



# Access Health Connecticut

Broker Regional Meeting 2020

# Welcome

- **Microphone**
  - Mute or unmute yourself by clicking on the participants feature or if you are calling in press \*6.
  - If you are having issues with audio, dial in 646-558-8656, Meeting 818 3544 4363
- **Participation**
  - We want to hear from you! Please feel free to ask questions on our chat box below or directly to us!
  - Keep your video on – this facilitates communication and helps for a better conversation!
- **Rename yourself to your Full Name, City**
- **For assistance you can message Chinequia Bailey in the chat or text 860-818-3890.**

# Agenda

- |       |   |
|-------|---|
| 10:30 | Welcome & Introductions   |
| 10:45 | Data Overview & OE7 Results   |
| 11:00 | Exploring What's New: <i>Faneuil Processes, System Enhancements, Navigator Program, &amp; COVID-Testing</i> |
| 11:20 | 2019 Outreach Campaign: Lessons Learned   |
| 11:35 | 2020 OE8 Outreach & Enrollment Strategies   |
| 12:00 | Meeting Adjourn   |

# Meet the Team

AHCT & Faneuil

# Broker & CAC Support

**Deb Eastman**  
**Rachelle Pierre**  
**Glorivee Garcia**  
**Darwin Jurado**  
**Stephany Manzueta**  
**Alexandra Rivera**



# Marketing & Outreach

**Ayde Gallagher**

*Social Media Manager*



**Karen Perez**

*Outreach Manager*



# Faneuil- AHCT Call Center

**Bill Aiken**

*Call Center Manager*



**Andrew Gregg**

*Call Center Trainer*



**Tell Us Where You're From!**



# OE7 Results & Data Overview

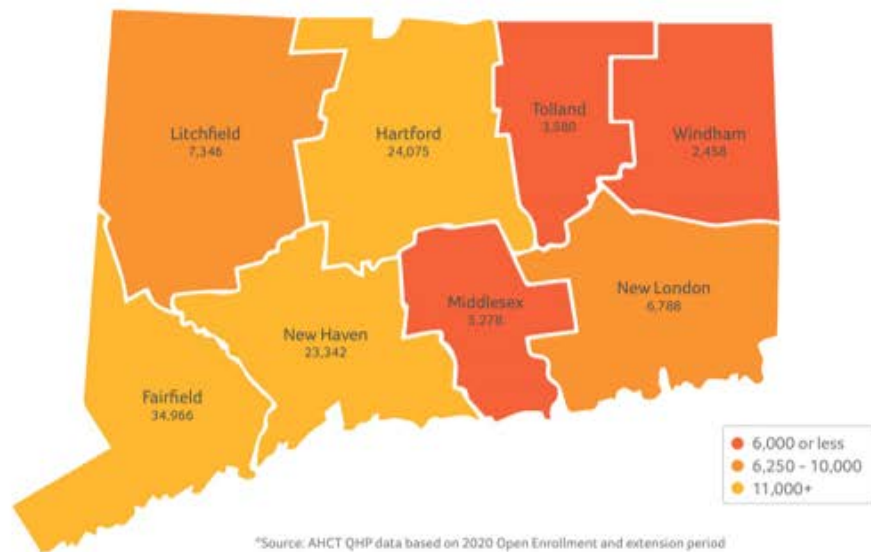
# Open Enrollment 7

Cumulative Totals	
<b>Qualified Health Plans (QHP)</b>	
Net Total QHP Enrollment	107,833
2020 OE Acquisition Summary	25,280
<b>Overall Volume</b>	
Unique Website Visitors	229,997
Calls Handled	256,168
Medicaid	52,714

