

Arkansas Insurance Department (AID)
Arkansas Health Connector Division (AHCD)
Monthly Report July 20, 2013 through August 23, 2013

General Update

With the open enrollment period fast-approaching, beginning October 1, 2013, the Arkansas Health Connector Division is focused on many tasks with multiple collaborative partners in this history-making endeavor. Steady progress with an upbeat pace continues as we move toward signing up the uninsured and underinsured for Marketplace health plan coverage. Highlights of the reporting period include:

- Qualified Health Plan and Stand-Alone Dental plan certification recommendations were submitted on time on the July 31 deadline to CCIIO. We expect to hear back from the federal government on our recommendations by early September, at which time approved plans and rates will become known.
- AID continues close work with Arkansas DHS and Arkansas Center for Health Improvement (ACHI) regarding IT and operations implementation issues for the Arkansas HealthCare Independence Act through the Health Insurance Marketplace.
- Twenty-six organizations have contracts with AID to serve as guide organizations. More than 160 guides have completed Phase I Training put on by the Arkansas Association of Two-Year Colleges (AATYC). Phase II (on-line) Training for Agents/Brokers and CACs is now available from HHS; Phase II training for the remaining types of Assisters has begun and is scheduled to be completely available by the end of August; Arkansas-specific Phase III Training is expected to go live online July 9th.
- AID is collaborating with the AID License Division on processes for licensing the various assisters by October 1.
- The “Get Informed” outreach education phase is in full gear with statewide multi-media coverage that includes paid media, a heavily visited Arkansas Health Connector website, and Speaker’s Bureau presentations across the state. The continuing contract with Mangan Holcomb Partners for the “Get Enrolled” phase is “on hold” by the Review Committee due to concerns about the contract amount.
- We submitted our Level One D grant application on August 14, a day early. The grant request is for \$11.8 million to continue State Partnership Marketplace operations following open enrollment and through September 30, 2014.
- Debbie Willhite, an experienced and skilled administrator in public and private sectors including government agencies was hired as Chief Operations Officer for the AHCD. She will report to Deputy Commissioner Crone.

Federal Update

- CCIIO announced the list of organizations receiving federal navigator grants. The grantees serving Arkansas are the University of Arkansas Partners for Inclusive Communities and Southern United Neighborhoods, a New Orleans based organization serving Arkansas, Louisiana, and Texas.
- The *New York Times* reported that the out-of-pocket limits required by the ACA have been delayed one year for group plans because of technology issues with some carriers. This delay was imposed in February by the U.S. Department of Labor but just recently became to be of wider public knowledge. CCIIO has confirmed that this delay only affects group plans or group health issuers that utilize more than one service provider to administer benefits and has no effect on plans sold through the Marketplace.
- Weekly teleconference meetings continue among AHCD staff, our CCIIO Project Officer, Emily Pedneau, and other CCIIO/CMS staff as needed regarding pending CCIIO-related questions. AHCD staff also engage in meetings via webinars for technical assistance and development.
- No Cost Extension requests for Level One A and Level One B grants were submitted July 29, 2013, to CCIIO. These will allow us to spend grant money beyond the length of the original award period. The Level One A grant funding extension will fund the AHCD development and implementation evaluation project. We are requesting to extend the end date of that grant from Feb. 21, 2014, to Oct. 21, 2014. Since the initial Open Enrollment period ends March 31, 2014 and we believe the outcomes for project outreach, education, and enrollment are every bit as important as the evaluation of development and implementation of our QHP recruitment and certification processes for determining which plans are available to Arkansans through the Marketplace, we view an evaluation of our first open enrollment period is also appropriate. The request for the Level One B No Cost extension will fund the IPA program, IPA training, and Outreach and Education efforts, among other things. We seek to extend the end date of this grant from September 27, 2013, to September 26, 2014.
- We submitted our Level One D funding application on August 14, 2013 for continued State Partnership operations and Year Two planning beyond the initial open enrollment period. This submission requests funds from October 1, 2013 to September 30, 2014 to: 1) Continue our Outreach & Education campaign designed to share insurance options with eligible consumers and encourage enrollment, with an added emphasis on those who have had life-changing events that would qualify them to enroll outside the open enrollment period; 2) Continue our In-Person Assister services with a maximum of 537 guides through open enrollment and approximately 134 after open enrollment until September, 2014, when we estimate increasing IPAs to approximately 271 in preparation for 2015 open enrollment; 3) Continue our Speakers Bureau to inform communities across the regions of the state about coverage options available under the ACA; 4) Continue developing policies and procedures to support QHP certification and re-certification and plan monitoring while developing account management functions; and 5) Continue working on continuity of coverage issues, specifically regarding pediatric and stand-alone dental plans.

