



Connecticut's Official Health Insurance Marketplace

Board of Directors Meeting

February 19, 2015

Agenda

- A. Call to Order and Introductions
- B. Public Comment
- C. Review and Approval of Minutes
- D. CEO Update
- E. 2016 Standard Plan Designs
- F. Open Enrollment Update
- G. Operations Update
- H. Finance Update
- I. Procedure: Exchange Assessment and Fees Technical Corrections
- J. Executive Session

Public Comment

Review and Approval of Minutes (Vote)

CEO Update

2016 Standard Plan Designs

**ACCESS HEALTH CT
2016 STANDARD PLAN
DESIGNS
-SHOP MARKET
-INDIVIDUAL MARKET**

Agenda

- Objective
- Standard Plan Design Development Process
- Small Group Market
 - Plan Information
 - Enrollment Information
 - 2016 Proposed Plan Designs
 - Vote
- Individual Market
 - Consumer Financial Assistance
 - Enrollment Information
 - 2016 Proposed Plan Designs
 - Vote

Standard Plan Design Development Review

- **Regulatory / Sub-Regulatory Guidance**
 - HHS Notice of Benefit and Payment Parameters for 2016 (Proposed)
 - Internal Revenue Service Guidelines on maximum out-of-pocket (MOOP) for HSA compatible plans
 - Actuarial Value Calculator (AVC) Guidelines
 - Connecticut Insurance Department (CID)
- **External Review**
 - Market Intelligence
 - Actuarial Consultant Review
- **Internal Review**
 - Advisory Committee Meetings
 - Feb 10 AM/Feb 17 AM: Brokers, Agents and Navigators and Small Business Health Options Programs
 - Feb 10 PM/Feb 17 PM: Consumer Experience and Outreach and Health Plan Benefits and Qualifications

AHCT SMALL GROUP MARKET

AHCT 2015 Plans: SHOP Plan Information

Plan Type	2015: Number of Plans			TOTAL
	Anthem	HealthyCT	United	
Bronze Standard	2	2	2	6
Silver Standard	1	1	1	3
Gold Standard	1	1	1	3
Platinum Standard	0	0	0	0*
<i>Bronze Non Standard</i>	<i>1</i>	<i>3</i>	<i>0</i>	<i>4</i>
<i>Silver Non-Standard</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Gold Non- Standard</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>2</i>
<i>Platinum Non-Standard</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
TOTAL	6	8	7	21

**No carriers offering AHCT standard Platinum plan for 2015*

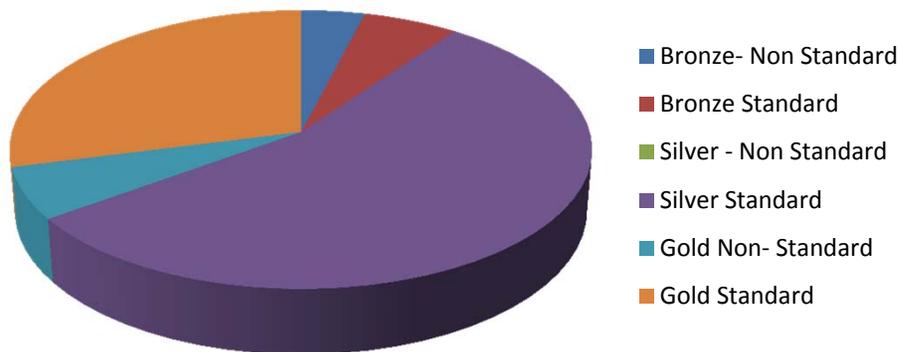
AHCT 2015 Plans: SHOP Enrollment Information

Metal Level	Enrollment	Percent
Bronze Non Standard	43	4%
Bronze Standard	69	6%
Silver Non-Standard	4	0%
Silver Standard	621	55%
Gold Non- Standard	64	6%
Gold Standard	334	29%
TOTAL	1,135	100%

10%
55%
35%

AHCT Standard Plans: 90% of total enrollment

Enrollment



Review of 2016 Proposed Standard Plan Designs for SHOP

AHCT 2016 SHOP Standard Plans

Votes

1. To require issuers offering benefit plans on the SHOP in 2016 to offer
 - the platinum standard plan design
 - the gold standard plan design
 - the silver standard plan design and the silver HSA standard plan design
 - the bronze standard plan design and the bronze HSA standard plan design
 - with an option to offer up to three non- standard plan designs in each of the Metal Tiers.

2. To approve the standard plan benefit designs for the SHOP as recommended by the Advisory Committees and proposed by Exchange Staff.

AHCT INDIVIDUAL MARKET

General Information - Individual Market

- How is financial assistance provided?
 - Advanced Premium Tax Credits (APTC)
 - May reduce premium responsibility for those who qualify
 - Enrollee can select the amount to apply to premiums each month, up to a maximum amount
 - Silver Cost Sharing Reduction (CSR) Plans
 - Silver: 73%, 87% and 94% plans are variations of the Silver 70% plan level
 - Enrollees who qualify pay lower cost sharing (deductibles, coinsurance, and copayments) compared to those enrolling in the Silver 70% plan level
 - The difference between the cost sharing for these CSR plans and those at the Silver 70% plan level are federally subsidized

Generally Eligible for APTCs:	
Family Size	Income Level
1	\$11,670 – \$46,680
2	\$15,730 – \$62,920
3	\$19,790 – \$79,160
4	\$23,850 – \$95,400