# Data Overview

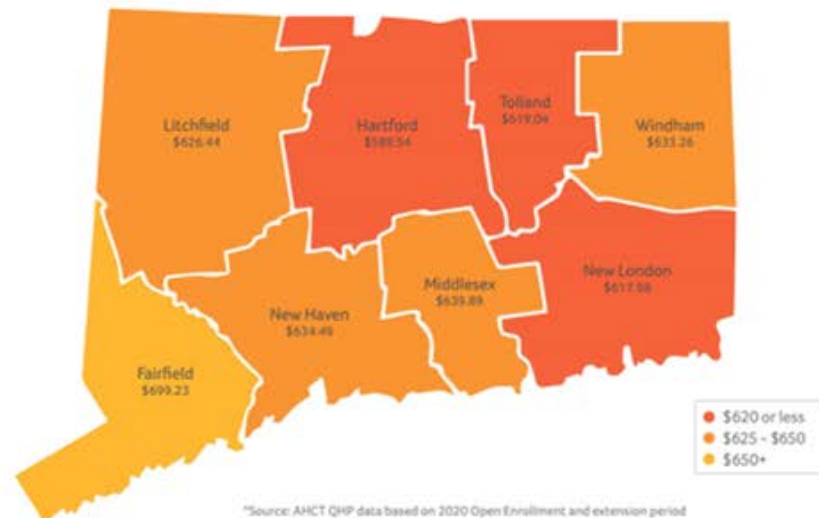
## Enrollment

Over 107,000 residents have enrolled in private health insurance for 2020.

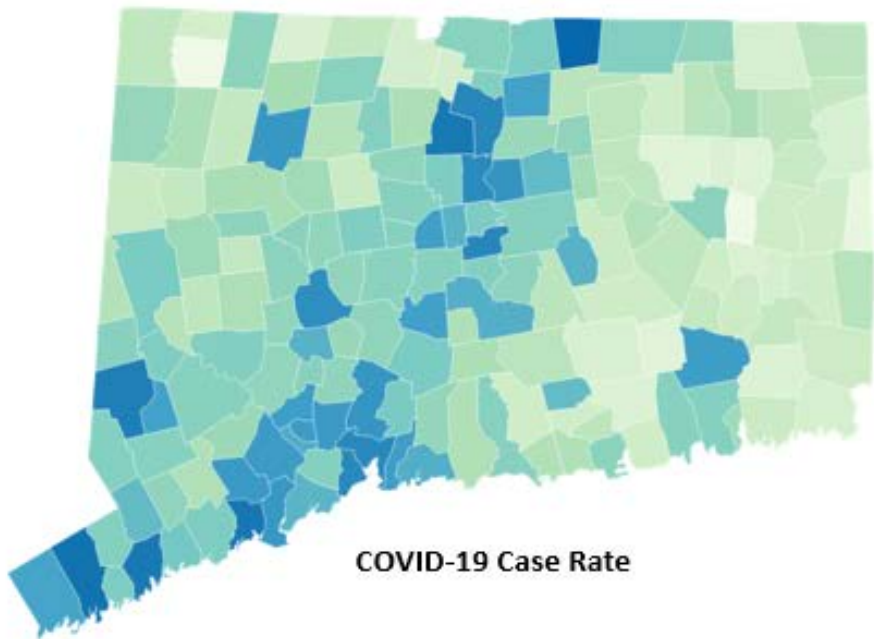


## Financial Help

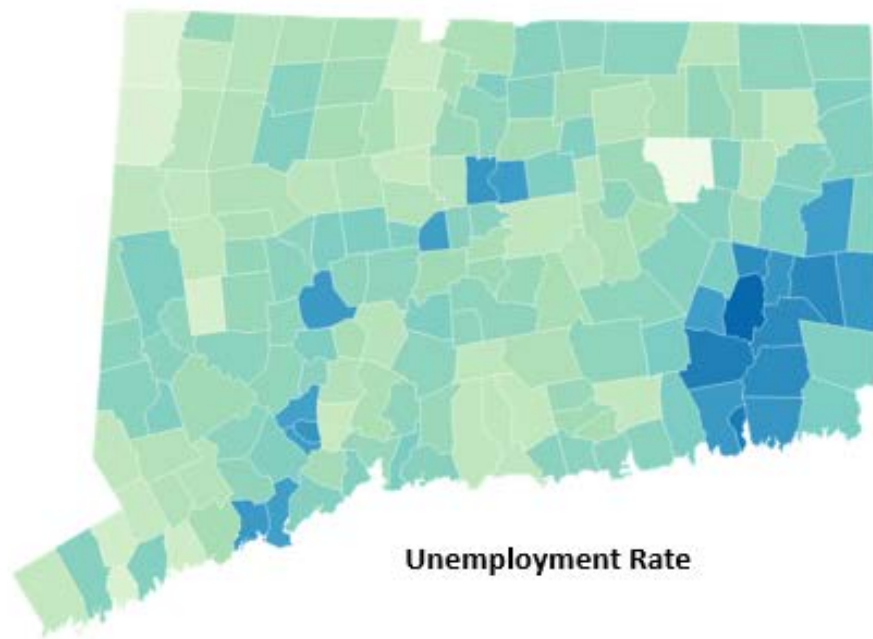
Residents received an average of \$639.16 towards their monthly health insurance bill.