HHS announced on August 15, 2013, it has awarded \$67 million to fund 105 navigator organizations across the country. The two grantees for Arkansas are the University of Arkansas Partners for Inclusive Communities (\$774,745) and Southern United Neighborhoods (\$270,193). Southern is based out of New Orleans and will also serve Texas and Louisiana. AHCD is working to reach out to that entity for more information about its plans. AHCD has a solid working relationship with Partners, which will be

working closely with us to manage and schedule collaborative meetings. Partners will hire 22 navigators. Of those, 13 workers will work with other organizations with a focus on serving individuals with disabilities.

Arkansas Health Connector Division

Outreach and Education

- We continue to receive praise for the quantity and quality of work accomplished by Mangan Holcomb Partners (MHP) advertising firm during such an expedited time period. However, a proposed contract extension with MHP, funded by our approved outreach-education line item through our Level One C grant appropriation, was held during the August 7 meeting of the legislative Review Committee. The current contract with MHP runs out September 30. We feel it is imperative, non-duplicative, and cost-effective for MHP to continue its work during open enrollment which starts October 1. The requested Mangan Holcomb contract extension runs from October 1 to March 31, 2014. The contract was held at the request of Senator Jonathan Dismang of Beebe who indicated he wanted more information about the work being produced by MHP. He questions whether the tax dollars being spent are excessive. We plan to provide the Senator with detailed information on the outreach and education plan and budget as well as the impact and effectiveness of the *Get In(formed)* phase which is scheduled to end September 30th in advance of the next meeting of the Review Committee, September 4.
 - From July 1 to August 20, there were 178,810 total visits to the website (www.ARHealthConnector.org) including 142,742 unique visitors. The website is managed by MHP. The pages most visited were the mobile home page and website home page. The unveiling of the new design of the Arkansas Health Connector Division pages on the AID website is planned for September 1. The Internet Network of Arkansas is the vendor for the Division's website.
 - The campaign will continue with statewide saturation. During July & August (to August 20th), more than 152 million media impressions were made across the state using television, radio, billboards, Internet, local newspaper and other media. Advertising in each county will include specific messaging for multiple audiences. During the 13-week campaign, ads will run on 28 television stations, 24 regional radio stations, 118 community radio stations, and in 120 community newspapers. There will be ads on 227 billboards, 100 gas pumps, and two Central Arkansas Transit buses. Direct mail ads will go to 254,000 households and 172,000 small businesses. Social media (Facebook, Twitter) is also heavily emphasized in the campaign.
 - MHP conducted a pre-campaign awareness survey the last week in June by landline, mobile phone and online. Only Arkansans without health insurance were surveyed. More than 70 percent of the respondents had not had health insurance for more than two years. More than half of the respondents said health insurance is a necessity, but 18-29-year-olds thought it was less important. Twenty-four percent surveyed knew about the upcoming October 1 enrollment period. Sixteen percent knew about the financial assistance available through the Marketplace. A follow-up survey is planned for September to gauge whether the awareness has increased.
- Following up on our successful call-in educational program on AETN in June, AHCD staff manned the phones at KTHV-Channel 11 in Little Rock from 5p.m. to 7p.m. on July 25. Approximately 120 calls

were received. Craig O'Neill interviewed phone bank workers and spent extensive on-air time with Deputy Commissioner Crone for an overview of Marketplace activities in Arkansas.

