

Arkansas Insurance Department (AID)
Arkansas Health Connector Division (AHCD)
Monthly Report to Steering Committee
September 24, 2013 through October 20, 2013

General Update

- Open enrollment for the Health Insurance Marketplace in Arkansas began October 1 with a “Get In” promotional and educational event at the University of Arkansas Clinton School of Public Service in Little Rock. Commissioner Bradford and Deputy Commissioner Crone were joined by Clinton School Dean Skip Rutherford who graciously offered the school to serve as the public jump-off point marking the beginning of the period to apply for coverage. Open enrollment ends March 31, 2014.
- Additional early outreach and education efforts have included activities at the Arkansas State Fair (staffed by AHCD staff and guide organizations) and the Susan G. Komen Race for the Cure (staffed by AHCD leadership). We are exploring other community-based education and enrollment events and welcome your suggestions.
- The enrollment problems regarding the website for the federal Health Insurance Marketplace, which serves the Arkansas Marketplace, have been well-documented. We remain optimistic that the information technology issues will be satisfied soon. In the interim, through the work of In-Person Assisters and AHCD staff, we have done what we can to help people get information and apply via paper form or the federal call center. We do not expect enrollment data from the federal Marketplace until mid-November.
- Compounding problems during early open enrollment was the rejection by the Arkansas Legislative Council of the AHCD’s proposed contract amendment with Mangan Holcomb Partners for the “Get Enrolled” action phase of our Outreach & Education marketing campaign. Funding for this contract effectively ended September 30, 2013—the day before open enrollment began. The lack of a public awareness campaign these last few weeks has been a detriment as the AHCD seeks to inform Arkansans in a straightforward manner about their insurance options and how to enroll.
- AID licensing of guides, producers, and other marketplace assisters continues. Through October 20, 912 guide and producer licenses had been issued by AID. Those include 734 licenses to producers, 165 to guides, 10 to certified application counselors, and three to navigators.
- The Arkansas Health Insurance Marketplace Board and board committees met several times over the past month. The AHCD is working with the board to submit a Level One E Cooperative Agreement funding request to CCIIO by November 15, 2013 to fund state based marketplace (SBM) planning activities by this new Board. First Data is helping the board develop and prepare the funding request and is providing interim staff support. The Bureau of Legislative Research is also working with the board.

Federal Update

Level One D request

- Budget negotiations with CCIIO resulted in a \$353,000 budget decrease due to our newly requested Grants Management Solution (GMS) IT sprints not being specifically defined. Otherwise our request seems on track with an anticipated \$11.5 million to be awarded.
- We had expected to receive this Level One D grant award by now; however, CCIIO has informed us that the partial federal government shutdown hindered the agency's work in processing Level One grant applications in a timely manner. Now that a congressional agreement has been reached on the federal budget, we should receive word soon on our request.
- The next step will be to seek Miscellaneous Federal Grant (MFG) funding appropriation from the Legislative Council. We are working with the Office of State Procurement on this request. In review, our Level One D request would: 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 plan monitoring while also establishing Plan Year 2015 QHP certification and re-certification criteria and developing account management functions; and 5) Continue working on continuity of coverage issues, specifically regarding pediatric and stand-alone dental plans.

CCIIO contact

- 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.
- CMS Communications Team cannot make additional media buys in Arkansas due to our not having the MHP contract, as CMS's current quarter media budget is completely spent. They cannot accept our grant funds back for a federal media campaign in Arkansas, as 1311 funds can only be granted to *states* for spending.

Arkansas Health Connector Division

Outreach and Education

- A special meeting was called by the Arkansas Legislative Council on September 30 to consider the addition of Level One C funding to the existing Mangan Holcomb contract. The requested contract amendment would run from October 1 to March 31, 2014. We agreed to reduce the originally requested amount by \$658,000. This change was to address concerns raised by some legislators, particularly Sen. Jonathan Dismang, that the amount of tax dollars, regardless of the source, was

wasteful. Other legislators felt the contract was improperly promoting “Obamacare.” We contended that the revised contract amount was necessary to inform Arkansans of their options for health insurance coverage through a planned “Get Enrolled” action phase --especially needed because of Open Enrollment. Commissioner Bradford and Deputy Commissioner Crone attended the meeting and answered questions. But in the end the contract was not reviewed, which was tantamount to rejection, by a vote of 26 in opposition and 15 in favor.

