

INDIVIDUAL AND FAMILIES WORKGROUP MINUTES JUNE 9 MEETING

Attending:

MEAB: Donna Sutton Fay, Trinkia Kerr, Joan Lavoie, Dale Hackett and Rebecca Heintz on the phone

VHC: Jacqueline Rose, Brady Hoffman

DVHA: Clark Eaton, Dani DeLong

Note taker: Donna

Next Meeting:

July 20, 2-3:30

VHC Updates

Jacq and Brady brought the attached presentation.

The R1/COC functionality upgrade was deployed June 1. It will allow customer service staff to process requested changes much more quickly. It is ramping up slowly, and training of staff is ongoing.

There is a backlog of over 10,000 COCs waiting to be processed. Staff are being trained so that some will be working on the backlog, some will be processing new requests as they come in. Training is done in 3 phases, and all staff are being trained.

The COC upgrade caused an issue with plan selection for some new applications, which requires Assistants/customers to call the Call Center for help finishing the application.

Trinka said the HCA office is not seeing any improvement in processing of COCs and her staff has been told by the "escalation" staff that they are not able to process any COCs at all. Jacq said she would look into this and get back to Trinka.

Rebecca said BCBSVT is seeing address changes, but no other changes.

2015 FPLs

This will be on the June MEAB agenda.

VHC is planning to implement the 2015 FPLs late June. It is working on identifying the individuals who may have had incorrect Medicaid determinations and working out how it will deal with the change in eligibility for these individuals.

The WG again expressed its deep concern that the 2015 FPLs have not been implemented yet. Some of us believe strongly that the affected individuals should be given the choice to get Medicaid retroactively and be reimbursed for premiums and out of pocket costs they paid. Some may not want retroactive Medicaid if they did not receive any care or if their providers are not Medicaid providers. Rebecca expressed the strong concern the providers are already voicing about retroactive determinations/terminations. If Medicaid is granted retroactively, this will only further anger the providers.

WG Guidelines

Joan had one editing comment. Otherwise the group felt they were ready to send to the MEAB for further consideration.

The guidelines brought up the QHP WG, and whether it is a MEAB WG or not. We didn't reach any definitive conclusion, but noted that a few more MEAB members volunteered for it at the last MEAB meeting. Note: This should be clarified at the next MEAB meeting. There has been some discussion after the WG meeting on how best to characterize the QHP workgroup and who should chair it: MEAB or DVHA/VHC.

Purpose of the WG

Jacq asked about the purpose of the WG because much of what we discuss is also discussed at MEAB. The MEAB members agreed that some of what we discuss is duplicative of what is discussed at MEAB, but that we can identify issues and look into them in more depth that the full MEAB can, and that we provide a monitoring function.

Coverage to Care

VHC has written a Coverage to Care booklet, which includes information on how to access free preventive care, and use health insurance. Jacq asked us to let her know of any ideas on where else to distribute it.