

# Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

1.	10:00	<b>Call to Order</b>	Devon Green and Erin Maguire, Co-Chairs
2.	10:00	<b>Roll Call New Member Introduction Establish Quorum</b>	Zack Goss, Health Care Training and Communication Manager (DVHA)
3.	10:20	<b>Approve Previous Minutes</b>	Devon Green and Erin Maguire, Co-Chairs
4.	10:25	<b>Global Commitment to Health Demonstration Waiver: Annual Post-Award Forum</b>	Ashley Berliner, Director of Healthcare Policy (DVHA)
5.	10:40	<b>Committee Discussion: Proposed Recommendations for Coverage of Health Care Services Delivered by Telephone (Post-Public Health Emergency)</b>	Nissa James, Health Care Director (DVHA)
6.	11:00	<b>Open Enrollment</b>	Molly Sweeney, Healthcare Eligibility and Enrollment Director (DVHA)
7.	11:20	<b>Commissioner's Update</b>	Cory Gustafson, Commissioner (DVHA) Addie Strumolo, Deputy Commissioner (DVHA)
8.	11:45	<b>Public Comment</b>	Devon Green and Erin Maguire, Co-Chairs
9.	12:00	<b>Adjourn</b>	Devon Green and Erin Maguire, Co-Chairs

**October 26, 2020**  
**10am-12pm**

# Roll Call, New Member Introduction and Quorum

Zack Goss, Health Care Training and Communication Manager (DVHA)

# Roll Call and Member Introduction

- Jessa Barnard
- [Yacouba Jacob Bogre](#)
- Kelly Dougherty
- Lisa Draper
- Mike Fisher
- [Jordan Giacano](#)
- Devon Green
- Dale Hackett
- Rebecca Heintz
- Sharon Henault
- [Zachary Hozid](#)
- Gladys Mooney Konstantin
- Helen Labun
- Joan Lavoie
- Erin Maguire
- [Gustavo Mercado Muñiz](#)
- Kirsten Murphy
- [Jamie Rainville](#)
- [John Schultz](#)
- [Sarah Teel](#)
- Julie Tessler
- Jason Williams

\*Because we have several new members, please state your name and the group you represent on the Advisory Committee when speaking

# September 28, 2020 Meeting Minutes

Devon Green and Erin Maguire, Co-Chairs

# Global Commitment to Health Demonstration Waiver: Annual Post Award Forum

Ashley Berliner, Director of Healthcare Policy (DVHA)

# **Committee Discussion:**

## **Proposed Recommendations for Coverage of Health Care Services Delivered by Telephone (Post-Public Health Emergency)**

Nissa James, Health Care Director (DVHA)

# Proposed Recommendations: VT Medicaid Coverage of Health Care Services Delivered by Telephone Post-Public Health Emergency

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## Agenda Plan:

- **Review** proposed recommendations (screen share PDF to review all together);
- **Discuss** proposed recommendations with equitable time for feedback from all Advisory Committee constituencies:
  - Medicaid members;
  - Individuals and representatives eligible for/enrolled in health insurance through the State's health insurance Exchange;
  - Advocates for consumer organizations; and
  - Health care professionals and representatives.
- **Review and discuss** sample communication tool if time permits (see next slide).