- From October 1 to October 19, there were 75,523 total visits to the website (www.ARHealthConnector.org) including 58,102 unique visitors. The website was managed by MHP. Web traffic continues to drop off given the lack of an outreach campaign. For example, on October 1, there were 164,930 page views and that has dropped down to 1,646 on October 19. We have been unable to update the site since the contract with MHP was not funded. We continue to investigate and negotiate possible alternatives to operate the ARHhealthConnector website.
- MHP’s campaign produced much statewide saturation. During July, August and September there were more than 229 million media impressions made across the state using television, radio, billboards, Internet, local newspaper and other media. Additional free/value added media was negotiated by MHP for the Arkansas Health Connector to extend the media buy by more than \$727,000 worth of advertising , or an additional 30 percent of the paid media budget. There were 12,140 ‘likes’ on Facebook for the Arkansas Health Connector, which compared to 1,262 for the Massachusetts Health Connector and 746 for Connector for Health Colorado. There were 1,530 total downloads of the Arkansas Health Connector’s mobile app.
- Early on, phone banks for open enrollment demonstrated a definitive interest by the public in learning more about how the Arkansas Health Connector could help them. Few calls were negative. For September 30 on KARK-Channel 4, there were about 150 calls taken during a four-hour span, and on October 1 on KTHV-Channel 11, there were between 100 and 150 calls taken during a two-hour span. The AID Consumers Services Division, Arkansas Health Connector Division, and others staffed heavy phone volume on day one of open enrollment when our media campaign was driving callers to learn more. Since then, the activity has dropped off. After just one week, there was a notable drop-off in calls to the AID Resource Center related to the Health Connector, from 826 on October 1 to 188 on October 8.
- On October 9, AID received the results of a second tracking survey of consumer awareness regarding health insurance options in Arkansas and conducted by an independent research firm contracted with MHP. The survey taken during the week of September 23 among uninsured Arkansans showed an overall increase of 30 percentage points (24 percent to 54 percent) of overall awareness of new health insurance enrollment options being available on October 1. Overall awareness of the possibility of being eligible for financial assistance increased from 16 percent to 36 percent. The research firm concluded that “while awareness for healthcare options available October 1, 2013, is increasing, there is still much work to be done to bring Arkansas Health Connector to the forefront.”
- Speakers Bureau Training continued in August and September. More than 175 speakers were trained through September. They will be available for presentations in every county. There have been 255 speaking engagements booked through October 18. Contact Terri.Clark@Arkansas.Gov to schedule a presentation. AHCD continues to work with project manager vendor First Data to coordinate community presentations by the Arkansas Department of Health and the University of Arkansas Partners for Inclusive Communities.

The enrollment kick off event October 1 at the Clinton School of Public Service in Little Rock was a great success. We had 322 people in attendance and 139 met with an enrollment assister. AHCD staff and assisters also staffed booths at the Arkansas State Fair in Little Rock October 11 through October 20th and the Komen Race for the Cure in Little Rock on October 19. During the fair, there were 25,908 contacts by AHCD staff and IPA guides. Of those, 492 people seeking additional information were assisted. Thirteen guide organizations worked the fair.

- We continue to receive multiple news media requests for information and interviews and work hard to respond completely and in a timely manner. There were approximately 70 media requests answered over the past month, a higher than usual number given the start of open enrollment. Interviews include those with *Stateline* (Pew Charitable Trust), *Arkansas Democrat-Gazette*, *Arkansas Times*, *Arkansas Business* and *Talk Business*. We also participated in interviews for a national exchange survey project being conducted by Mark Hall from Wake Forest University and Timothy Jost from Washington and Lee University.