- Speakers Bureau Training continued in July. Approximately 140 speakers are expected to have received training by the end of August. They will be available for presentations in every county. Speaking engagements began August 1, 2013. There are 125 speaking engagements booked through October. Contact Terri.Clark@Arkansas.Gov to schedule a presentation. AHCD is working with project manager vendor First Data to better coordinate community presentations by the Arkansas Department of Health and the University of Arkansas Partners for Inclusive Communities. One goal is a higher attendance at community meetings.
- Planning is underway for enrollment events in October at the Arkansas State Fair in Little Rock and the Clinton School of Public Service in Little Rock. We will be providing special enrollment events in the Arkansas counties with the highest percentage or highest population of uninsured residents.
- We continue to receive multiple news media requests for information and interviews. Deputy Commissioner Crone was quoted in the *USA Today* on Aug. 16 in an article highlighting the national announcement of navigator grant contracts. Other inquiries have come from KARN radio of Little Rock, *Arkansas Democrat-Gazette*, The Associated Press, *Politico*, and *Wall Street Journal*. Overall, there were approximately 40 news media inquiries during this month's reporting period.
- AID plans to release a consumer alert regarding possible scams by fraudulent "agents" or "plans" trying to pass themselves off as someone related to the Marketplace or part of the Marketplace. The Consumer Protection Division of the Attorney General's office will provide assistance educating the public on this potential problem and help take complaints as they arise.

Plan Management

- Five medical carriers applied for QHP certification of multiple plans: Arkansas Blue Cross Blue Shield, NovaSys/Celtic Insurance Company, Blue Cross Blue Shield multi-state plan, QualChoice of Arkansas, and United Security Life and Health Insurance. United Security Life withdrew its application on July 29, 2013. (Celtic changed its name to Arkansas Health and Wellness Solutions on August 20th.) AID reviewed each QHP proposal for compliance with QHP certification criteria as recommended by the Steering Committee and approved by the Commissioner, including the applicant's financial rating, business plan, and financial projections. Consultants from Optumas, Lewis and Ellis, and Public Consulting Group also were involved in the process. Altogether, there were 13,341 QHP items to be reviewed. We were in contact with issuers as questions or objections arose. AID made final QHP approval recommendations to HHS by the July 31, 2013 deadline.
- Seven companies applied to offer Stand-Alone Dental plan: Arkansas Blue Cross Blue Shield, Best Life and Health, Delta Dental of Arkansas, Dentegra Insurance Company, Guardian Life Insurance Company, and Lincoln National Life Insurance Company, and Renaissance.
- One issue raised by carriers is the short timeframe by which they must work through the detailed federal privacy regulations for sharing data through the federal Hub as required by October 1, 2013. These requirements are known as MARS-E (Minimum Acceptable Risk Standards for Exchanges) and carriers are addressing their concerns with CCIIO and NAIC.

Private Option

- DHS and AID continue to work with vendor Manatt Health Solutions and CMS to develop Medicaid and Marketplace policies and processes for the Private Option (coverage expansion through Medicaid payment of premiums for eligible consumers enrolling into QHPs doing business in the Health Insurance Marketplace). The Private Option will be possible through the use of a Centers for Medicare and Medicaid Services (CMS) Section 1115 Research and Demonstration Waiver. DHS filed the waiver with CMS on August 6 and is awaiting final approval.

AID has met multiple times with DHS, specifically its County Operations and Medical Divisions, as well as DHS Information Technology staff, to work to build the best possible user interface and “warm hand off” from the federal HIM or Access Arkansas portals to the DHS shopping portal for those whose incomes are low enough to make them ineligible for Advanced Premiums Tax Credits but eligible to apply for Medicaid. Meetings were held August 16 and August 23 at AID with carriers, DHS and other stakeholders related to these development/implementation issues. These weekly meetings will continue through open enrollment start-up.

- Objections to the “Private Option” 1115 waiver came from Community Health Centers of Arkansas regarding the possibility that QHPs may not include local Community Health Centers in their networks. The Centers have raised financial concerns regarding their own budgets if the current enhanced Medicaid reimbursement is not maintained and also expressed concern that some consumers won’t seek care if they won’t be covered at the centers they have been accustomed to visiting. Arkansas Medicaid subsequently made some concessions for the Community Health Centers. DHS has agreed to provide Community Health Centers with supplemental funding to offset any financial losses incurred that result from the Private Option.