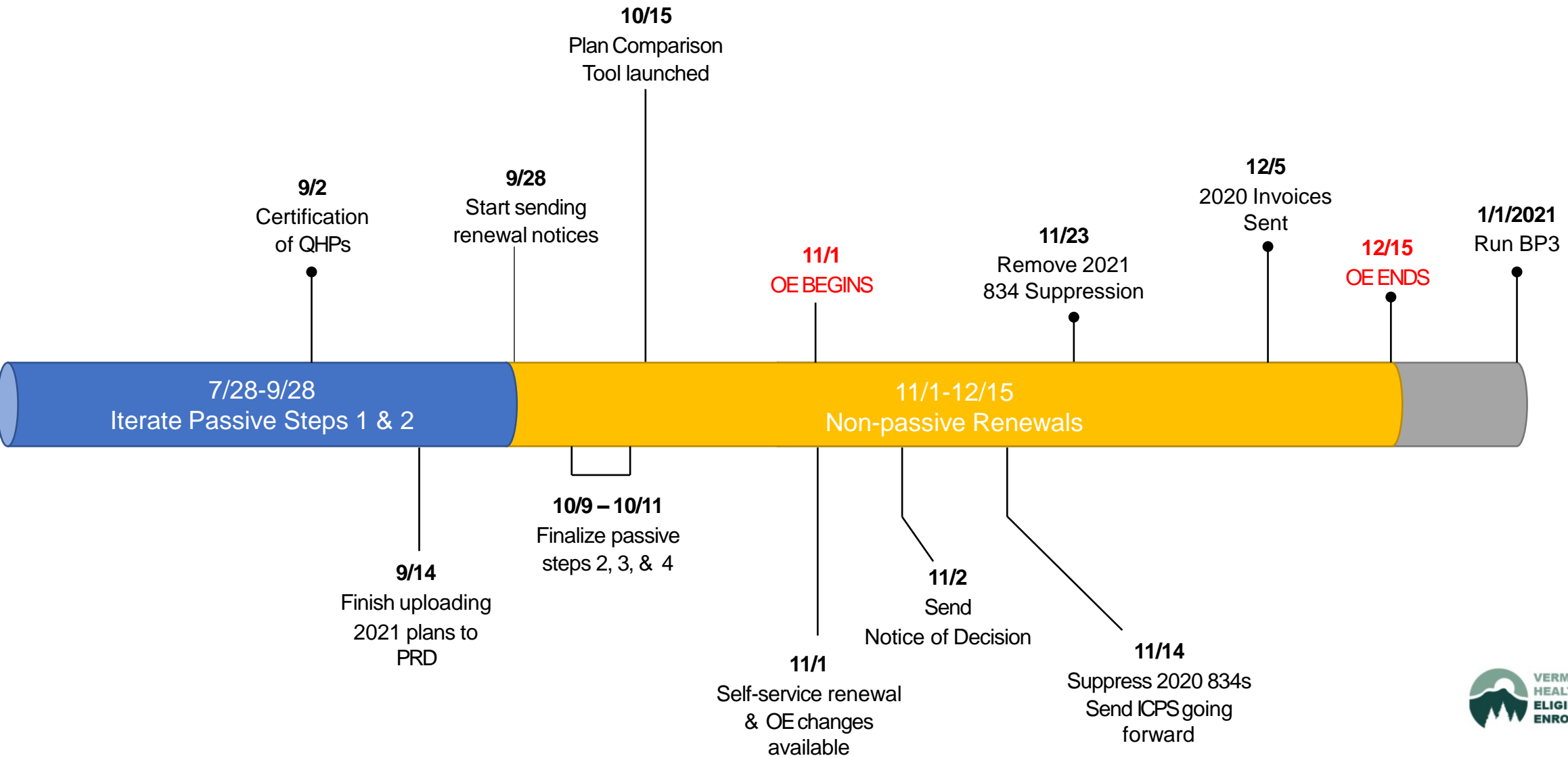
# Open Enrollment 2021

Molly Sweeney, Healthcare Eligibility and Enrollment Director (DVHA)

# VHC 2021 Open Enrollment & Renewal Period

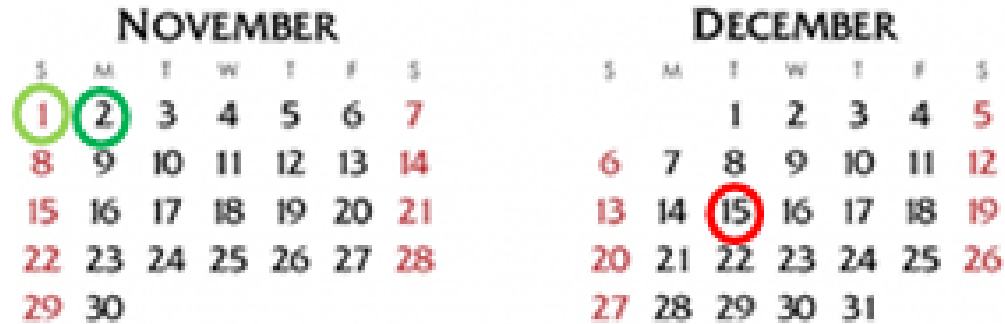
*Dates are subject to change*

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# Open Enrollment Hours of Operation

Open Enrollment is approaching!  
**November 1st–December 15th**



Assister Hotline and Customer Support Center Hours:

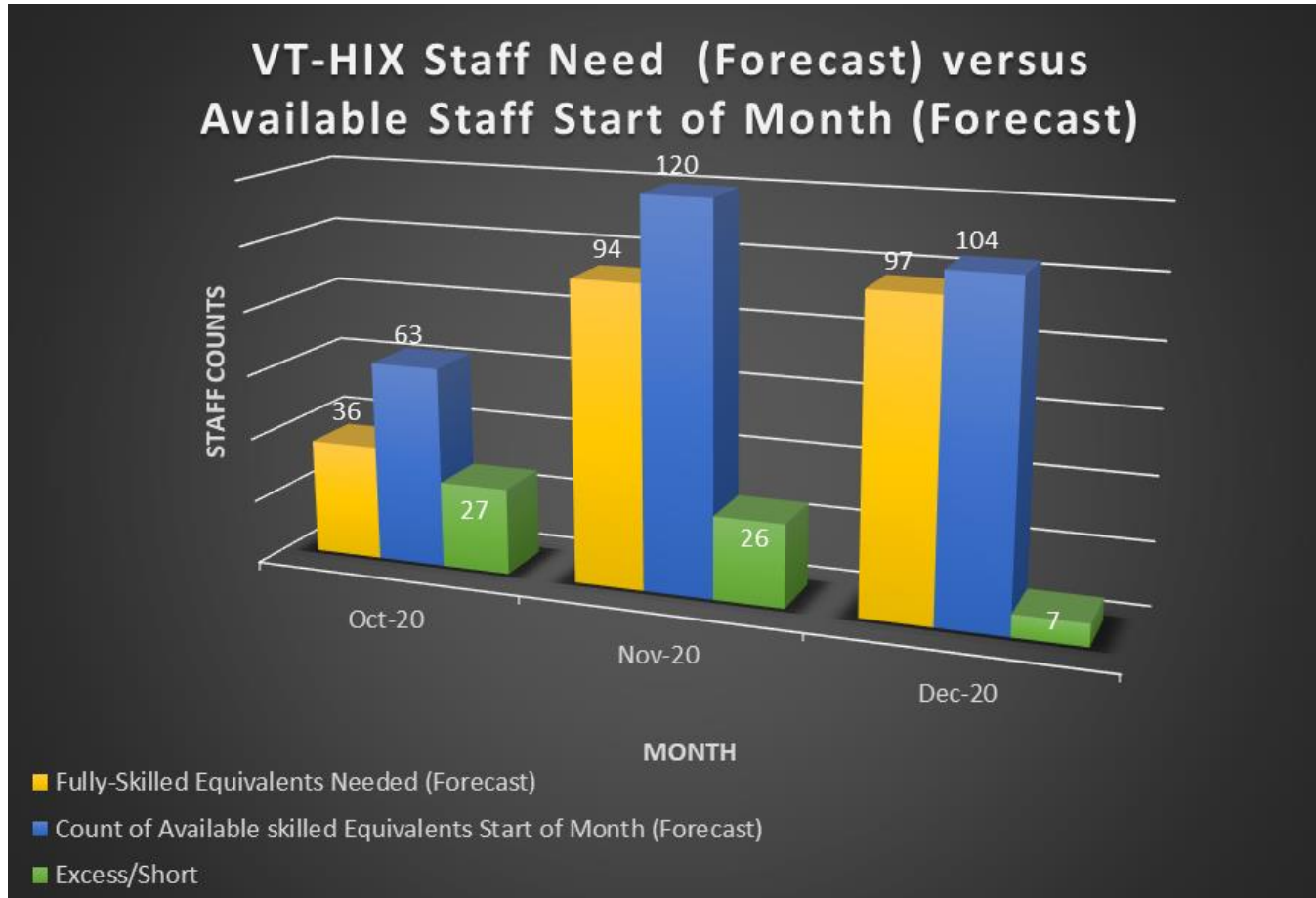
Nov 2-Dec 11: 8am -5pm (Monday-Friday)

Dec 12,13: 8am -1 pm

Dec 14,15: 8am -7pm

\*Customers will be able to enroll or renew online beginning Sunday, November 1st and via the call center on Monday, November 2nd.

