

# WV Health Insurance Marketplace All Stakeholder Meeting

**Group:** All Stakeholders

**Location:** Offices of the Insurance Commissioner  
1124 Smith Street, Charleston, WV  
Main Conference Room

**Date:** August 13, 2013

**Time:** 10:00 a.m.– 12:00 p.m.

**Objectives:** See agenda

**Facilitator/Lead:** Matt West

**Handouts:** Agenda

**Attendees:** In person: 19, Call in: 32

**Next Meeting Date:** Tuesday September 10, 2013 10:00 a.m. – 12:00 p.m.

## Discussion Points

1. **What's New OIC newsletter** – The newsletter is a great resource for all types of information and activities regarding exchanges. Please send any materials and/or submissions you may have to the *What's New* newsletter to Debi McCoy at [Deborah.McCoy@wvinsurance.gov](mailto:Deborah.McCoy@wvinsurance.gov).
  - a. The August newsletter is out. If you have questions or comments we encourage you to send any information to the OIC to help keep everything up to date.

## 2. Federal Updates

- a. CMS Awarded West Virginia Health Centers \$2,504,803 for Outreach & Enrollment Assistance. There were 26 centers that shared in the funding. With this funding, the health centers listed are expected to hire 53 additional workers, who will assist an estimated 61,264 people with enrollment into affordable health insurance coverage.
- b. HHS released the Final Rule on: Standards for Navigators and Non-Navigator Assistance Personnel; Consumer Assistance Tools and Programs of an Exchange and Certified Application Counselors.
- c. CMS also released Guidance on Certified Application Counselor Program for the Federally-Facilitated Marketplace including State Partnership Marketplaces. All rules are listed on the BEWV.com site.
- d. The Obama administration released a special website for business. The site is located at: <http://Business.USA.gov/healthcare>. The website includes a wizard tool that is tailored to the business' size and location, allowing business owners to see how to provide coverage options to employees while maintaining their bottom line.
- e. CMS has released the first round of Agent Training. There will be an additional release of training later this month. The second round will give the agents who have completed the first round their access codes to log into the Marketplace. The OIC has sent the instructions on how to register for the training on their listserv.

**Q:** Are the agents going to be able to get their certificates now?

**A:** Generally no, it is up to our providers. Agents who have completed the training will be on a list that is sent to the OIC.

- f. CMS has announced another group that may be recognized on the CMS website. They are a volunteer organization that is assisting in Outreach for the Marketplace. They are called Champions for Change.
- g. CMS has opened the Certified Application Counselor (CAC) registration site. Groups wanting to serve as CAC's must register and be approved by CMS. Once approved the groups will gain access to the CMS training that will be shared with the group members.

- h. New FAQ's have been released on REGTAP. This is a site you must register for. The OIC will send out the link on the listserv.

**Q:** Where can I find the list of WV Health Centers that received the CMS funding?

**A:** The OIC will place it on the BEWV site but the link is:

<http://www.hrsa.gov/about/news/2013tables/outreachandenrollment/wv.html>

### 3. State Updates:

- a. The state submitted all QHPs and SADPs successfully to CMS by July 31<sup>st</sup> deadline. Everything has been accepted and all plans are in the testing phase at CMS. Our state was one of the first to get it through.

**Q:** When will the plans and rates be released?

**A:** HHS will release the plans and rates by October 1<sup>st</sup>. HHS must approve and test all plans. The OIC cannot release any information before HHS has completed their work.

**Q:** If they've been submitted and now are being tested, what has to happen between now and then that they can't be released earlier?

**A:** Everything has to be done by the federal government first, which means we can't release them.

**Q:** A series of states have released their plans, and this is important information?

**A:** They're many variables in the plans. We can't put a rate out there yet because of the explanation required for the many variables and the need for the work still to be completed by the federal government.

**Q:** Would you say that they are pretty close to being in line with the averages?

**A:** I (Ellen Potter) haven't looked at the rates myself.

- b. The OIC was awarded a second Level One Establishment Grant for approximately \$10 Million. Staff will meet with CMS this week to review the implementation of the ACA in West Virginia.
- c. OIC staff members are going to Maryland to meet with CMS to go over where we are with the implementation of the program here in WV.
- d. The OIC is in the final stages of contract approval with Maximus. Maximus has been actively interviewing staff and preparing for the contract to be signed. They will have a presence in Charleston.
- e. WV Free mentioned that they are in the testing phase of their app to locate IPA's and other assistance in the state. There will be a testing phase on Monday, August 19 at their Charleston location. They are encouraging everyone who is interested in the app to attend.
- f. Groups are developing a list of who has what and where in order to prevent duplication.

### 4. Other Updates:

- a. The participants discussed the types of groups that plan to be available to help.

- IPA's
- Certified Application Counselors
- Agents
- Navigators
- Community assisters
- DHHR Workers

**Q:** What coordinated effort is going on in Greenbrier County to develop Outreach?

**A:** There is no state wide coordinated effort at this time. It is believed that it will happen on a county by county basis. It will be the person in that location who has the time to put it together. DHHR will be using the CMS materials provided by the OIC to be distributed in county offices. There will be other

resources such as AARP volunteers and other organizations working with consumers to assist in enrollment.

**Q:** Do you see the average person seeking help? Can they go on the website and enroll on their own?

**A:** They can do whatever they feel most comfortable with: agent, website, IPA, etc.

DHHR has identified consumers who are currently eligible for SNAP and parents for children who are on Medicaid. We (DHHR) are going to send out forms to approx. 50,000 people to help unclog the system. They can complete those forms and send them back into the DHHR.

**Q:** What about institutions of higher education?

**A:** We have not currently looked at housing assisters there, which is a conversation we can have. We are open to it.

**Q:** Are the hospitals going to do mass media?

**A:** Looking at radio spots, but we're looking for guidance from the State of WV.

**Q:** Delay in posting the carriers and the products that have been approved, is there going to be an opportunity for the plans to modify what they've presented?

**A:** They (carriers) can submit modifications that have to be re-approved.

The Consumer Assistance Workgroup will meet at 1:00 PM today and cover additional questions concerning Outreach and Engagement.

## 5. Next Meeting

The next meeting will be held Tuesday September 10, 2013 10:00 a.m. – 12:00 p.m.

### Action Register

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What/Task	Who	When
1. Prepare notes from meeting.	OIC	
2. Re-send the link to REGTAP	CESD	