Plan Management

- AHCD staff continued to meet with issuers and other stakeholders regarding Network Adequacy, which is explained in further detail later in the report under Plan Management Advisory Committee, and other implementation issues.
- Issuers had through October 3 to submit changes to the plans certified for the Marketplace. AID staff reviewed those requests and met an October 15 CCIIO deadline to apply those changes to the plans. To be approved, any requested change was required to be of a technical nature. If the request would affect the nature of the policy itself, any requested change had to fit existing AID standards for the changes to be approved.

Private Option

- DHS, AID, and ACHI continue to work with vendors Manatt Health Solutions and Hewlett Packard (HP), CMS, and the private insurance carriers to finalize Medicaid and Marketplace operational 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 Centers for Medicare and Medicaid Services (CMS) Section 1115 Research and Demonstration Waiver for Private Option, applied for by DHS, was granted September 27 by CMS for Arkansas to run this program.
- AID, along with DHS, specifically its County Operations, Information Technology, and Medical Divisions, as well as DHS contractor HP and issuers, helped develop 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 the Private Option. Weekly meetings will continue regarding the handling of issuer and producer payment and the designation of consumers determined to be better served through the traditional Medicaid program due to complex medical care and coordination needs.
- DHS announced October 15 that it had received 56,288 responses from adults who want to sign up for the Private Option. From Oct. 1 through Oct. 12, DHS received 1,509 applications through its state-run web portal and 1,119 telephone and paper applications. That is in addition to the 53,660 current DHS

clients who have already been determined eligible (by virtue of being recipients of SNAP benefits) and returned letters saying they wanted coverage. So far, 10,454 have already answered the health needs assessment questions and completed the enrollment process. Of those, 2,973 (>28%) were notified that the traditional Medicaid program would better meet their exceptional health care needs. Projections are that 10% of those completing the health needs assessment will need traditional Medicaid services; therefore, this early information accents the need for outreach and education designed to enroll healthy individuals.

Guides

- Guide Training by the Arkansas Association of Two-Year Colleges (AATYC) continues. Development of all three training phases has been completed. As of October 18, 209 potential guides had passed all three phases of the training.
- Phase I is no longer being taught in the classroom as of October 11. It is being converted to an on-line instruction currently anticipated to begin November 4. Phase II, which is federal online training, is ongoing. The classroom component of Phase III was temporarily not offered due to a conference held by AATYC but will resume October 22, and 79 potential guides are signed up.
- We anticipate finalizing a contract with UAMS to provide guide services soon. This will make a total of 27 guide entities. Our goal is for IPA entities to employ 537 guides across Arkansas. AHCD staff contract monitors continue to review expenses and activity reports submitted by guide entities and these staff members also make site visits to learn more about activities by the guide entities.
- More than 1,900 potential guides, producers and other assisters, guide entities, and AHCD staff have logged into the Guide Management Solution (GMS) system designed for automated contract management including invoicing and reporting, training, and licensure tracking.
- AHCD is working with AID License Division to process applications for AID licensure of guides and other Marketplace assisters, including federal Navigators, certified application counselors, and licensed agents/ brokers to comply with Act 1439 of 2013. Applications involving the Marketplace are being worked as they come into the License Division along with other license applications, so at times there are some lags between the applications being submitted and approved.

Operations

The AID's Consumer Services Division (CSD) has been prepared to respond to public inquiries that result from our outreach and education efforts. From July 1 to October 15, the CSD received 4,625 phone calls and 540 emails pertaining to the Marketplace. AID CSD and AHCD have worked diligently to provide answers to all members of the public. As reflected earlier, however, the call volume has significantly decreased over the past two weeks.