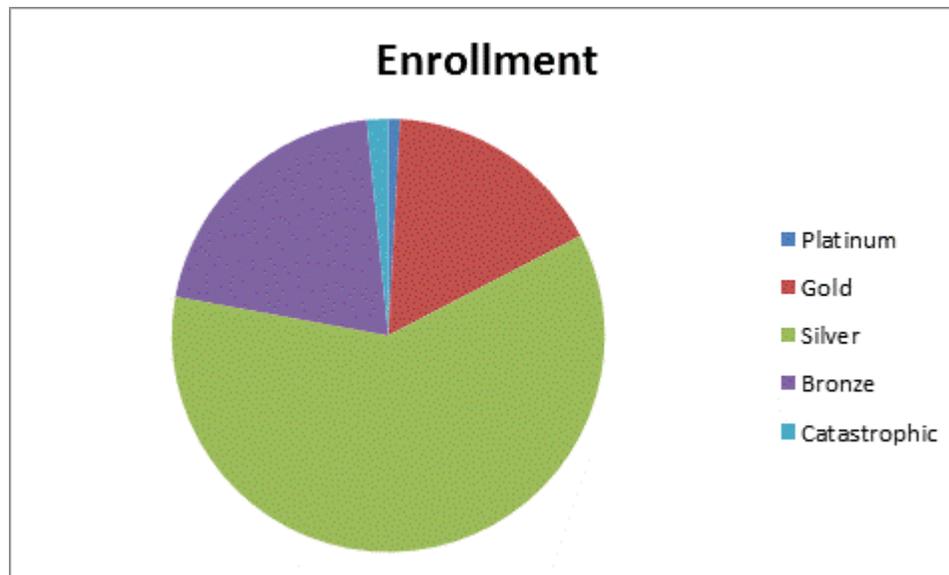
FPL Thresholds for Silver CSR Plan Eligibility:	
Federal Poverty Level (FPL)	Silver Plan Type
Over 250%	Standard
201% - 250%	73%
151% - 200%	87%
100%-150%	94%

AHCT 2015 Plans: Enrollment Information

Metal Level	Enrollment	Percent
Platinum	840	1%
Gold	15,767	17%
Silver	57,722	60%
Bronze	19,582	21%
Catastrophic	1,531	2%
TOTAL	95,442	100%

Silver Plans:
60% of Total
Enrollment

Standard Plans: 70%
of Total Enrollment

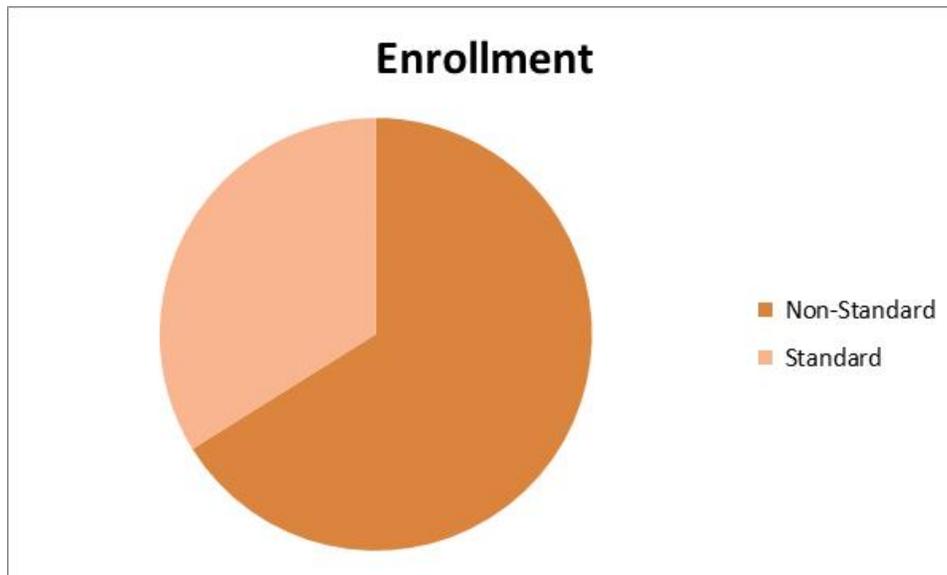


AHCT 2015 Plans: Enrollment Information

Plan Type	Enrollment	Percent of Bronze Plan Enrollment
Bronze Non-Standard (NS)	12,947	66%
Bronze Standard	6,635	34%
TOTAL	19,582	100%