Guides

- To date, we have 26 government and non-government contractors for In-Person Assister (IPA) Guide services. Other organizations are expressing interest. Our goal is for IPA entities to employ 537 guides across Arkansas. There are currently approximately 60 guide positions that are not covered under a contract. AHCD is reviewing responses received from qualified respondents for assigning those guide positions.
- Guide Training implementation by the Arkansas Association of Two-Year Colleges (AATYC) continues. Phase I Modules 1 to 8 have been completed. Guide training began June 24. Through August 23, 260 guides had completed Phase I training.
- Weekly training sessions continued through mid-August. Phase I classroom training will continue through mid-October at which time Phase I will transition to on-line training and will again be available the first of November 2013. Phase II (federal) training became available for Agents and Brokers in early August and for other types of Assistors by mid August. Phase II training is scheduled to be completely available by the end of August 2013. Phase III (Arkansas-specific) training, required for all Marketplace Producers/Navigators/Non-Navigators is scheduled to be available September 9.

AATYC has given us an outline of Phase III training for approval. It will include Private Option information, some of which continues under development.

- Successful completion of Phase I will be required for AID contract guides and for Community Health Centers of Arkansas outreach and education guides in order to demonstrate competency to perform outreach and education functions. Completion of Phases II and III will be required for licensure of all licensed producers and other In-Person Assistors including Navigators, Guides, and Certified Application Counselors performing enrollment assistance. A score of 80% is required to pass competency tests for Phase II and Phase III. For Phase I, a minimum 70 percent score is required for passing required competency tests.
- Progress continues on our Guide Management Solution (GMS), being designed for automated contract management including invoicing and reporting, training, and licensure tracking. Vendor CAI has added multiple functionalities including the assignment of counties for guides, monthly organizational reports, and invoicing. CAI is working on developing training logs and adding training resources for guides to access. The vendor will also create additional standards and best practices that can be easily incorporated at a later date after CAI has exited the project.
- AHCD is working with AID License Division on processes for licensure of guides and other Marketplace assistors, including federal Navigators, certified application counselors, and licensed agents/ brokers to comply with Act 1439 of 2013. Arkansas Insurance Rule 104 sets the annual license fee at \$35. A public hearing was held July 31, 2013. There was no opposition. It goes before the Rules and Regulations Committee of the Legislative Council on September 11, 2013.
- On July 12, 2013, HHS released the *Final Rule on Standards for Navigators and Non-Navigator Assistance Personnel: Consumer Assistance Tools and Programs of an Exchange and Certified Application Counselors (CACs)*. We continue to work on ways to incorporate CACs into the universe of assistors. Although Arkansas Community Health Centers may provide CAC services, employees of Community Health Centers in Arkansas will be designated as Outreach Education Assister (OEA) Guides at the request of Community Health Centers of Arkansas (CHCA), as they would like their workers to receive the same training as IPA guides receive. CHCA will pay AATYC directly for this training.
- There were some early issues with agents and brokers receiving the necessary training to be certified to offer QHPs. The federal system for agent and broker training went online in early August. We were initially receiving reports that the federal on-line training system was locking agents and brokers out. It is believed that the problems were likely due to the heavy volume of agents and brokers throughout the country trying to access the system when training first became available and AHCD has not received any indication of recent issues with the training for agents and brokers.

Operations

- Project manager First Data completed a “change readiness assessment” to gauge the AHCD’s preparedness for Open Enrollment, particular in the consumer assistance areas. We are meeting multiple deadlines and need to improve our ability to identify interdependencies and alignment opportunities as we work to effect efficient operations in the implementation of the Marketplace. A First Data organizational consultant, Gary Lieberman, interviewed each staff member and subsequently conducted

an anonymous survey of staff through Survey Monkey. The assessment identified seven external and internal challenges being faced by the AHCD:

- Tight timeframes and guidelines (Federal and State)
- Legislative impacts
- Project demands
- Leadership time demands
- Continuing team growing pains
- Team dynamics
- Project oversight – Team, vendors, and other stakeholders.