Arkansas Health Insurance Marketplace Board

- The Arkansas Health Insurance Marketplace Board of Directors has picked up the pace regarding the frequency of its meetings since its initial gathering September 3 at the University of Arkansas System office in Little Rock. The board met subsequently on September 12, September 20, October 2 and October 9. According to Act 1500 of 2013, the Board will decide whether and when Arkansas should switch from a State Partnership Marketplace to a State-Based Marketplace, upon approval from the U.S. Department of Health and Human Services. When Commissioner Bradford was unavailable to participate in the board's meetings, Deputy Commissioner Crone or AHCD Chief Operating Officer Willhite have sat in his stead.
- The board currently has no funding. It is planning to apply for federal funding during the November 15 grant cycle, which would serve as Arkansas's Level One E Establishment grant. The AHCD would delay asking for additional Level One grant funding until CCIIO's February 2014 cycle, which would be Level One F. The Level One E grant, should it be awarded and appropriated for such, could reimburse for expenses incurred prior to the award. AHCD staff and contractor First Data are cooperating with the board members as they request information to prepare the funding request and seek to better understand what CCIIO requires, such as a blueprint for goals and activities. The board has also considered hiring an interim executive director and support staff; however, they have not yet decided whether to pursue that route or to continue with First Data as interim project manager before hiring permanent staff.

Advisory Committees/Steering Committee Updates

Steering Committee – The Steering Committee met September 25. It received updates on the status of the licensing process for assisters and producers to sell and facilitate enrollment of people in the Marketplace; learned about the activities of the Arkansas Health Insurance Marketplace Board; heard details about President Obama's conference call to Marketplace staff throughout the nation; learned details of various outreach activities; and heard from DHS officials about the Private Option. The Steering Committee will meet against October 23.

Plan Management Advisory Committee – The PMAC met September 27 and October 11.

During the September 27 meeting, the Public Consulting Group contractor presented an informational overview of the QHPs available in the individual and SHOP marketplace in plan year 2014. It was noted that in the case of qualifying families, children may receive health coverage through ARKids First and the premium subsidies could be fully applied to coverage of parents, resulting in lower overall premiums for the family.

Regarding Network Adequacy, the PMAC made the following recommendations:

- Require issuer submission of network information in a standardized format for plan year 2015 certification.
- Require submission of GeoAccess maps in a standardized format (which may include specific provider types). The request will be further defined and approved by the Network Adequacy Subgroup.
- Establish a subgroup to determine what specific network data and additional network information issuers will be required to submit for plan year 2015.

A motion was made to reaffirm the language in the draft network adequacy standard relating to maintaining updated, online provider directories. The motion was rejected. The language in the standard will be clarified and revisited.

During the October 11 meeting, PCG and members of the Arkansas Center for Health Improvement presented an overview of quality improvement initiatives as related to Qualified Health Plans and the Health Insurance Marketplace. Comments from the committee included:

- Clarification is needed whether quality of health plans or providers are evaluated (and questions regarding segmentation of health plan and provider ratings).
- Different incentives may be required due to Any Willing Provider laws.
- Many agreed with the suggestion that the Health Insurance Marketplace focus on integration into existing quality initiatives in Arkansas and not develop new initiatives.
- Hospital representatives described some existing quality engagements, including specific quality metrics and submission to URAC.
- One consideration in quality metrics is whether they should be applied statewide or regionally.
- Considerations for provider-patient confidentiality since quality monitoring often involves claims data reporting and analysis.
- Quality improvement initiatives should align with certain Medicaid initiatives.
- Quality metrics, such as patient satisfaction, do not always align with health outcomes.

Committee members suggested early goals and recommendations for the ongoing quality discussions. These general goals include: protecting consumers from nonperforming plans, providing a way to help inform consumers about quality metrics, and to “set the bar high” for quality performance. The committee recommended that a subgroup be established to have more in-depth conversations and develop recommendations for goals. It is not anticipated that the committee will finalize any specific criteria recommendations until after the federal guidelines for quality are released.

The PMAC is scheduled to meet November 8.

Consumer Assistance Advisory Committee - The Consumer Assistance Advisory Committee (CAAC) did not meet this month. It is scheduled to meet November 8.