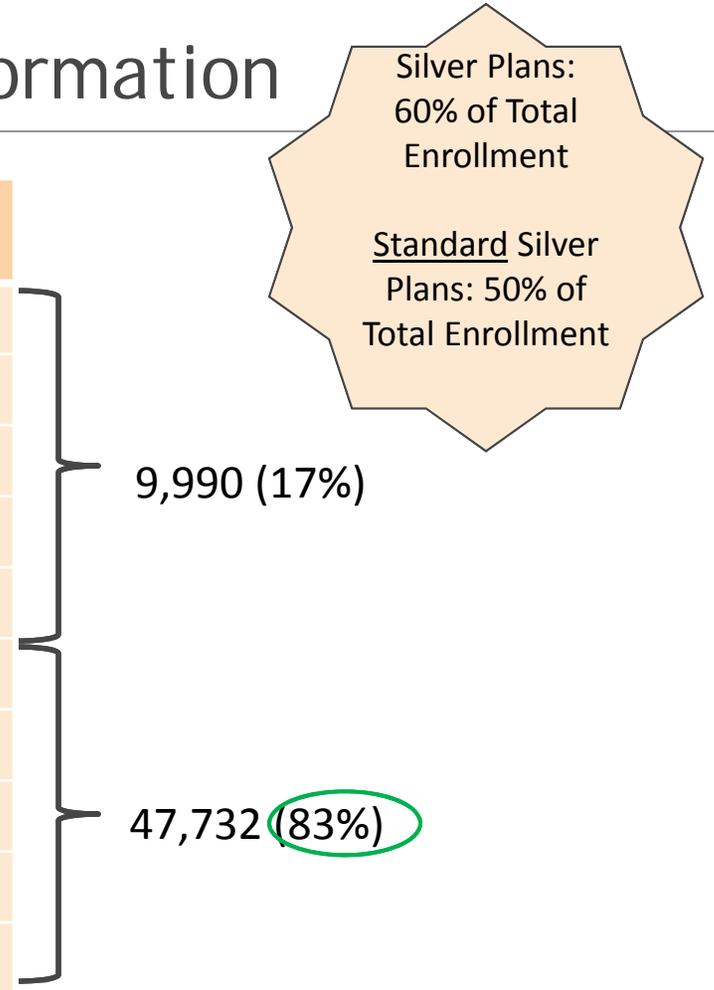
Bronze Plans:
21% of Total Enrollment

Standard Bronze Plans: 7% of Total Enrollment
(vs 3% in 2014)



AHCT 2015 Plans: Enrollment Information

Plan Type	Enrollment	Percent of Silver Plan Enrollment
Silver Non-Standard - Std Level	3,982	6.9%
Silver Non-Standard - 73% CSR	1,638	2.8%
Silver Non-Standard - 87% CSR	1,883	3.3%
Silver Non-Standard - 94% CSR	2,481	4.3%
Silver Non-Standard - AI Plans	6	0.0%
Silver Standard - Std Level	13,502	23.4%
Silver Standard - 73% CSR	7,571	13.1%
Silver Standard - 87% CSR	12,894	22.3%
Silver Standard - 94% CSR	13,740	23.8%
Silver Standard - AI Plans	25	0.0%
TOTAL	57,722	100%

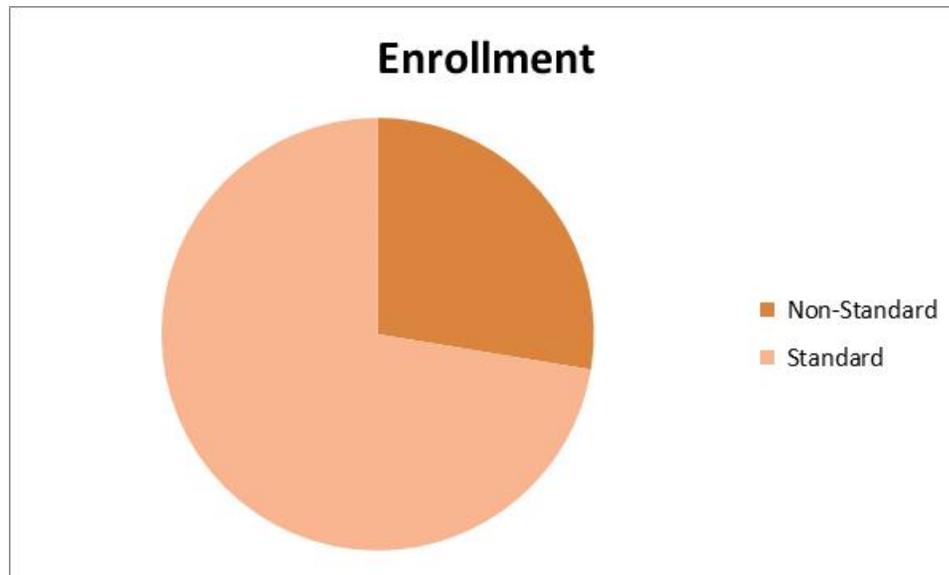


AHCT 2015 Plans: Enrollment Information

Plan Type	Enrollment	Percent of Gold Plan Enrollment
Gold Non-Standard (NS)	4,354	28%
Gold Standard	11,413	72%
TOTAL	15,767	100%

