

WV Health Insurance Marketplace Stakeholder Meeting Summary

Group: All Stakeholders & Consumer Assistance Work Group

Location: Conference Call

Date: January 14, 2014

Time: 10:00 a.m.– 11:00 a.m.

Objectives: See agenda

Facilitator/Lead: Matt West

Handouts: Agenda

Attendees: 44 Conference Call Participants

Next Meeting Date: February 11, 2014

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.
2. **Federal Updates**
 - a. CMS released instructions for modifying enrollment due to life changing events. Information is located at www.bewv.com and the www.healthcare.gov sites.
 - b. CMS released information on Payment Processing for the APTC and CRS payments. A presentation is posted at www.bewv.com.
 - c. CMS issued guidance allowing individuals with cancelled policies to receive hardship exemptions. Guidance is located at www.bewv.com.
 - d. The federal exchange user fee will remain unchanged for 2015. It is set at 3.5% of premium revenues.
 - e. CMS released enrollment numbers covering 10/1/13- 12/28/13. The numbers are:
 - 6 million enrolled in Medicaid and QHP's
 - 2.2 million have enrolled in QHP's and those, 1.8 million enrolled in December.
 - 79% of all enrollees have received subsidies.

Q: What is Accenture bringing as a new technology vendor for healthcare.gov?

A: OIC has not received any additional information about the new vendor.
3. **State Updates:**
 - a. The Agent list is on the bewv.com website. Agents will get CE credit for the training.
 - b. West Virginia enrollment updates:
 - 18,284 applications completed covering a total of 26,775 individuals.
 - 4,889 enrolled into a QHP.
 - Of those enrolled 81% have received subsidies. The complete report is located at www.bewv.com.
 - c. General Updates
 - Jeff Wiseman has accepted a position at DHHR. Joylynn Fix in Rates and Forms will assist with the IPA program. Please contact the OIC office if you need assistance.
 - d. Consumer Assistance Group Updates:
 - Maximus reported 7,264 interactions; 565 enrollments via healthcare.gov

Q: What are the specific numbers for Medicaid?

A: The numbers will be sent over to the OIC when they are available.

- WV Bureau of Senior Services reported 518 interactions with an average time of 66 minutes. Detailed report was sent out previously.
- TSG is hosting community events. The dates and times were included in the calendar of events sent out on January 13, 2014. TSG is also looking to partner with organizations to conduct outreach. TSG Website: www.ACAforruralwv.com. Contact Naomi Bays for additional information on partnering with TSG (NaomiBays@tsgsolution.com).
- West Virginians for Affordable Health Care reported that they had provided funding to 31 organizations with small grants. Their community partners have enrolled 685 into Medicaid and 23 in QHP's. They have referred a number to IPA's and Agents. Issues were raised concerning the 8,000 potentially lost records from CMS. Highmark spokesman responded that they were concerned about how exceptions may be treated. The OIC responded that there were 5,500 records and that Maximus had nearly completed reaching out to those individuals.
- WV Free reported that their app and website were operational and located at www.goenrollwv.org. The site provided names and contact information for local help. Questions should be directed to amy@wvfree.org.

4. Other Updates:

None

5. Next Meeting

The next meeting will be held on Tues., February 11, 2014 10:00 a.m. – 12:00 a.m.

Action Register

What/Task	Who	When
1. Prepare notes from meeting	OIC	
2. Send out Medicaid Numbers	BMS	
3. Send Jeff's mew contact information	OIC	
4. Share Billboard pictures	OIC	