

Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

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|----|-------|---|---|
| 1. | 10:00 | Call to Order | Devon Green and Erin Maguire, Co-Chairs |
| 2. | 10:05 | Roll Call Establish Quorum Approve Previous Minutes | Zack Goss, Health Care Training and Communication Manager (DVHA) |
| 3. | 10:10 | American Rescue Plan Act (ARPA): Communication Toolkit and Virtual Town Halls Feedback | Zack Goss, Health Care Training and Communication Manager (DVHA) & Sean Sheehan, Senior Policy and Implementation Analyst (DVHA) |
| 4. | 10:45 | Home- and Community-Based Services: Federal Medical Assistance Percentage (FMAP) 10% Increase Opportunity | Wendy Trafton, Deputy Director, Health Care Reform, Office of Health Care Reform (Agency of Human Services) |
| 5. | 11:10 | Integrated Eligibility and Enrollment Program: Premium Processing Project, Draft Communications for Committee Feedback | Nissa James, Health Care Director (DVHA) |
| 6. | 11:25 | Commissioner's Update | Addie Strumolo, Acting Commissioner (DVHA) Sandi Hoffman, Deputy Commissioner (DVHA) Nissa James, Health Care Director (DVHA) |
| 7. | 11:40 | Public Comment | Devon Green and Erin Maguire, Co-Chairs |
| 8. | 11:45 | Final Committee Discussion | Devon Green and Erin Maguire, Co-Chairs |
| 9. | 12:00 | Adjourn | Devon Green and Erin Maguire, Co-Chairs |

June 28, 2021
10am-12pm



Roll Call, Quorum, May 24, 2021 Meeting Minutes

Devon Green and Erin Maguire, Co-Chairs

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



American Rescue Plan Act Communications Toolkit and Virtual Town Hall Meetings

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

Seán Sheehan, Senior Policy and Implementation Analyst (DVHA)



AGENCY OF HUMAN SERVICES

DEPARTMENT OF VERMONT HEALTH ACCESS



Social
Media Posts

Articles

Educational
Videos

Flyers

Purpose:

To provide shareable and timely information to stakeholders so they can, in turn, share with their constituents.

4 Communication Mediums

All publications will be posted on a public website enabling stakeholders to download easily.



Social Media Post Examples

Example 1

Facebook

New rules mean Vermonters can get more financial help and lower their health insurance costs. Are you a new customer? A current customer? Or do you get health insurance directly from Blue Cross and Blue Shield of Vermont or MVP Health Care®? Check out <https://vt.checkbookhealth.org/> today to see how much you may save!



Twitter

New rules mean Vermonters can get more financial help and lower their health insurance costs. New customer? Current customer? Get health insurance directly from Blue Cross and Blue Shield of Vermont or MVP Health Care®? Go to <https://vt.checkbookhealth.org/> to see how much you may save!



Social Media Posts

Articles

Educational Videos

Flyers

Social Media Post Examples Continued

Facebook and Twitter

Example 2

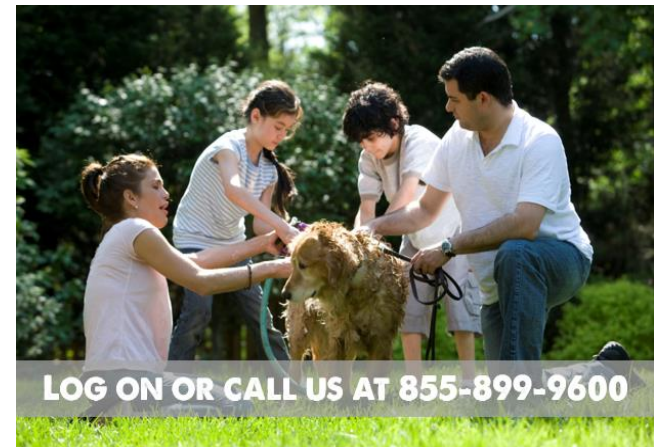
Learn how the [American Rescue Plan](https://info.healthconnect.vermont.gov/ARPA) lowers health insurance costs for Vermonters @ <https://info.healthconnect.vermont.gov/ARPA>



| | |
|--------------------|----------|
| Social Media Posts | Articles |
| Educational Videos | Flyers |

Example 3

The new American Rescue Plan helps many Vermont families with incomes up to \$265,000 save money on their health insurance when they sign up through Vermont Health Connect! See how much you might save at <https://vt.checkbookhealth.org/>



Sample Articles

- 1) One-paragraph article
- 2) Three-paragraph article
- 3) Two-page article

Article 1: “Lower health insurance costs for many Vermonters.”