# Open Enrollment Staffing



# Open Enrollment Communication Plan

## **Social Media will target important dates and topics including:**

- Language re: Mandate
- Call center hours
- Financial assistance
- Plan comparison tool
- 23 posts
- 10 events

## **Open Enrollment Events will be virtual this year and will cover a variety of topics:**

- Health insurance basics
- Deductibles, co-pays and max-out-of-pocket limits
- Eligibility for Medicaid, Dr. Dynasaur and Qualified Health Plans (QHPs)
- Financial help, such as tax credits and Enhanced Silver Plans
- How to pick a plan that's right for you
- Using the plan comparison tool

# Open Enrollment Numbers: tracking, trending and reacting to the data

## 2021 Renewals Executive Dashboard

Report ran on 10/20/2020 and is for renewal year 2021  
Report is designed to switch between renewal years in early October of a given year

Effectuaton can go through several stages:

- 1) Eligibility Determined (We've started to process your application/renewal)
- 2) Term/Cancel (Your application/renewal ended and is not enrolled)
- 3) Plan Selected (You have selected coverage level and who will provide it)
- 4) 834 Error (An error occurred while processing and it will be reviewed)
- 5) In Flight (The application/renewal is going between the provider and VHC)
- 6) Plan Effectuated (The application/renewal is reviewed by provider and VHC)

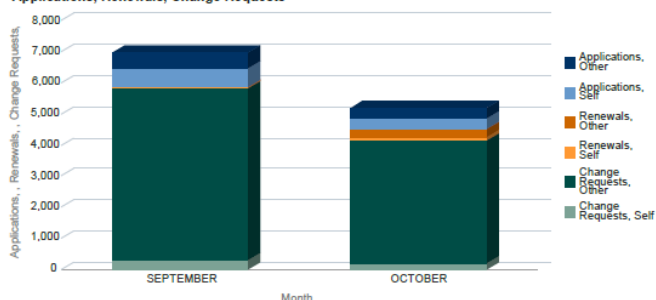
High level information is useful at both a household and individual level

	Individuals	Households
New Consumer	284	203
Re-enrollee	23782	17337
<b>Grand Total</b>	<b>24076</b>	<b>17537</b>

When a household had subsidies in the current year but are renewed without subsidies for the future year it is called Loss of APTC and this is relative to the 18,000 to 20,000 households renewed in a given year.

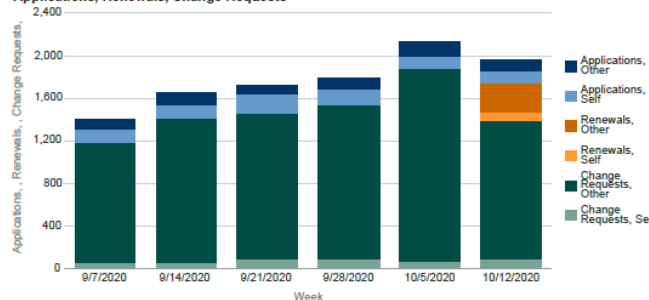
**1,066**  
# of Households  
Losing APTC

Applications, Renewals, Change Requests



Month	Applications		Applications Total		Renewals		Renewals Total		Change Requests		Change Requests Total
	Other	Self			Other	Self			Other	Self	
SEPTEMBER	479	617	1096		7	22	29	5553	285		5838
OCTOBER	338	314	650	283	103		386	3852	201		4153
<b>Grand Total</b>	<b>815</b>	<b>931</b>	<b>1746</b>	<b>290</b>	<b>125</b>		<b>415</b>	<b>9505</b>	<b>486</b>		<b>9991</b>

Applications, Renewals, Change Requests



Week	Applications		Applications Total		Renewals		Renewals Total		Change Requests		Change Requests Total
	Other	Self			Other	Self			Other	Self	
9/7/2020	94	123	217		2	7	9	1124	50		1174
9/14/2020	122	130	252		0	5	5	1343	55		1398
9/21/2020	101	165	266		1	5	6	1378	77		1453
9/28/2020	118	140	258		3	3	6	1454	77		1531
10/5/2020	155	110	265		0	3	3	1803	64		1867
10/12/2020	106	120	226	277	78		355	1304	80		1384
<b>Grand Total</b>	<b>696</b>	<b>788</b>	<b>1484</b>	<b>283</b>	<b>101</b>		<b>384</b>	<b>8404</b>	<b>403</b>		<b>8807</b>



# Commissioner's Update

Cory Gustafson, Commissioner (DVHA)

Addie Strumolo, Deputy Commissioner (DVHA)

# Public Comment & Final Committee Discussion

## Adjourn

Devon Green and Erin Maguire, Co-Chairs