Contracts/Procurement Update

Project Management – First Data has continued in its overall project management role. That role has expanded to assist the Arkansas Health Insurance Marketplace Board with their request for Arkansas’s Level One E grant application. A First Data contract amendment for this purpose has been initiated through Office of State Procurement for Legislative Review. An additional contract amendment will be needed when Arkansas’s Level One D grant award is received (expected any day), and then again when a Level One E grant would be awarded (anticipated January 15, 2014).

Outreach and Education – Mangan Holcomb Partners activities and our contract challenges have been outlined earlier in this report.

Plan Management – PCG and Lewis and Ellis continue to share expert analysis and guidance as we navigate issues following the public release of plans and rates. As we prepare for the Plan Year 2015 certification process, we are seeking to increase the PCG contract amount due to increased services needed.

Evaluation RFP – AID continues to pursue an interagency agreement with UAMS College of Public Health to evaluate the planning and implementation of Arkansas’s State Partnership Health Insurance Marketplace. There is a commitment by all to leverage and coordinate multiple evaluation efforts in ongoing performance improvement.

Guide Management Solution – AHCD continues to work with CAI on this project. Functionalities are largely complete and working. Some issues remain regarding management reports the system produces for the guide entities. CAI, AHCD, and First Data will continue to monitor the GMS and determine whether it can be better organized and whether functionalities need to be adjusted for such things as contract renewals of guide entities. We are also working to see how the system can be easily maintained once CAI’s contract expires in February. CCIIO denied our funding request in Level One D for additional IT “sprints” as they were not yet specifically defined.

Exchange Staff Update

Belincia Jones-Lovelace was hired to fill the vacant Administrative Assistant position. She had been working in that same role in an Extra Help capacity.

Abby Olivier, a University of Arkansas Clinton School of Public Service student, will be completing her capstone project with the AHCD. She will be assisting with various efforts with a focus on grassroots engagement in outreach and enrollment efforts across the state.

Stakeholder meetings attended/presentations

- Arkansas Medical Society, Little Rock, Sept. 24 (Donaldson)
- University of Arkansas at Monticello, College of Technology, McGehee, Sept. 26 (Donaldson)
- Fifty for the Future, Little Rock, Oct. 3 (Crone)
- Diabetes Innovation convention, Washington, D.C., Oct. 3-5 (Cook)
- Human Resources Management Association of Arkansas, Little Rock, Oct. 3 (Donaldson)
- Charitable Clinics of Arkansas, Fayetteville, Oct. 4 (Crone)
- Faulkner County Dental Study Club, Conway, Oct. 8 (Donaldson)
- Arkansas Medical Society, Springdale, Oct. 9 (Donaldson)
- Arkansas Hospital Association conference, Little Rock, Oct. 10 (Bradford)
- National Academy of State Health Policy (NASHP) Annual Health Policy Conference, Seattle, Oct. 9 and 11 (Crone, 2 presentations)
- Northwest Arkansas Homebuilders, Springdale, Oct. 14 (Donaldson)
- Arkansas Medical Society, Jonesboro, Oct. 17 (Donaldson)
- Arkansas Minority Health Commission, Clarendon, Oct. 17 (Cook)

The AHCD Bi-Weekly Status Meeting – A bi-weekly status meeting of contractors and staff was held October 3, 2013 at the AID.

Key upcoming events

- Health Insurance Exchange Summit, Los Angeles, Nov. 5 (Crone, Chrisman) Deadline for submitting Level One E request – Nov. 15