The American Rescue Plan Act of 2021 lowers health insurance costs for many individuals and families who buy health insurance through health insurance marketplaces. Vermont’s health insurance marketplace is Vermont Health Connect. Vermonters in single plans may now qualify for lower costs with incomes up to \$94,500. Those in family plans may qualify with incomes up to \$265,000. Learn more at <https://info.healthconnect.vermont.gov/ARPA> or call 1-855-899-9600.

Social Media Posts

Articles

Educational Videos

Flyers

Educational Videos

Educational videos will help Vermonters learn about their health insurance options through another medium.

Initial Video

- What are the enhanced subsidies available through the American Rescue Plan Act?

Potential Additional Videos

- Health Plan Basics
- Health Insurance Terminology
- Comparing qualified health plans
- What are enhanced silver plans?
- Do I qualify for an enhanced silver plan?
- Silver 73 plan and Silver 77 plan example
- Silver 87 plan and Silver 94 plan example

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Sample Flyer



If health insurance seemed expensive in the past, it's time to look again.

The American Rescue Plan is a new federal law. It gives more financial help to lower the cost of health insurance for 2021 and 2022. To get financial help, Vermonters must sign up through Vermont Health Connect. Consider:

- ✔ **MORE VERMONTERS CAN GET FINANCIAL HELP**
Members in family plans with incomes up to \$285,000 may now qualify for financial help. Members in single plans with incomes up to \$94,500 may too.
- ✔ **MORE FINANCIAL HELP = LOWER COSTS**
Vermonters who already get premium tax credits will likely get more, so your monthly bill from Vermont Health Connect may go down. Visit the Plan Comparison Tool at VermontHealthConnect.gov to see how much you may save.
- ✔ **VISIT VERMONTHEALTHCONNECT.GOV**
Are you already a member? Enrolled directly with an insurance company? Not insured but looking to learn more? This website tells you how the American Rescue Plan helps you and what to do next.

Now through October 1, 2021 Vermonters without health insurance can sign up with Vermont Health Connect. Apply today and your health plan can start next month.

CALL: TOLL-FREE 1-855-899-9600
VISIT: WWW.VERMONTHEALTHCONNECT.GOV

CURRENT MEMBERS CAN CHANGE PLANS UNTIL AUGUST 15

 VERMONT HEALTH CONNECT

Vermont Health Connect is administered by the Department of Vermont Health Access (DVHA). DVHA does not exclude people from its programs, deny them benefits, or treat them unfairly because of race, color, national origin, age, disability, or sex.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Social Media Posts

Articles

Educational Videos

Flyers

DVHA will kick off a series of Virtual Town Hall events on Wednesday July 7. The purpose will be help Vermonters understand key decision points and deadlines, answer questions, and provide an outlet for members and applicants who are disinclined to call customer support and/or meet with an Assister.

Sample Announcement

Attention current Vermont Health Connect members! Did you get a letter about how the American Rescue Plan lowered your health insurance costs? You might be able to save even more if you change plans. You can keep your same insurance company. They will count what you've already paid toward your deductible. Learn more in our Virtual Town Hall event at 12 noon on July 7. Click [this link](#) to sign up and submit questions for the event. The Virtual Town Hall also has a [call-in option](#).