The assessment concluded that the team has a strong desire to support the structure and processes for the AHCD to be successful, and that staff highly respects the AID senior leadership. The team is adjusting to the build-up of staff and the highly political nature and the growth of the project which is getting more public attention. The Deputy Commissioner understands the need for cohesion and has worked to get everyone on the same page with daily staff meetings at 8:15 a.m. and the hiring of a Chief Operations Officer which was achieved partly with the recognition that the Deputy Commissioner needs to focus more on the big picture and extra-Divisional issues and less on the day to day managerial details of the Division. The assessment found that planning and communication among team members could be improved. The AHCD considers these challenges as opportunities.

- The AID's Consumer Services Division (CSD) is prepared to respond to public inquiries that result from our outreach and education efforts. The CSD reports that since July 1, there have been 1,032 phone calls and 174 emails pertaining to the Marketplace. AID has worked diligently to provide answers to all members of the public.
- The Semi-Annual Report to CCIIO regarding the Arkansas Marketplace was submitted July 31. The form requires detailed reporting and financial accounting for budgetary purposes and a question and answer format describing AHCD activities. CCIIO required three separate reports for each Establishment grant received, meaning one report each was compiled for the Level One A, B, and C grants.

Arkansas Health Insurance Marketplace Board

- The first meeting of the Arkansas Health Insurance Marketplace Board of Directors is scheduled for September 3 at 10:30 a.m. at the University of Arkansas System office in Little Rock.
- AHCD has received inquiries from the Bureau of Legislative Research, which is helping organize the board, regarding funding the board could receive. The law that set up the board, Act 1500 of 2013, directs that the Insurance Department be the conduit for federal funding for the board. However, at the present, there is no money specifically allocated for this purpose, and the next Level One Exchange Establishment grant opportunity is November 15, 2013. We are exploring several options for start-up funding before the next Level One funding request could be developed, submitted, funded by HHS, and appropriated by the State. Starting July 1, 2015, according to Act 1500, the board may seek money directly from the federal government on its own. The Bureau has requested information regarding how quickly the board could get money through the Insurance Department. We are researching these questions and will respond to the Bureau.
- In the meantime, we plan continued close work with the current Steering Committee and look forward to beginning a relationship with the newly created board.

Advisory Committees/Steering Committee Updates

Steering Committee – There was no Steering Committee meeting in July. There was a conference call of the Committee August 1. Committee members were updated about a variety of matters including QHP recommendations to the CMS and the roll out of community meetings throughout the state. Deputy Commissioner Crone recommended that future meetings occur the fourth Wednesday of each month so as to not conflict with Joint Public Health Committee meetings on fourth Thursdays, and to allow for a two-week cushion after the Advisory Committees meet in advance of Steering Committee meetings. There were no objections to this scheduling change.

There is no Steering Committee meeting scheduled for August. The Advisory Committees met in August and will meet in September to discuss topic calendars for the upcoming year so that such calendars can be submitted as recommendations for approval at the September Steering Committee meeting.

Advisory Committees

Plan Management Advisory Committee – The Plan Management Advisory Committee (PMAC) met August 9, 2013, to hear updates on the QHP certifications process and topics regarding the making of upcoming policy decisions.

The Committee discussed a proposed timeline for policy decisions for Plan Year 2015 that would run from September through December 2013 to allow enough time for issuers to develop plans and QHP applications and AID to complete implementation of QHP reviews. While claims experience will not be available to inform policy decisions in the coming year, the policies and templates for QHPs on the Marketplace for plan year 2014 will be available for review beginning in early September. This will allow the Committee to see how issuers implemented the policies developed in the previous year, as well as to look at service area coverage, network access, and other plan information of interest.

Topics of immediate interest to the Committee for discussion in the coming months include network adequacy, habilitative services, quality improvement initiatives, and integration with the Private Option. The committee proposes that the topics for discussion in September be network adequacy, habilitative services submitted by plans, and an informational session on the Arkansas Payment Improvement Initiative.

