

OHA Advisory Committee Meeting
May 23, 2016
12:00-12:46pm
Meeting Summary

Meeting convened at 12:04pm

Attendance: Members Present – Steve Karp, Lynne Ide, Dina Berlyn, Mark DeWaele, Gary Collins, Susan Halpin
OHA Present – Laura Morris, Vicki Veltri, Doris Peruccio
OHA Absent – Valerie Wyzykowski, Demian Fontanella

1. Welcome & Approval of Agenda and Meeting Minutes
 - Vicki welcomed Lynne Ide to her first Committee Meeting
 - Agenda approved
 - Minutes approved from November 20, 2015. Mark DeWaele motioned to approve. Steve Karp seconded. Lynne abstained as she was not on Board then.
 - Minutes from January 19, 2016 to remain in draft form given we did not have a quorum for the January 19, 2016 meeting

2. Administration Report
 - a. OHA Annual Evaluation
 - Vick presented that the Advisory Board Annual Evaluation is due by April every year. The evaluation has to be written by one of the Members. Vicki noted that Steve Karp wrote the previous two years' evaluations and requested for someone to volunteer. She also noted that it will be submitted late (due April) and its potential impact on an audit. She requested Members to notify her directly as they did not need to decide now.
 - b. Budget
 - Vicki presented that State Budget is a challenge. OHA budget was not impacted with exception of Commission on Health Equity, which was cut. OHA supported the CCHE for administrative purposes only. Regular operations are untouched. The budget is the same as last year. This is good news.
 - c. Personnel
 - Vicki reported we have the same number of staff in our budget as last year. There are vacancies on the SIM side of office but there is a hiring freeze. Labor relations is looking at those individuals recently laid off to fill potential vacancies. Some unions allow bumping across agencies. A few of our staff are low on the seniority list. We are waiting to see if people may be bumped.
 - Lynne inquired about how long it might take to settle. Vicki responded that it may take at least through the summer. It is a tough time. People are really anxious but doing unbelievable work.

d. Project Reports

- Access Health CT – Laura reported that AHCT continues to be a source of high call volume for OHA. We have dedicated staff who handles the majority of these cases.
- CAP Grant – Consumer Assistance Grant ends on September 25, 2016. We were able to hire staff under that grant including a Staff Attorney II position and a Nurse Advocate. Both of those positions were hired as full time permanent positions due to vacancies at OHA. OHA was looking to hire additional durational staff but that is on hold due to layoffs. It is unclear if we can hire under the grant.
- DCF and DDS – Laura reported that the Autism waiver is being moved to DDS and we are currently putting together an MOU with DSS. We will need to modify the DDS MOU. The DCF project is going well. Cases are still coming in. Data will be discussed in detail later in this discussion.
- BH Clearinghouse – Laura reported that surveys were sent to Providers. The plan is to have Provider Focus Groups. OHA is looking for funding for a website. OHA will be meeting with CT Innovation about possibly funding our website.

3. Data Reports

- Slide One – Laura highlighted that 1st Q 2015 was the biggest year for cases opened and closed. 1st Q 2016 is very high (higher than 2012 and 2013).
- Slide Two – Laura reviewed Savings by Type.
- Slide Four – Laura highlighted that 2013 was skewed as it was the first year of the DCF project and one case had many denials which accounted for the higher savings.
- Reviewed slide 6 regarding Clinical Categories. Mental Health is the largest case type that comes in to OHA because of the special projects with DDS and DCF.
- Reviewed slide 7 referral source 1st Quarter 2016. 23% DCF, 23% denial letter from insurer. 12% is from legislators.
- Reviewed slide 8 Complaints by Carrier 1st Quarter 2016. Laura commented she included AHCT on this slide even though it is not a carrier. It does highlight the volume related to AHCT (66%).
- Reviewed slide 9 Complaints by Issue 1st Quarter 2016. The highest categories are medical necessity, benefit design and education/counseling.
- Reviewed slide 10 AHCT Program Type 1st Quarter 2016. It was commented that perhaps breaking this down further into a percentage. Laura to get that information and will send out.
- Slide 11 AHCT Complaint Type 1st Quarter 2016. It was highlighted that Renewal/or application inquire is the highest type.
- Slide 12 AHCT Application Channel 1st Quarter 2016. It was highlighted that 98% apply through Call Center.
- Questions? No further comments.

4. Legal/Legislative Report

- Vicki highlighted that the biggest issue was the budget. OHA tried to spend this session not putting forth many ideas at the Capitol. This was not the year to push concepts. OHA did pitch in on some bills.

- Vicki did highlight one bill regarding Developmental Disabilities of children that passed.
- Vicki also reported that she helped draft a bill regarding Health Information Technology and she worked on Senate Bill 351 with the governor's office and legislative staff.
- Vicki reported on the Healthcare Cabinet which is working on its cost-containment study.
- Vicki also reported that OHA supported an insurance bill regarding network adequacy.

5. Other Business

- No questions or other business.

Vicki motioned to adjourn at 12:46 pm.