Draft Agenda

Town Hall Meeting #1: Saving Money by Changing Health Plans

1. Why can I change my plan outside of Open Enrollment?
2. Can I change plans and keep my same insurance company?
3. How could changing plans save me money?
4. How do I change my plan from my online account?
5. What is my deadline to decide?
6. Questions and Answers
7. Upcoming Town Hall Topics



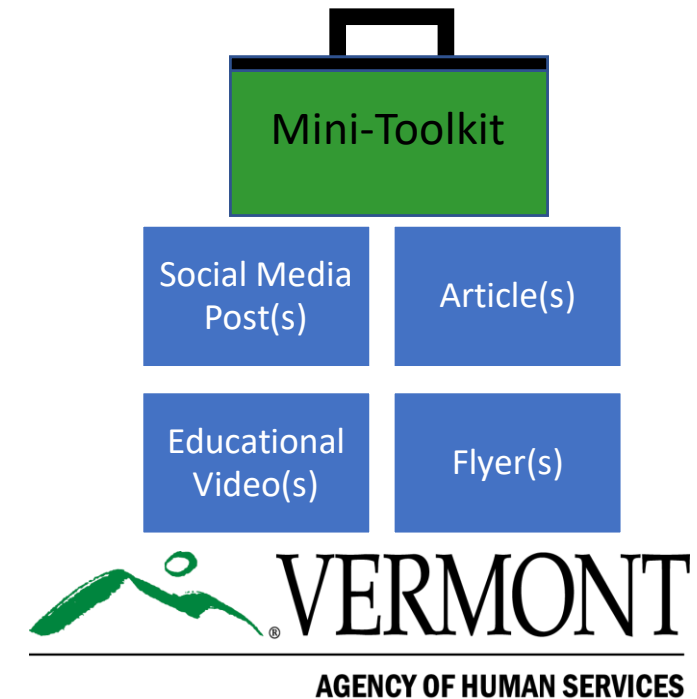
Virtual Town Hall Topics and Outreach

Topics will focus on:

- Key Audiences
 - Current members
 - Direct-enrolled members
 - Uninsured Vermonters, especially those with unemployment compensation and young adults
- Key Dates
 - Plan change deadline for members (August 15)
 - End of federal COBRA subsidies (September)
 - COVID Special Enrollment Period deadline (October 1)

Outreach:

In addition to media advisories and direct outreach, DVHA will provide “mini-toolkits” that will consist of some or all of the communication mediums used in the main toolkit.



Informational Videos

Video Example

Sample videos like this one will help Vermonters learn about their health insurance options through another medium.



Social Media Posts

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Flyers

Home- and Community-Based Services: Federal Medical Assistance Percentage (FMAP) 10% Increase Opportunity

Wendy Tafton

Deputy Director of Health Care Reform (AHS)



AGENCY OF HUMAN SERVICES

DEPARTMENT OF VERMONT HEALTH ACCESS

Section 9817 of the
American Rescue Plan:
State Proposal to
Enhance, Expand or
Strengthen HCBS under
the Medicaid Program

Presentation to the MEAC

June 28, 2021

Funding Opportunity and Initial Spending Plan Overview

- ▶ Section 9817 of the American Rescue Plan of 2021 provides states with a 10% federal medical assistance percentage (FMAP) increase for Medicaid home and community-based services (HCBS) to implement or supplement the implementation of activities to enhance, expand, or strengthen HCBS. Guidance is [here](#).
- ▶ Time Periods
 - ▶ Increased FMAP is for expenditures occurring between 4/1/21 and 3/31/22
 - ▶ Use of the funding must be approved by CMS and may be used through 3/31/24
- ▶ [Vermont's Initial spending plan](#) was submitted on 6/14; CMS will review by 7/14
 - ▶ Spending plans may be modified quarterly starting on 7/18
 - ▶ Vermont will modify the initial spending plan based on ongoing stakeholder engagement and will engage stakeholders on implementation of approved activities.
- ▶ The initial plan has a strong emphasis on one-time, transformational investments to minimize ongoing sustainability concerns while strengthening the HCBS system such as:
 - ▶ Supporting the availability of high-performing providers,
 - ▶ Furthering care integration across the care continuum including SDOH,
 - ▶ Promoting value-based purchasing within HCBS programs, and
 - ▶ Developing infrastructure and systems to support program improvement and population health management.