The discussion of network adequacy will include the following objectives:

- Clarification of guidelines for evaluating “reasonableness” of provider networks
- Collection of standardized network information
- Network issues in Arkansas and possible ways to address them
- Standards for Essential Community Providers and ways to determine Federally Qualified Health Center status
- Integration with Medicaid network adequacy standards and special Medicaid considerations such as primary care requirements and Medical Homes

Consumer Assistance Advisory Committee - The Consumer Assistance Advisory Committee (CAAC) met August 9, 2013. Updates were given concerning the federal hub, Outreach & Education, IPA training, and QHP submissions.

Emily Pedneau with CCIIO spoke on conference call offering an overview of the federal portal and how the federal call center will serve an educational function until October 1, 2013, when it transitions to enrollment. Joni Jones, director of the County Operations Division of DHS, said enrollment notification will primarily be by mail if an applicant does not complete the Internet screening process.

Zane Chrisman, AHCD Attorney Specialist, said it should be by early September before details on rates and plans are released. Chloe Crater, AHCD IPA Education Lead, said that IPA training has been placed on hold for two weeks while waiting for an increase in demand which should be filled by new hires by the Arkansas Department of Health. Training will resume Monday, August 26. Heather Haywood, ACHD's Public Information Manager, said the Outreach & Education campaign, is being measured every 15 days to track specific outreach numbers.

Contracts/Procurement Update

In-Person Assister Program IT Services - CAI, the IPA IT Solution vendor, is continuing with the development of the initial version of the IPA Entity IT solution. This function is called the "Guide Management Solution" (GMS).

Plan Management - PCG did a magnificent job helping AHCD staff, setting up checklists and organizing the evaluation of the QHPs.

In-Person Assister (IPA) Contract Entities - Contracts with 27 IPA entities have been signed and finalized.

Outreach and Education Campaign - MHP is undertaking numerous activities described in detail previously in this report. Three interagency agreements have been signed for outreach to specific populations: 1) Arkansas Minority Health Commission for African American and Hispanic populations; 2) Arkansas Department of Health for Speaker's Bureau staffing in all 75 counties; and 3) UALR Arkansas Small Business and Technology Development Center (ASBTDC) for outreach to small businesses across Arkansas.

IPA Guide/Navigator/Agent & Broker Training - The Arkansas Department of Higher Education is working with two-year colleges and the Arkansas Association of Two-Year Colleges to provide this service.

Interagency Agreement for Statewide Stakeholder Engagement - AHCD continues to work with the University of Arkansas Partners for Inclusive Communities (UAPIC) to provide logistical services needed for community and stakeholder meetings.

Evaluation RFP – This process to release the RFP has taken longer than initially anticipated because of various guidance received from the Office of State Procurement. AHCD expects to release RFP for Evaluation by late August. Another option is contracting directly with a state agency for the service.

Measuring Quality – The Arkansas Center for Health Improvement (ACHI) at the University of Arkansas at Medical Sciences on August 20, 2013, presented AHCD staff with potential options to explore regarding the creation and maintain of an All Payer Claims Database, or Health Information Hub. The scope and funding of such a project is uncertain at this point. There will be further presentations, including to the Plan Management Advisory Committee, and ACHI is developing ways to involve additional stakeholders in the evaluation process.

Exchange Staff Update

AHCD has hired the following staff:

- Deborah Willhite -- *Chief Operations Officer*. A seasoned high-level government executive with experience directing complex operations under extraordinary time and political pressures. She served as Senior Vice President over Governmental Relations and Public Policy at the U.S. Postal Service and was responsible for communication and inter-agency resources during the 9/11 and the anthrax crises. A native Arkansan, Willhite also has private leadership experience. The hiring of the Chief Operating Officer will allow the Deputy Commissioner to focus more on external business, with the Chief Operations Officer handling much of the internal management. Most of the AHCD staff will now report first to the Chief Operating Officer who will report to the Deputy Commissioner.
- Tracey Dennis -- *Quality Assurance Officer*. Offering experience as an attorney, she is working to review frequently asked questions and ensure organized quality improvements. She will coordinate closely with the Consumer Assistance Program, AHCD staff and vendors as needed to implement organizational improvements. Reports to the Accounts Manager.
- James Stepp-- *Information Technology Systems Specialist*. A veteran of Information Technology having worked on various corporate projects. Specializes in tracking of computer complaint issues in the AHCD and helps build relationship with SERFF. He will assist in development, training, and maintenance of shared databases that will be required between AHCD, AID Consumer Services Division, and other AID divisions. Reports to the Deputy Commissioner for Information Services.
- Tanya Brooks – *IPA Contract Monitor*. She has 13 years experience in the healthcare industry, involving provider outreach, education programs, credentialing, and network maintenance. She will work with our two existing IPA Contract Monitors to ensure that IPA guidelines are met, document guide entity activities, and conduct bi-weekly webinars. Reports to the IPA Contract Lead.

Positions planned for filling are: Financial Specialist, Resource Center Specialist, and Administrative Analyst.

Stakeholder meetings attended/presentations

- Agent and Broker meeting, El Dorado, July 24 (Donaldson)
- Agent and Broker meeting, Texarkana, July 25 (Donaldson)
- Fort Smith Chamber of Commerce, Fort Smith, August 2 (Haywood)
- ACTS Church, North Little Rock, August 3 (Cook)
- Community Forum, Lake Village, August 5 (Crone)
- Covenant Medical Guide Organization, Jonesboro, August 7 (Cook)
- Arkansas Mental Health Council, Hot Springs, August 8 (Crone)
- North Little Rock Rotary Club, North Little Rock, August 8 (Chrisman)
- Arkansas Hospital Association, Little Rock, August 9 (Crone)
- Arkansas LEAD, Mena, August 9 (Crone)
- Community Health Centers of Arkansas, Little Rock, August 14 (Crone)
- Dermott Chamber of Commerce, Dermott, August 15 (Donaldson)
- Arkansas Minority Health Commission public forum, Fort Smith, August 15 (Cook)
- White County Regional Library System, Searcy, August 16 (Donaldson)
- Community meeting, El Dorado, August 19 (Haywood)

- Arkansas Department of Health, Little Rock, August 21 (Clark)
- *Arkansas Business* symposium, Little Rock, August 21 (Crone)
- Bean Hamilton Executive Forum, Little Rock, August 22 (Crone)
- Association of Arkansas Counties, Hot Springs August 22 (Crone)

The AHCD Bi-Weekly Status Meeting – A bi-weekly status meeting of contractors and staff was held Aug. 22, 2013 at the AID. Project manager First Data revealed a new bi-weekly status reporting form. PCG gave a summary of QHP reviews and submissions. The University of Arkansas Partners for Inclusive Communities gave an update on Speakers Bureau activities. The Arkansas Center for Health Improvement shared details of the All Payer Claims Database study.

Key upcoming events

- National Association of Insurance Commissioners (Indianapolis) – August 24-27
- Joint Public Health Committee – August 29
- Review Committee – September 4
- ALC – September 20
- Joint Insurance and Commerce Committee – September 25
- Release of QHPs and rates – early September
- Second call-in show on AETN – September 10
- Open enrollment opens – October 1

Key Risks/Issues

Below is a summary of submitted/open risks/issues for the report period.

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
Lack of continued cohesiveness between the FFE Partnership, Arkansas DHS and ACHI- related healthcare improvement initiatives (workforce, payment reform, health information technology, Private Option).	Organizational	<ul style="list-style-type: none"> ● Different messages being distributed by different agencies. ● Redundancy of work. ● Increased workload due to multiple requirements. 	Regular/frequent communications with key stakeholders and agency leaders to ensure ongoing and consistent information sharing and status updates.	Open
The Federal Funding model coupled with the State of Arkansas spending authorization model creates the need for multiple spending approval cycles plus introduces the possibility of available federal funds without the authority to spend.	Organizational	<ul style="list-style-type: none"> ● Schedule delays due to lack of funding for staff, operations or services required to meet Partnership responsibilities. 	<ul style="list-style-type: none"> ● Evaluate impact of CCIO review process on the release of IT funds from CCIO ● Develop subsequent Grant requests well in advance of the end of current grant monies allocation ● Coordinate funding requests timings between 	Open

