

OHA Advisory Committee Meeting
January 19, 2016
12:00-12:48pm
Meeting Summary

Meeting convened at 12:08pm (it was noted by V. Veltri that we do not have a quorum)

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

1. Welcome & Approval of Agenda and Meeting Minutes of November 20, 2015

- Minutes to stay in draft form given no quorum today per Vicki

2. Administration Report

a. OHA Annual Evaluation

- Vicki presented that the Annual Evaluation is due by April every year. The evaluation has to be written by one of the Members
- Vicki will be sending a reminder to the group once OHA completes the Calendar year report, which is being worked on now

b. Budget and Personnel

- Vicki presented that OHA is running at a little of a surplus. We had unfilled positions that we just recently filled.

c. Personnel

- Vicki reported we have a new person starting this Friday, January 22 who will be a Consumer Information Representative. He comes to us from the Department of Labor and he has experience handling difficult complaints/calls
- Per Vicki we have no plans to ask for anything from the State in the state budget. We are at 19 people and SIM will have 8 people soon.

d. Project Reports

- Access Health CT – Laura reported on behalf of Valerie that AHCT continues to be a source of high call volume for OHA. Sean King has transitioned to a permanent Staff Attorney. His involvement with AHCT will decrease as the new Consumer Information Representative will be coming to assist with these calls. Sean will be able to focus on legal concerns and complex cases. Laura also reported that OHA is experiencing a quicker response time from the health plans to our requests.
- CAP Grant – Laura reported that the CAP Grant is moving along. We are in the process of scheduling provider training webinars on general appeals and mental health appeals. Those will begin in February.
- DCF and DDS – Laura reported that Careline referrals continue to provide a steady stream of consumers to assist
- Duals Ombudsman Program – Laura reports that this program is no longer happening and will be removed from the agenda.
- BH Clearinghouse – Laura reported we have two staff assigned to this project and they are performing outreaches door to door as well as holding focus groups. Demian added that the Provider Focus Groups discussed the behavioral health landscape in the state and how the BH Clearinghouse would benefit them and their staff. OHA is still seeking

funding which is the primary barrier to this project. We are pursuing a couple of options. One possible funding source will go towards funding the website.

3. Data Reports- A slide deck was distributed to the members in advance of the meeting
 - Slide One – Laura highlighted that the number of cases opened is higher than in 2013 and 2014. We believe this is due to Access Health calls.
 - Slide Two – Laura highlighted that the Savings Total for the 4th quarter of 2015 was over \$3.8 million.
 - Slide Four – Laura highlighted the clinical categories that fall under “Mental Health” continue to be our highest volume clinical categories.
 - Reviewed slide 5 regarding referral sources and DCF is our highest referral source due to the Careline. The other highest referral sources are: denial letter from insurer, legislator, and previous case.
 - Reviewed slide 6 regarding complaints by carrier. It was noted that AHCT accounted for 896 new cases for the 4th Quarter 2015. Coaching accounted for 324 cases for the 4th Quarter 2015.
 - Reviewed slide 7 regarding complaints by issue.
 - Reviewed slide 8, 4th Quarter 2015 AHCT Application Case Type shows that 66% of the consumers contacting OHA for assistance regarding their application had applied for HUSKY and 33% represents application assistance for a QHP with advanced premium tax credits (financial assistance (QHPFA)).
 - Reviewed slide 9, 4th Quarter 2015 Issue Type. Renewal and/or Application Inquiry was the number one issue type at 45%.
 - Slide 10, 4th Quarter 2015 AHCT Application Channel. Most people who came to OHA for help applied via call center (77%).
 - Slide 11 Overall Consumer Satisfaction –Overall, satisfaction is excellent.
 - Questions? Susan inquired who we send data to and Vicki responded that we send data to the legislature, administration, RBAs, and the Open data portal. We also prepare results based accountability reports for the appropriations committee.
4. Legal/Legislative Report
 - Demian highlighted that the legislative session begins in about 3 weeks. It is a short session (3 months).
 - As of the date of the meeting, we do not have an active legislative agenda for the year. As always, we will be monitoring proposed bills and the budget. We will continue to have discussions with stakeholders concerning options for promoting privacy in the EOB process.
 - Vicki reported on the Healthcare Cabinet (PA 15-146) which is charged with a cost containment study. The Cabinet put out an RFP and contracted with a consultant to assist the Cabinet with its work. OHA staffs the Cabinet under statute.
5. Other Business
 - No questions or other business.

Meeting adjourned at 12:48 pm.