

Board Advisory Group Meeting
November 18, 2020
3:00 PM – 4:30 PM

Advisory Group Members Joining via Phone: John Barela, Jane Barnes, Krystin Beadling, Jo Hubchik, Devin Kepler, Nikki Meredith, Erin Miller, Kavita Nair, Brad Neiderman, Bethany Pray, Silvia Santana, Liz Tansey, Cindy Watson, and Donna Wehe

Advisory Group Members Absent: Meagan Fearing, Mary Kirby, Amanda Massey, and Curtis Metcalfe

I. Welcome & Introductions

Jo Hubchik called the meeting to order, welcoming everyone in attendance.

II. Approval of Minutes

The October Board Advisory Group minutes were approved.

III. Administrative Burden Follow Up

The Advisory Group provided the following additional feedback on administrative burdens:

- Technology issues – need to minimize technology workarounds
- Federal changes and threats cause confusion
- Training gaps among service center representatives
- Confusing renewals notices
- Confusing letters from issuers
- Federal Poverty Level inconsistencies between Medicaid and Marketplace

Action Item

Follow-up regarding holding workgroups to get additional feedback on administrative burdens.

IV. Consumer Impact Analysis

The Group reviewed the Wakely Consumer Impact Analysis.

V. Annual Report and By the Numbers Metrics

The Group provided feedback on additional metrics to include in the Open Enrollment and Annual Reports

- Include information about the number of Cost Sharing Reduction eligible customers who are not enrolled in a silver plan
- Number of customers that lost Advance Premium Tax Credit due to second lowest cost silver plan being less than expected
- EBNE information

VI. Public Comment

None.

Meeting adjourned at 4:12 p.m.

Next Meeting

February 24, 2021