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
			AHCD and Arkansas Health Insurance Marketplace Board <ul style="list-style-type: none"> Continue to educate legislators on funding processes and timelines 	
Getting navigators and guides hired and trained in a timely manner.	Organizational	Delays in educating eligible individuals about their health insurance choices. Eligible individuals fail to sign up for coverage.	<ul style="list-style-type: none"> Expedited agreement with Department of Higher Education for community colleges to provide training. Quickly getting information to IPA vendors. Tracking of #IPAs licensed. Coordinate between CCIO, Navigator Grantees, IPA Guide Organizations 	Open
Continuity of Coverage recommendation for Medicaid to purchase private plans through the Exchange fails to receive the necessary appropriation during the 2014 fiscal session of the Legislature or continuing appropriation in 2014 fiscal session.	Legislative	A quarter million low income Arkansans remain will lose health insurance coverage in 2015 after gaining it in 2014.	<ul style="list-style-type: none"> Provide data for economic and human benefit of Medicaid buying into private health insurance. Continue implementation planning for “private option”. Doing all we can to cooperate with and welcome legislators into our planning process. 	Open. The Legislature approved the “private option” plan during 2013 session but will be on table again next year.
Few issuers apply to participate on the Exchange.	Organizational	Lack of choices for Exchange consumers.	Held multiple meetings with carriers to urge them to participate and answering any questions they may have. Continue to work with those who have applied to ensure their companies are financially sound and their plans provide the required access and benefits.	Closed for Plan Year 2014. However, this will continue to be an issue to watch in future years.

Risk	Risk Category	Possible Outcome if Risk Occurs	Risk Response Strategy	Risk Status
Outreach and Education contract for Level One C rejected	Financial	Marketing outreach during open enrollment eliminated; eligible not reached, could miss out on coverage.	Working to provide detailed information to legislators	Open
New Arkansas Health Marketplace Board fails to reach consensus on Marketplace Model for AR	Organizational	Work accomplishments could be discarded or duplicated; delays or non-CCIIO funding could result	Establish communication lines with the new board members, some of which are already aware of what we have done, and seek good working relationships.	Open
Level One D grant submission rejected	Financial	Progress halts and Marketplace activities in Arkansas are severely reduced during Year One of coverage.	Detailed preparation in submitting Level One D grant.	Open

Key Meetings/Milestones Completed

Meeting/Milestone	Type	Completed Date
House and Senate Public Health, Welfare & Labor Committees	State - Legislative	7/25/2013
Steering Committee	State	8/1/2013
ALC PEER Committee	State-Legislative	8/1/2013
ALC Review Committee	State - Legislative	8/7/2013
Plan Management Advisory Committee	State	8/9/13
Consumer Assistance Advisory Committee	State	8/9/13

Key Meetings/Milestones Upcoming

Meeting/Milestone	Type	Date
House and Senate Public Health, Welfare & Labor Committees	State - Legislative	8/29/2013
ALC Review Committee	State-Legislative	9/4/2013

Meeting/Milestone	Type	Date
ALC PEER Committee	State-Legislative	9/5/2013
House and Senate Public Health, Welfare & Labor Committees	State-Legislative	9/6/2013
House and Senate Insurance and Commerce Committee	State-Legislative	9/9/2013
House and Senate Rules Committee	State-Legislative	9/11/2013
House and Senate Insurance and Commerce Committee	State-Legislative	9/12/2013
Plan Management Advisory Committee	State	9/13/2013
Consumer Assistance Advisory Committee	State	9/13/2013
House and Senate Public Health, Welfare, & Labor Committee	State-Legislative	9/17/2013
ALC Personnel Committee	State-Legislative	9/18/2013
ALC	State-Legislative	9/20/2013
Steering Committee Meeting	State	9/25/2013
House Insurance and Commerce Committee (West Memphis)	State-Legislative	9/25/2013