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 CCIIO review process on the release of IT funds from CCIIO • Develop subsequent Grant requests well in advance of the end of current grant monies allocation • Coordinate funding requests timings between AHCD and Arkansas Health Insurance Marketplace Board • Continue to educate legislators on funding needs, processes and timelines | Open |
| 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 (complete). • Quickly getting information to IPA vendors. | Open |

| Risk | Risk Category | Possible Outcome if Risk Occurs | Risk Response Strategy | Risk Status |
|---|----------------|--|--|--|
| | | | <ul style="list-style-type: none"> Tracking of #IPAs licensed. Coordinate between CCIIO, Navigator Grantees, IPA Guide Organizations, Licensed Producers and CACs | |
| <p>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.</p> | Legislative | <p>A quarter million low income Arkansans remain will lose health insurance coverage in 2015 after gaining it in 2014.</p> | <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. |
| <p>Few issuers apply to participate on the Exchange.</p> | Organizational | <p>Lack of choices for Exchange consumers.</p> | <ul style="list-style-type: none"> Held multiple meetings with carriers to urge them to participate and answer 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. Will soon begin outreach to issuers for Plan Year 2015. | <p>Closed for Plan Year 2014. However, this will continue to be an issue to watch in future years.</p> |
| <p>Outreach and Education contract for Level One C rejected</p> | Financial | <p>Marketing outreach during open enrollment eliminated; eligible not reached, could miss out on coverage.</p> | <p>Continue working to provide detailed information to legislators to see if there is room to negotiate.</p> | Open |
| <p>New Arkansas Health Marketplace Board fails to reach consensus on Marketplace Model for AR</p> | Organizational | <p>Work accomplishments could be discarded or duplicated; delays or non-CCIIO funding could result</p> | <p>Establish communication lines with the new board members, some of which are already aware of what we have done, and seek good working</p> | Open |

| Risk | Risk Category | Possible Outcome if Risk Occurs | Risk Response Strategy | Risk Status |
|--|---------------|---|---|-------------|
| | | | relationships. | |
| Level One D grant appropriation rejected | Financial | Progress halts and Marketplace activities in Arkansas are severely reduced during Year One of coverage. | Work with legislators to understand the need for MFG appropriation to continue operations of the State Partnership Marketplace. . | Open |
| Level One E grant not approved by CCIIO or appropriated by AR Legislature. | Financial | Progress for State Based Marketplace will be delayed. | Work with CCIIO and AR legislators including the HIM Oversight Committee to obtain funding and MFG approval | Open |

Key Meetings/Milestones Concluded

| Meeting/Milestone | Type | Completed Date |
|---|-------------------|----------------|
| Steering Committee Meeting | State | 9/25/2013 |
| House Insurance and Commerce Committee (West Memphis) | State-Legislative | 9/25/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 9/25/2013 |
| Plan Management Advisory Committee | State | 9/27/2013 |
| Arkansas Legislative Council | State-Legislative | 9/30/2013 |
| Arkansas Health Insurance Marketplace Board/Search Committee | State | 10/2/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 10/8/2013 |
| Arkansas Health Insurance Marketplace Board/Search Committee | State | 10/9/2013 |
| Plan Management Advisory Committee | State | 10/11/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 10/15/2013 |
| Arkansas Legislative Council | State-Legislative | 10/18/2013 |

Key Meetings/Milestones Upcoming

| Meeting/Milestone | Type | Date |
|---|-------|------------|
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 10/22/2013 |
| Arkansas Health Insurance Marketplace Board | State | 10/23/2013 |

| Meeting/Milestone | Type | Date |
|---|---------------------|------------------|
| House and Senate Public Health, Welfare & Labor Committees | State - Legislative | 10/24/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 10/29/2013 |
| Arkansas Health Insurance Marketplace Board | State | 10/30/2013 |
| Legislative Oversight Committee for the Arkansas Health Insurance Marketplace Board | State-Legislative | 10/30/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board of Directors | State | 10/5/2013 |
| Arkansas Health Insurance Marketplace Board | State | 11/6/2013 |
| Plan Management Advisory Committee | State | 11/8/2013 |
| Consumer Assistance Advisory Committee | State | 11/8/2013 |
| Grant Committee of the Arkansas Health Insurance Marketplace Board | State | 11/12/2013 |
| Arkansas Legislative Council | State-Legislative | 11/15/2013 |
| House and Senate Public Health, Welfare, & Labor Committee | State-Legislative | 11/18,21,22/2013 |
| Steering Committee | State | 11/27/2013 |