

WV Health Insurance Marketplace Stakeholder Meeting Summary

Group: All Stakeholders		
Location: Offices of the Insurance Commissioner, 1124 Smith Street, Main Conference Room	Date: October 8, 2013	Time: 10:00 a.m.– 12:00 p.m.
Objectives: See agenda		
Facilitator/Lead: Matt West	Handouts: Agenda WVU Presentation: Population Survey Results	
Attendees: 30 in person attendees, plus call ins		
Next Meeting Date: November 12, 2013		

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. Healthcare.gov is experiencing delays. CMS is adding servers and requesting that you wait two weeks and then start scheduling appointments.
 - b. HHS stated that they will provide FFE- states with enrollment numbers monthly. October numbers will be available in November.

3. **State Updates:**
 - a. Jeremiah Samples reported from DHHR that InRoads had no issues. They had enrolled 1,900 through the online system, 526 at local DHHR offices and 48,000 through the Auto Enrollment letters. He reported that the state call center hold time was down. They were experiencing 1- 2 minute wait times.
 - b. Maximus completed 3 days of training their IPA's and new hires.
 - c. DHHR reported no problems with Maximus staff rollout on October 7th.
 - d. Maximus will provide the OIC with daily reports of contacts and enrollments.

Q: How many IPA's have been hired?
A: Maximus has hired 45 and plans to hire additional staff. SHIP has 20-25 IPA's on staff.

Q: When will the remainder be hired? The initial application suggested 270 IPA's.
A: The contracts for the additional IPA groups are still in purchasing. We will provide you with updates when the information becomes available.
 - e. West Virginia Hospital Association reported that 25 hospitals were training up to 140 CAC's statewide.
 - f. WVInroads.org does have a community partner program for Medicaid eligibility specialists.
 - g. FQHC CAC's reported having similar issues with healthcare.gov website.

4. **Other Updates:**
 - a. Dr. Paula Fitzgerald and Dr. Tom Bias presented the results from the Population Survey.

5. **Next Meeting**
The next meeting will be held on Tues., November 12, 2013 10:00 a.m. – 12:00 p.m.

Action Register

What/Task	Who	When
1. Share latest copy of the presentation.	WVU	
2. Circulate draft SHOP survey.	WVU	