



Expert Advisory Committee
Healthcentric Advisors
235 Promenade Street, 5th Floor
Providence, RI
February 11, 2014
8:00am – 9:30am
Meeting Minutes

Attendees: Don Wineberg, Abbe Garcia, Monica Neronha, Elaine Jones, Jay Raiola, Joan Kwiatkowski, Jessica Mulligan, Beth Lange, Craig O'Connor, Ted Almon (by phone), Paul Block, Bill Delmage, Nick Tsiongas, Cecelia Pelkey
Staff: Christy Ferguson, HSRI Director; Amy Black, Pam Lennon, Ann Stoehr
Public Attendee: Lisa Rocchio

I. Welcome and Introductions

Amy Black, HSRI staff, calls the meeting to order and Expert Advisory Committee members introduce themselves.

II. Feedback from Experts – Enrollment data

Amy Black provided an overview of the enrollment numbers. While the individual enrollments are well over targets, members provided input into SHOP enrollments may be lower than expected. First, as Ms. Black noted, most other state marketplaces have delayed SHOP in order to allow more time for development. Rhode Island is one of the few states offering full employee choice.

Insurance brokers on the committee provided the following feedback:

- New system/options is complicated enough to require a phone call for help
- Not just complexity of HSRI, but plans are changing and employers must also review new rating bands, etc.
 - More about business trying to absorb the changes; renewal visits have doubled in time
- Not inquiring until closer to annual renewal date
- Very small employers (1 -2 employees) do not get the tax credit, so cleaner and simpler to go to individual market

Other Comments

- Contact Center abandon rates and wait times are down
- Initial drive was to enrollment via the website
- High walk in volume was not expected and had to create plan to handle that volume

III. HSRI Moving Forward: Data and Analytics

Christy Ferguson, HSRI Director

Director Ferguson lead a discussion regarding potential data and analytics capacity of HSIR. She posed a series of questions.

1) *What kind of information would be helpful as you think about your work with the health plans, approach consumer component, interaction with patients?*

- Are services accessible?
 - Distribution of providers by patients
 - Wait for appointment time
 - Accessible in terms of co-pays and deductibles

2) Trends and real time information, not only what should consumers know but in terms of behavioral health or primary care – but what should patients ask?

- Continual gathering and distributing data
- To use for treatment protocols, revisions, etc.
- HSRI role – to develop partnerships with other agencies (i.e., the Quality Institute) and carriers could move this forward

3) In the short term, HSRI could disseminate data that would be helpful, such as informational and educational tools for providers

- Grace period – real time understanding of where patients are in the “grace period”
 - HSRI staff will get back the committee with more information on grace period
- Patient education about the importance of health care

III. Public Comment

Amy Black, HSRI staff, asked if there was any public comment. Hearing none, the meeting was adjourned.