# Data Overview

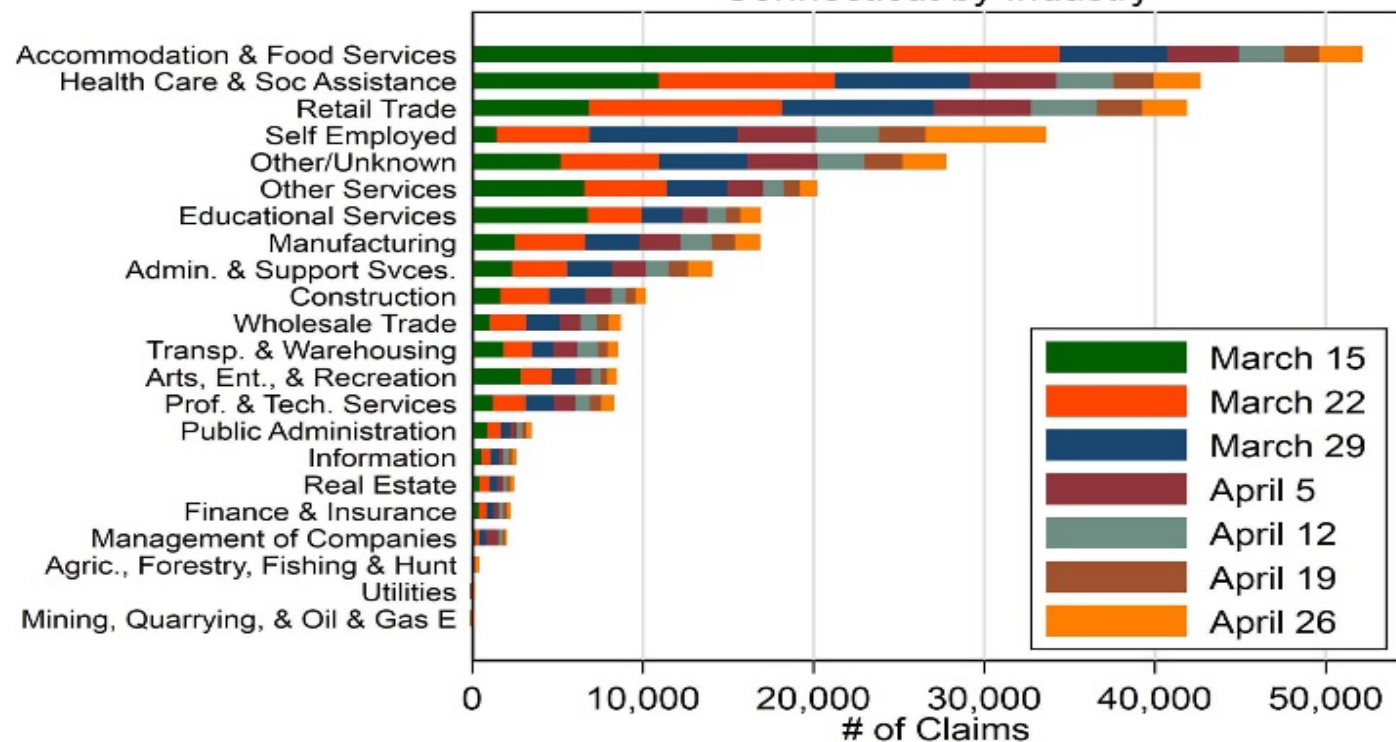


COVID-19 Case Rate



Unemployment Rate

## Processed Initial Claims Connecticut by Industry



# Exploring What's New!

# Faneuil Call Center Updates

- **Trajectory**
- **Workflow Review**
- **Proposed Process Improvements**

# Trajectory

Customer:

Interaction Notes | Contextual Help | Prior CRM Notes | EventViewer

Primary has been authenticated.  
Broker of record has been authenticated.