Gold Plans:
17% of Total Enrollment

Standard Gold Plans:
12% of Total Enrollment



Review of 2016 Proposed Standard Plan Designs for Individual Market

AHCT 2016 Individual Standard Plans

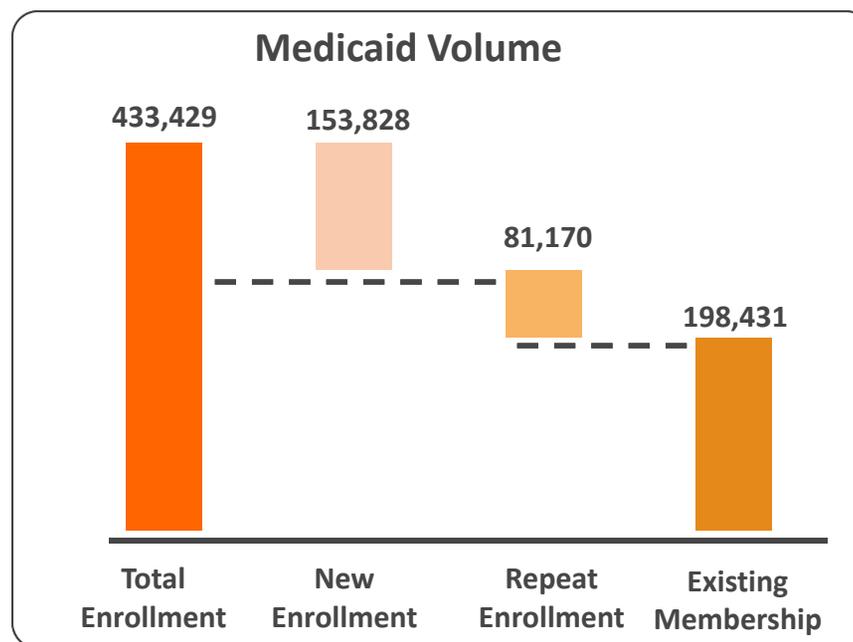
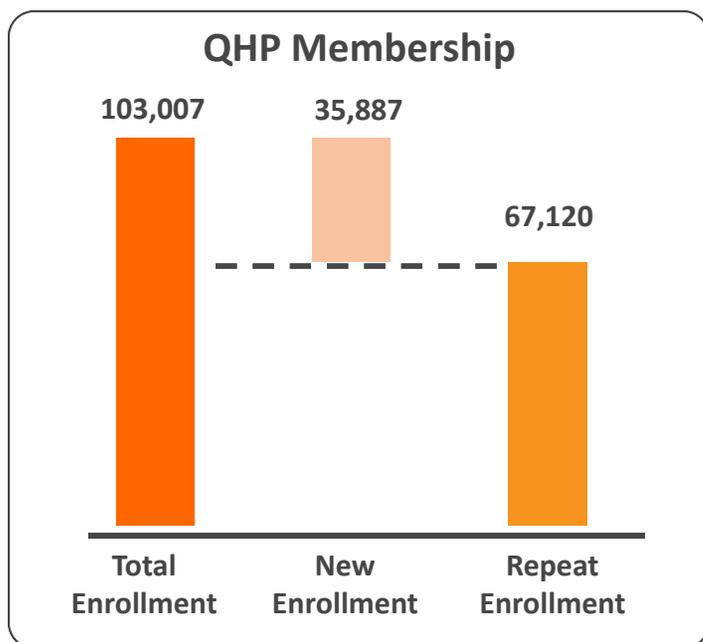
Vote

To approve the 2016 standard plan benefit designs for the Individual Exchange as recommended by the Advisory Committees and proposed by Exchange Staff.

Open Enrollment Update

Open Enrollment Activity Update (2/13/15)

- Current enrollment volume across all plans and programs stands at **536,436** individuals
- Since the start of this open enrollment, we have processed more than **103k** QHP enrollments and **235k** Medicaid enrollments.
 - Of these **35,887** were new QHP customers, and **153,828** were new Medicaid applicants.
 - Net new enrollment for the OE period thus far stands at **189,715** (81% Medicaid/19% QHP)



Additional Membership Information (2/13/15)

- To date, ConnectiCare continues to see the majority of new enrollments (42%)
- Anthem is currently taking 1 out of every 3 new enrollments (30%)
- Healthy CT has seen a dramatic uptick in selection, with nearly a quarter of individuals selecting their plans.
- Newly offered dental plans and our SHOP program continue to show solid gains

2015 OE Carrier Enrollment	New 2015 Enrollees	
Anthem Blue Cross and Blue Shield	10,893	30%
ConnectiCare Benefits Inc	15,235	42%
HealthyCT Inc	8,182	23%
UnitedHealthcare	1,577	4%
	35,887	100%



Dental = 1,565



SHOP:

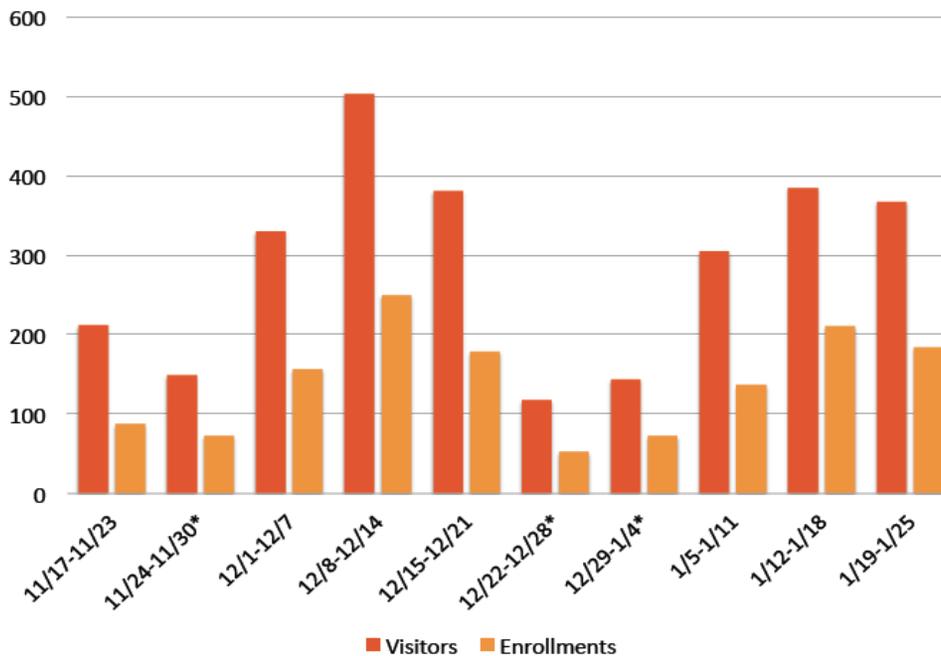
Groups = 173

Members = 1,148

173 groups with 1148

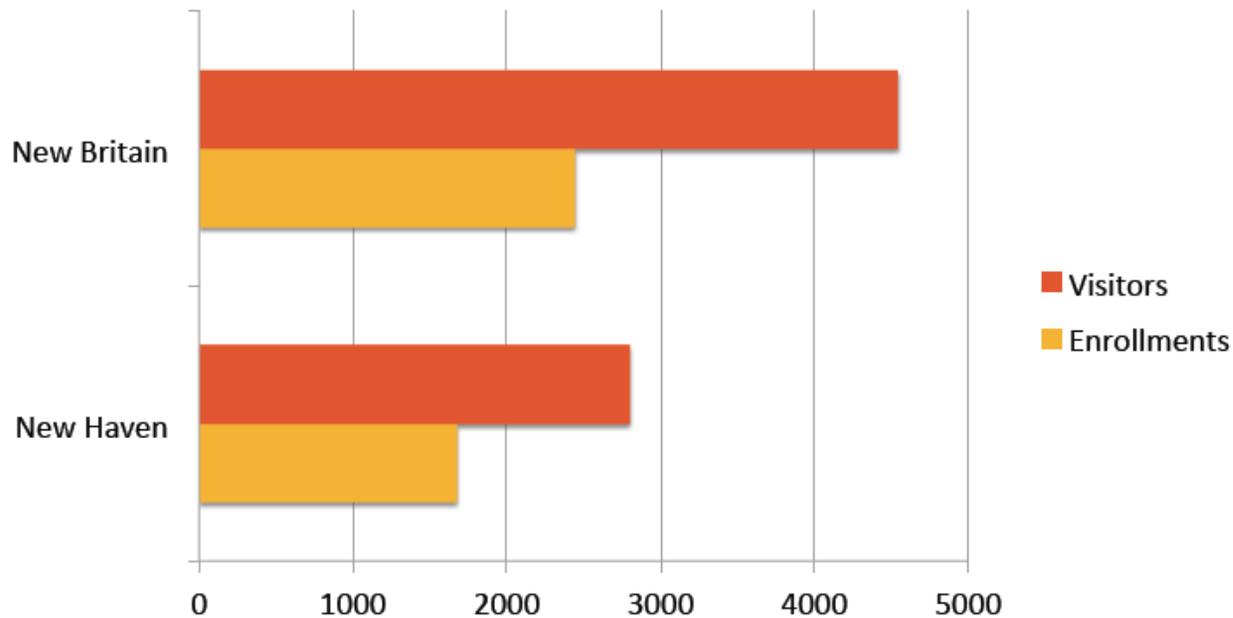
In-Person Assistance Updated

- Community Enrollment Partner (CEP) locations continue to witness robust activity
 - More than 3,900 visitors have gone to a CEP location
 - 1,908 enrollments have taken place as a result (a 49% conversion)
 - 640 QHP, 1,358 Medicaid



Store Front Updated

- Store front activity continues to build as we head towards OE's end
 - More than 9,100 individuals have visited our stores since 11/15
 - 5,081 enrollments have taken place as a result (a 56% conversion rate)
 - 1,902 QHP, 3,179 Medicaid



