. There has been feedback that there has not been sufficient time to review information prior to the board votes. There are many items that are repetitive year to year. Further, projects are no longer just IT projects. As an example, Open Enrollment Readiness is currently a big project. Dr. Scalettar referred to the timeline running up to a specific vote that would allow discussion by the board or various subcommittees and advisory committees. Other activities that do not require an action could become a metric reported out. Mr. Wadleigh indicated organizations do track releases and as AHCT continues to integrate more with other agencies and organizations within the State of Connecticut, it is less about impromptu releases and becomes more and more about a planned release calendar. Mr. Wadleigh hopes to have a release calendar that is 18 to 24 months out and tracking whether AHCT hits the releases. This would indicate that appropriate vendor and project management as an organization and business partner and customer expectations have been met. Mr. Sigal suggested that some of the items that the board currently identified does not get involved with would be a good list of items to make up an agenda item periodically. Mr. Tessier suggested separating a calendar for board actions which may generate discussion around the events that take place ahead of time in order to be ready for board consideration and vote. Ms. Veltri suggested presenting to the board exactly how many projects there are in each area. Mr. Wadleigh added that the list is

much more extensive and excludes such projects as collaboration with the Connecticut Insurance Department and Department of Social Services. Cecelia Woods suggested a separate list for board votes and the addition of the timeline for the Consumer Decision Support Tool.

Dr. Scalettar stated that the next step would be to determine how to present this information to the full board.

V. Public Act §15-146 Timeline Review

Mr. Wadleigh provided an update on Public Act §15-146 (SB -811). Commissioner Bremby is the chair and the inaugural meeting took place last week. The first item to be developed is a governance structure. There approximately 24 members in this Committee some of which are legislatively appointed and some have not been chosen. The process will continue to be vetted. There are some items that AHCT thinks it has to do. Mr. Wadleigh suggested that as this project begins to gain traction within the AHCT organization the board will receive monthly updates. AHCT's responsibility is to report out through a consumer friendly website.

VI. Adjournment

Motion made by Robert Tessier and seconded by Cecelia Woods. ***Motion passed unanimously.*** Meeting adjourned at 10:43 a.m.