LaunchPAD

Select the reason for the call:

New Application	Renewal / Report a Change
1095	Disenrollment / Reinstatement
Dental	Account Maintenance
Contact Information	General Questions / Other
Dropped Call	

- Serves as tool to guide CCRs when recording consistent call details while assisting AHCT customers
- Houses workflows and creates basic notes while tracking steps throughout a customer call



# Account Maintenance

Dental	Account Maintenance
Contact Information	General Questions / Other
Dropped Call	
Select workflow	
Application Unlock	Password Reset
Other	

- In Application Search tab, use the SSN to find most recent application ID
- In User Search, use that application ID to find consumer.
- Click on magnifying glass

Account status is

Unlocked

Locked

## Example: Password Reset

- Caller authentication
- System generated prompts to ensure consistent customer experience

# Current Broker Process

## Scenario 1

### Broker of Record on File

- Provide the Name and contact info for the Broker of Record.
- Ensure the most up to date application is linked to their Consumer Portal account.
- Ensure Consumer has the correct User ID and issued a temporary password to access their account.

# Current Broker Process

## Scenario 2

### Broker of Record **NOT** on File

- Use the Get Help tool and refer up to 3 brokers in their area.
- Provide the Broker names and contact info for the referrals.
- Ensure the most up to date application is linked to their Consumer Portal account.
- Ensure Consumer has the correct User ID and password to access their account.

# Current Broker Process

## Scenario 3

### Does **Not** Have Existing Consumer Portal Account

- Direct them to our webpage and ask that they set up an account first.
- Use the Get Help tool and refer up to 3 brokers in their area.
- Provide the Broker names and contact info for the referrals.

# Current Broker Process

## Scenario 4

### Unable to create a Consumer Portal Account

- Refer to Faneuil internal Broker
- Existing Broker is not removed unless requested by customer

# Proposed Improvements

- **When the caller is QHP eligible, a workflow will be created to assist representatives.**
- **Representatives will be asked a series of questions in a specific order that will provide a “trajectory” to the correct steps and actions to be taken**
- **Some questions would be:**
  - Does the caller have a Consumer Portal Account?
  - Can they access their account?
  - Is there a Broker of Record?

# System Enhancements

# Updates & Enhancements

Ticket Name	Summary	Proposed Resolution Date
Broker Portal Navigation Issues	Issues when navigating between My Clients Tab and quick link	5/28/2020
Broker not receiving Symantec code to complete login into Broker Portal	Broker claimed that Symantec not being provided via the SMS, Call, Email options	5/22/2020
Broker Portal Reset Password Issues	Front end screen showing incorrect message	Prior to OE
Text Alignment: Broker Portal Authentication Page	Aligning button to body of text	TBD
My Clients in the Broker Portal Displays Duplicate Entries	Root cause of why brokers see their clients appear as duplicate entries discovered. REASON- Clients with multiple phone numbers appear as duplicate entries.	TBD
Add <b>NEW</b> Option: Broker Portal Authentication Page	Adding language for VIP Access Mobile app	TBD



# Navigator Program

# Navigator Program

- Intended to engage, educate, and enroll individuals in target communities throughout CT.
- AHCT evaluating recent RFP Submissions
- Timeline: August 2020

# Medicaid & COVID-19 Testing

# Medicaid & COVID-19 Testing

- DSS is providing limited Medicaid coverage for COVID-19 testing and related provider care.
- This is in effect as of March 18, 2020
- HUSKY Health offers limited coverage that will pay for COVID-19 testing and a visit with your doctor or provider to decide if you need to be tested for COVID-19.
- This limited coverage is available to most Connecticut residents without health insurance, regardless of immigration status.

# 2019 Outreach Campaign

## Lessons Learned

# Open Enrollment 8

## Outreach & Enrollment Strategies

# Virtual OE8 Enrollment

- Increased & seasoned staff
- In-person assistance by appointment only
- Flexible day & evening schedules
- Regional locations
- Customer tool kits
- On-call Broker teams
- Virtual platform TBD

# Broker Partnership

- Interested brokers who would be willing to support AHCT outreach enrollment efforts.
- Broker availability for day and evening enrollments.
- Training on chosen software to ensure equipment internet connection are up to standard to limit potential technical issues.



# Certification & Timelines

- **Timeline & Notification:**
  - Mass communication to broker audience
- **Requirements:**
  - Valid License, Carrier Appointments, Signed Broker Agreement
- **Process:**
  - LMS Profile Reviewed, Approved Access to learning modules, Pass Broker Exam with a score of 80% or higher.

# Resources

**Broker Webpage:** [learn.accesshealthct.com/brokers/](https://learn.accesshealthct.com/brokers/)

**Broker Support Team:** [AHCTbrokersupport@ct.gov](mailto:AHCTbrokersupport@ct.gov)

# Questions & Feedback

**Thank You & Stay Well**