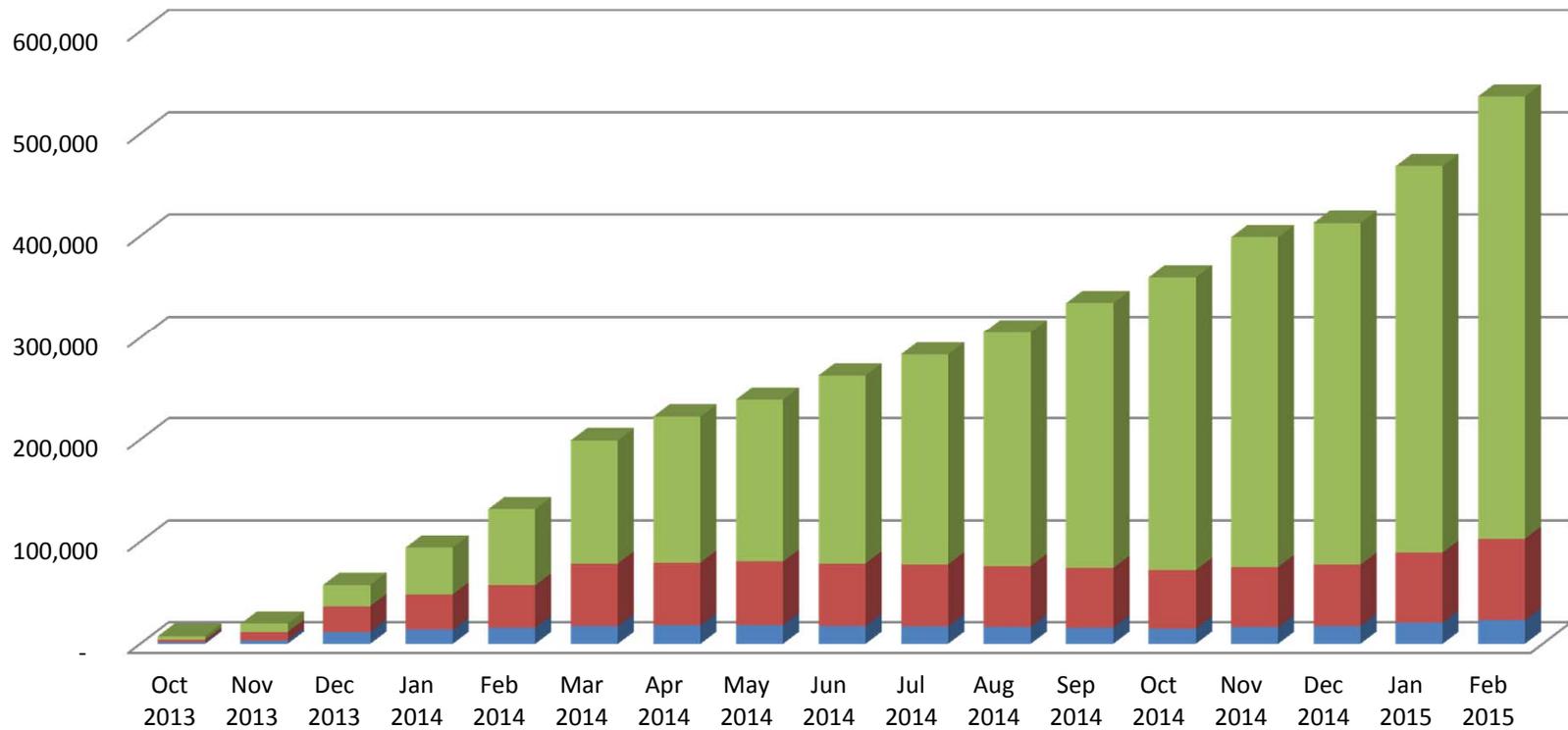
Post Open Enrollment

- Another round of our new member census research will be conducted to gather information on key demographic and attitudinal variables.
- This will include questioning in the areas of :
 - Prior uninsured status
 - Race and ethnicity
 - Enrollment channel use
 - Reasons for sign up
 - Post enrollment expectations
 - Expected plan use

