Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

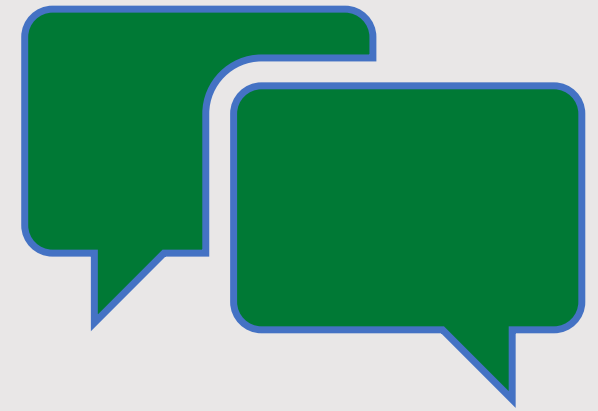| #	Time	Item	Presenter
1.	10:00	Call to Order	Sharon Henault and Cory Gustafson, Co-Chairs
2.	10:05	Roll Call Establish Quorum Approve Previous Minutes	Zack Goss, Director of Customer Communication (Department of Vermont Health Access, "DVHA")
3.	10:10	MEAC Budget Letter	Sharon Henault and Cory Gustafson, Co-Chairs
4.	10:20	Assister Program Outlook	Michael Swaim, Assister Program Manager (DVHA) Zack Goss, Director of Customer Communication (DVHA)
5.	10:40	Beneficiary Engagement	Jennifer Rotblatt, Administrative Services Coordinator (DVHA) Zack Goss, Director of Customer Communication (DVHA)
6.	11:00	Commissioner's Office Update	Adaline Strumolo, Acting Commissioner (DVHA)
7.	11:20	Medicaid Director Update	Monica Ogelby, Medicaid Director (AHS)
8.	11:40	Public Comment	Sharon Henault and Cory Gustafson, Co-Chairs
9.	11:50	Final Committee Discussion	Sharon Henault and Cory Gustafson, Co-Chairs
10.	12:00	Adjourn	Sharon Henault and Cory Gustafson, Co-Chairs

July 22, 2024
10:00 am -12:00 pm

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Roll Call, Quorum, May 20, 2024 Meeting Minutes

Zack Goss, Director of Customer Communication (DVHA)

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MEAC Budget Letter

Sharon Henault and Cory Gustafson, Co-Chairs

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Vote

Assister Program

Michael Swaim, Assister Program Manager (DVHA)

Zack Goss, Director of Customer Communication (DVHA)

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History:

- The Affordable Care Act (ACA) required three forms of enrollment be available to everyone seeking healthcare coverage; a paper application, an online application, and **in-person assistance.**

- When Vermont built its own exchange (Vermont Health Connect). With the help of establishment grants, DVHA partnered with organizations across the state to build the Assister program.

- Over time the population of Assisters has shifted to fewer Navigators and more Certified Application Counselors. Current funding for Navigators is $40K.

The Assister Program (AP) in Vermont provides the in-person assistance required by the Affordable Care Act and there are three types of Assisters:

- Certified Application Counselor (CAC)
- Navigator
- Broker

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The Assister Program is a Vermonter's personal connection to health insurance.

The Vermont Assister Program prioritizes supporting vulnerable and underserved Vermonters. Assisters often serve as a vital connection to **any** Vermonters who need insurance.

Assisters connect customers to healthcare and provide ongoing support by helping them:

- Complete applications,

- Update application information,

- Respond to verification notices,

- Resolve insurance issues, and

- Provide general education about health insurance options.

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State of the Assister Program

Assisters are located throughout the state and housed in community organizations, providers offices and hospitals.

Currently, there are:

- 45 Assister Organizations
- 121 Individual Assisters

  111 CACs

  4 Navigators

  6 Brokers

- 24 Assisters in Training

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Assister Program Challenges

- Vulnerable populations can have trouble connecting with Assisters.

- Outreach and recruiting new organizations and Assisters

- The program is voluntary, making recruitment and retention a vital program function.

- By law, the State is required to have one Navigator organization. There are no further requirements. This leaves the program strategy up to significant interpretation.

- Small Business employees sometimes need health insurance support. There is no formal connection between the small business community and the Assister program.

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Program outlook

Questions for the Advisory Committee:

- How do you see the Assister Program's role in the Vermont health insurance landscape?

- What would you like to see the program do more of?

Examples of Possible Directions:

- Become embedded within other State programs already serving Vermonters

- Increase the use of Assister feedback to improve SOV processes and customer experience

- Increased targeted outreach and recruiting efforts

- More engagement with the business community

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Beneficiary engagement

Zack Goss, Director of Customer Communication (DVHA)

Jennifer Rotblatt, Administrative Services Coordinator (DVHA)

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- New Beneficiary Advisory Committee (BAC) established by federal rule.
    - Complete Rule 42 CFR § 431.12
    - Rule Fact Sheet
- BAC purpose
    - *…to advise the State regarding their experience with the Medicaid program, on matters of concern related to policy development and matters related to the effective administration of the Medicaid program.* § 431.12 (e)

Requirements

Membership & Composition

- Term length determined by State
- No consecutive terms
- Current and former Medicaid beneficiaries
- 25% of MEAC members from BAC

Administration

- Bylaws creation to cover both MEAC and BAC
- Minutes & Attendance
- Recruitment
- Selection & Appointment
- Schedule meetings (at least quarterly)
- Public participation (at option of the BAC)
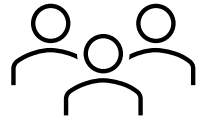
Accessibility

Annual report to include BAC section

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Implementation

Timeline

- Conceptualization
- Bylaws Development
- Recruitment
- Member Appointments
- Scheduling
- First meeting by July 2025

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Implementation Process

DVHA/SOV Team

- Jennifer Rotblatt
- Zack Goss
- Sven Lindholm

Ongoing collaboration

- MEAC
- Other interested parties

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Committee Discussion

- Feedback on BAC member recruitment and engagement:

  o Traditional channels: website, newsletter, social media
  o Promotion through assisters/other partners
  o Direct outreach to Medicaid members
  o Framing considerations

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Commissioner's Office Update

Adaline Strumolo, Acting Commissioner (DVHA)

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Medical Director Update

Monica Ogelby, Medicaid Director (AHS)

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Public Comment & Final Committee Discussion

Adjourn

Sharon Henault and Cory Gustafson, Co-Chairs

No August Meeting.

See you on September 23!