Services eligible for increased FMAP

| State Plan Services | HCBS Authorized under 1115 waiver |
|--------------------------------------|--|
| Home Health Care | Choices for Care Highest/High (excludes skilled nursing facilities) |
| Personal Care Services | Developmental Disability Services |
| Self-Directed Personal Care Services | Brain Injury Program |
| Case Management | Children's Mental Health |
| School Based Services | Community Rehabilitation and Treatment (CRT) (for participants who are Medicaid-eligible only) |
| Rehabilitative Services | Choices for Care Moderate Needs (for participants who are Medicaid-eligible only) |
| Private Duty Nursing | |

- ▶ HCBS is defined broadly within CMS Guidance.
- ▶ Estimated projections indicate Vermont will claim \$65,673,865 in funds attributable to the increase in FMAP which will be employed as the state share to implement approved activities valued at \$161.9M.

Initial Spending Plan Details

| Funding Category | Activity | Funding Amount |
|--|--|----------------|
| Improve Services | New and/or Additional Services | \$20,000,000 |
| | Increase Payment Rates | \$47,125,799 |
| | Strengthen Assessment and Person-Centered Planning Processes | \$4,000,000 |
| Promote a high-performing and stable workforce | Address COVID-19 related concerns | \$5,000,000 |
| | Training | \$5,000,000 |
| | Recruitment and Retention | \$10,000,000 |
| Utilize Systems and Data to Improve Care, Promote Value-Based Payment Models and Support Program Oversight | Quality Improvement | \$17,000,000 |
| | Use of Technology and Cross-system Data Integration Efforts | \$35,000,000 |
| | Improve Care Coordination and Care Management | \$5,764,769 |
| | Address Social Determinants of Health (SDOH) | \$10,000,000 |
| | Administration of Activities | \$3,000,000 |

Next Steps

- ▶ Discussions with CMS needed about 1115 Medicaid Waiver budget neutrality impact.
- ▶ CMS feedback/approval of initial spending plan anticipated by 7/14.
- ▶ Collect and analyze initial stakeholder feedback
 - ▶ Survey Monkey (prior to submission of initial spending plan)
 - ▶ [Global Commitment Register](#) Public Comment Period (through 7/9)
- ▶ Develop longer-term stakeholder engagement strategy
- ▶ Refine initial spending plan based on stakeholder and CMS feedback

Integrated Eligibility and Enrollment Program: Premium Processing Project; Draft Communications for Committee Feedback

Nissa James
Health Care Director (DVHA)



Change is Coming for 2022: Blue Cross, MVP® and Northeast Delta Dental Customers will pay their insurance companies directly.

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- **What is changing for 2022?**
 - Customers will pay their monthly insurance bills directly to their insurance company for insurance in 2022.
- **Who will be affected by this change?**
 - Blue Cross and Blue Shield of Vermont, MVP® Health Care and Northeast Delta Dental customers enrolled in insurance through the health insurance marketplace, known as Vermont Health Connect.
- **When will the change occur?**
 - When customers receive their first monthly bill for insurance in 2022.
 - Until then, customers should continue sending their payments to Vermont Health Connect.

Change is Coming for 2022: Blue Cross, MVP[®] and Northeast Delta Dental Customers will pay their insurance companies directly.

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- **What should customers do if they have questions?**
 - Customers should visit VermontHealthConnect.gov or call 1-855-899-9600 to learn more or ask questions. Customers can also contact their insurance company to find out how to pay for insurance in 2022.
- **Areas for the Committee to focus on:**
 - **Framing: Is the material understandable?**
 - For example, is “what’s changing” and “what stays the same” more understandable than “step 1” and “step 2.”
 - For example, is “Please report suspected scam attempts” more understandable than asking “Do you think this is a scam or trick to get your money?”

Change is Coming for 2022: Blue Cross, MVP[®] and Northeast Delta Dental Customers will pay their insurance companies directly.

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- **Areas for the Committee to focus on:**

- **Colors: Are the communications credible and trusted?**

- Do the communications in the State's green improve trust and credibility of the message?

- **Framing: Is it clear what should customers do if they have questions?**

Customers should visit VermontHealthConnect.gov or call 1-855-899-9600 to learn more or ask questions. Customers can also contact their insurance company to find out how to pay for insurance in 2022.

Commissioner's Update

Addie Strumolo, Deputy Commissioner (DVHA)

Sandi Hoffman, Deputy Commissioner (DVHA)

Nissa James, Health Care Director (DVHA)



Public Comment & Final Committee Discussion

Adjourn

Devon Green and Erin Maguire, Co-Chairs