Operations Update

Operating Metrics

Total Volume - 536,436



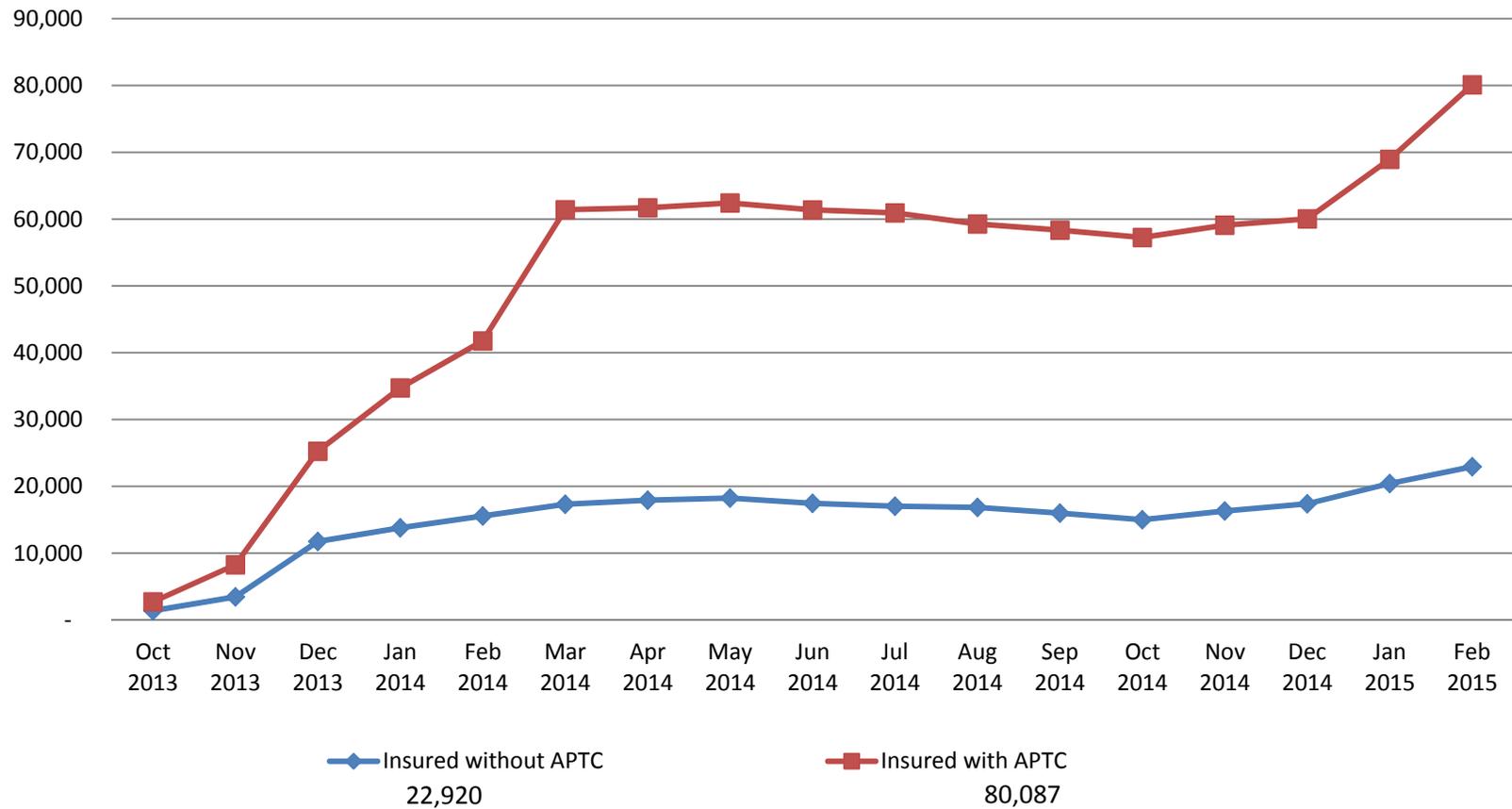
■ Insured without APTC
22,920

■ Insured with APTC
80,087

■ Medicaid
433,429

Operating Metrics

Insured Membership- 103,007



The Close Of Open Enrollment 2015

	Extended Hours	Location	Additional Details
Stores	F: 9 am – 5 pm Sat: 9 am – 6 pm Sun: 10 am – 12 am	<ul style="list-style-type: none"> New Haven & New Britain Increased Security Alerted local police about Sunday hours 	<ul style="list-style-type: none"> Expanded LAN capabilities and stations for extra seating
CEPs	Regular Hours by Site	<ul style="list-style-type: none"> 2/15 some CEPs will also be placed at the stores 	
Call Center	F: 8 am- 6 pm Sat: 10 am – 6 pm Sun: 8 am – 12 am	<ul style="list-style-type: none"> Target: 400 CCRs Chicago Atlanta New York Hartford 	<ul style="list-style-type: none"> IVR will have a “Fast Track” for enrollments Enabling call back capture for callers to be called back on 2/17 for enrollment (Need to verify with Legal)
IRD	<i>Store Support</i> Sat: 9 am – 4 pm Sun: 9 am – 12 am <i>Tier 3 (AHCT Office)</i> Fri-Sun: As needed <i>1095 Phone Line</i> Sat-Sun: 10 am – 4 pm	<ul style="list-style-type: none"> Stores AHCT Offices 21st Floor (Maximus) 	<ul style="list-style-type: none"> IRD will work in shifts on Sunday <ul style="list-style-type: none"> 9 am – 2 pm 2 pm – 7 pm 7 pm – 12 am
IT Support	Fri: 9 am – 6 pm Sat: 9 am – 1 pm Sun: 10 am – 8 pm 10 pm – 12 am	<ul style="list-style-type: none"> AHCT Office 	<ul style="list-style-type: none"> Sat – 9- 1 Call and Support 1-6 Hotline Hourly Callbacks, Phone and Mobile Support if needed Sun - 10am - 8pm Call and Support 8-10pm Hotline Hourly Call Backs, Phone and Mobile Support if needed Sun - 10pm-12am AHCT Managers, CEP Leads, Storefront Managers and AHCT SLT have access to 2 Mobile OE IT Numbers and my personal cell;
Deloitte	On-site Fri-Sun	AHCT Office/OE Command Center	<ul style="list-style-type: none"> Supporting Call Center, Stores and IRD

1095-A Update - Health Insurance Marketplace Statement

Mailing	<ul style="list-style-type: none">• 64,400 1095-A forms mailed end of Jan 2015• 3,600 1095-A forms suppressed, to be mailed end of Feb 2015<ul style="list-style-type: none">• $\frac{3}{4}$ will have been mailed by February 20, 2015• $\frac{1}{4}$ will be mailed by February 28, 2015
Call Center	<ul style="list-style-type: none">• Special Line (Thomson Reuters) set up for general inquiries.<ul style="list-style-type: none">• 3,000+ calls since January 26th• Common questions:<ul style="list-style-type: none">• “Where is my 1095-A?”• “What is this?”• Specialized AHCT 1095-A team trained to take reprint requests, escalated calls and assist with consumer issues
Website	<ul style="list-style-type: none">• “Learn More” tab on AHCT website → “Tax info”<ul style="list-style-type: none">• Tax tips• FAQs• Informational video• Bronze & Silver Plan Premium Calculator
Community Outreach	<ul style="list-style-type: none">• In-person assistors (Brokers, CACs, CEPs, and storefront staff) trained to help consumers• Open lines of communication with tax professional community (H&R Block, Liberty Mutual and Jackson Hewitt)

Finance Update

Finance Update

February 2015

- **The Finance Team continues fulfilling its commitment to support the organization through its transition to a “going concern.”**
- **Continue securing financial resources:**
 - **2015 market based assessments received to date total \$88.5k.**
- **Regulatory requirements continue to be met:**
 - **Completed the semi-annual Grant Progress Reports due to the Department of Health and Human Services (HHS) by January 30, 2015. Separate progress reports are required for each grant.**
 - **The Second Quarter 2015 Quasi-Public Financial and Personnel Status Report was submitted to the Office of Fiscal Analysis on January 30, 2015**
 - **Coordinated and completed the Quarterly Report to the Connecticut Joint Standing Committees of the General Assembly under Sec.38a-1092(a) for the fourth calendar quarter.**
- **Improving business processes with the final stages of the implementation project plan for the new ERP (Enterprise Resource Planning) system.**
- **The procedure, “Exchange Assessments and Fees”, which the Board approved in August, 2014, requires some technical “clean up”. Redlined and final copies were included in your Board material. This requires an approval and Board motion to be posted on the AHCT website and the Connecticut Law Journal for 30 days.**
- **The 2nd quarter full fiscal year forecast follows, which displays a slight unfavorable variance of \$1M vs the 1st quarter reforecast, but still is a favorable variance vs the original Plan of \$1.2M.**



Connecticut's Official Health Insurance Marketplace

**2015 Second Quarter
Full Year Reforecast
February 2015**

2015 Second Quarter Full Year Reforecast

Forecast Overview

- The 2015 Second Quarter full year reforecast is estimated to be \$65.6M vs the 2015 First Quarter Forecast of \$64.6M, a unfavorable variance of \$1M.
- Includes reduced Design, Development and Implementation costs due to the reduced funding from both the Supplemental Level One Grant award for \$2.1M and the new Level One Grant application for \$9.5M.
- Initiatives are included in the reforecast, including:
 - Issue Resolution Department to handle Tier 2 and 3 call related issues
 - Development hosting transition
 - 1095 customer Q & A's
- Enrollment staff assistance, which will be culminating after open enrollment, is included in the reforecast. This includes the:
 - AHCT store fronts in New Britain and New Haven
 - The twelve (12) satellite enrollment support locations in selected libraries, health centers, and Department of Labor locations
- The unfavorable variance comprises slightly higher consultants costs and lower Medicaid allocable costs related to reduced Design, Development and Implementation (DDI) costs, offset by a reduction of other miscellaneous costs.

2015 2nd Quarter Full Year Reforecast

Expense Category	Q1, 2015 FCST	Q2, 2015 FCST	FY 2015 Variance B (W)	Comments
Salary & Fringe	\$ 11,591,636	\$ 11,421,468	\$ 170,168	Timing
Consultants	\$ 73,844,722	\$ 74,988,000	\$ (1,143,278)	See Detail Chart following
Equipment	\$ 1,587,697	\$ 1,587,697	\$ -	
Supplies	\$ 42,673	\$ 42,779	\$ (106)	
Travel	\$ 65,383	\$ 265,347	\$ (199,964)	Higher travel due to open enrollment activity
Medicaid Recovery	\$ (29,111,969)	\$ (25,396,180)	\$ (3,715,789)	Call center increase offset by lower IT spend
Other	\$ 6,579,694	\$ 2,672,042	\$ 3,907,652	Rent, telecom, ins, etc.
Total Expense	\$ 64,599,836	\$ 65,581,152	\$ (981,316)	
EOY Head Count	65	65		

2015 Second Quarter Full Year Reforecast

Consultants	Q1, 2015 FCST	Q2,2015 FCST	Q1, 2015 ALLOC %	Q2, 2015 ALLOC %	Q1, 2015 ALLOC	Q2, 2015 ALLOC
IT Billable	\$ 36,709,722	\$ 25,253,000	55%	52%	\$ 20,207,569	\$ 13,076,180
BEST	\$ 2,668,000	\$ 2,668,000	28.53%	28.53%	\$ 773,720	\$ 761,180
Capital	\$ 5,000,000	\$ -	84%	84%	\$ 4,200,000	\$ -
Cognizant	\$ 800,000	\$ 800,000	84%	84%	\$ 672,000	\$ 672,000
HWSW - OLD	\$ 250,000	\$ 250,000	84%	84%	\$ 210,000	\$ 210,000
IT Consulting - New DSS	\$ 10,000,000	\$ 8,200,000	84%	84%	\$ 8,400,000	\$ 6,888,000
IT Consulting Old	\$ 8,800,000	\$ 5,000,000	28.53%	28.53%	\$ 2,552,000	\$ 1,426,500
M&O	\$ 7,856,722	\$ 7,000,000	28.53%	28.53%	\$ 2,278,449	\$ 1,997,100
HWSW - New	\$ 1,335,000	\$ 1,335,000	84%	84%	\$ 1,121,400	\$ 1,121,400
Non-Billable	\$ 21,235,000	\$ 27,735,000	0%	0%	\$ -	\$ -
Accounting	\$ 35,000	\$ 35,000	0%	0%	\$ -	\$ -
AHES	\$ 5,000,000	\$ 5,000,000	0%	0%	\$ -	\$ -
APCD	\$ 2,700,000	\$ 1,700,000	0%	0%	\$ -	\$ -
Contingency	\$ 2,000,000	\$ 8,200,000	0%	0%	\$ -	\$ -
Legal	\$ 500,000	\$ 800,000	0%	0%	\$ -	\$ -
Marketing	\$ 5,000,000	\$ 6,400,000	0%	0%	\$ -	\$ -
SHOP	\$ 3,000,000	\$ 2,600,000	0%	0%	\$ -	\$ -
SHOP Development	\$ 3,000,000	\$ 3,000,000	0%	0%	\$ -	\$ -
Ops - Billable	\$ 15,900,000	\$ 22,000,000	56%	56%	\$ 8,904,400	\$ 12,320,000
Call Center	\$ 14,500,000	\$ 19,000,000	56%	56%	\$ 8,120,000	\$ 10,640,000
Operations	\$ 1,400,000	\$ 3,000,000	56%	56%	\$ 784,400	\$ 1,680,000
Grand Total	\$ 73,844,722	\$ 74,988,000	39%	34%	\$ 29,111,969	\$ 25,396,180

2015 Second Quarter Full Year Reforecast

7 Months Forecast vs Actual Results thru January 2015

Expense Category	7 Months Q2, 2015 FCST	January 2015 Results	Variance B (W)
Salary & Fringe	\$ 6,662,523	\$ 6,213,513	\$ 449,010
Consultants	\$ 43,743,000	\$ 46,598,272	\$ (2,855,272)
Equipment	\$ 926,157	\$ 58,439	\$ 867,718
Supplies	\$ 24,955	\$ 21,473	\$ 3,481
Travel	\$ 154,785	\$ 179,911	\$ (25,126)
Medicaid Recovery	\$ (21,163,484)	\$ (22,490,943)	\$ 1,327,459
Other	\$ 1,558,691	\$ 550,328	\$ 1,008,363
Total Expense	\$ 31,906,627	\$ 31,130,994	\$ 775,633

Procedure: Exchange Assessment and Fees

Technical Corrections

Executive Session

Adjournment