



## **EXECUTIVE DIRECTOR'S REPORT**

Jessica Altman, Executive Director | April 14, 2022 Board Meeting

# ANNOUNCEMENT OF CLOSED SESSION

# COVERED CALIFORNIA BOARD 2022 MEETING DATES

All meetings will be held at Covered CA Headquarters, 1601 Exposition Boulevard, Sacramento. Unless otherwise notified, meetings will begin at 10:00 am and are held the third Thursday of the month.

## 2022 Meeting Dates

**January 20**

**January 28** – Closed session only

**February 7** – Closed session only

**February 17**

**April 14**

**May 3** – 10th Anniversary Event

**May 19**

**June 16**

**July 21** \*

**August 18**

**September 15**

**October 20** \*

**November 17**

**December 15** \*

*\*Possibly no meeting*

# EXECUTIVE DIRECTOR'S UPDATE

# ONBOARDING

- Key activities
- Observations
- Timing

# FEDERAL UPDATES

# EXECUTIVE ORDER BUILDING ON THE AFFORDABLE CARE ACT

- ❑ On April 5<sup>th</sup> the Biden-Harris Administration called on Congress to act to make American Rescue Plan subsidies permanent. President Biden also signed an [Executive Order](#) calling on federal agencies to examine policies and practices that will:
  - ❑ Make it easier to enroll, retain coverage, and understand coverage options;
  - ❑ Strengthen benefits and improve access to health care providers;
  - ❑ Improve the comprehensiveness of coverage and protect against low-quality coverage;
  - ❑ Expand eligibility and lower costs;
  - ❑ Improve health care and stakeholder linkages; and,
  - ❑ Reduce burden of medical debt.



# FEDERAL UPDATE – FIXING THE FAMILY GLITCH

- ❑ On March 4<sup>th</sup>, the U.S. Department of Health and Human Services (HHS) [postponed the effective date](#) of the Trump-era rule that would automatically repeal most HHS regulations unless the agency reviewed the regulations within a certain timeframe. The Securing Updated and Necessary Statutory Evaluations Timely (SUNSET) rule was originally scheduled to take effect in January of 2021 and is now postponed until September 22, 2022, pending judicial review.
- ❑ On April 7<sup>th</sup>, the U.S. Department of Treasury [proposed a rule](#) to fix the “family glitch” that prevents family members from accessing premium tax credits if an employee’s self-only coverage is considered to be affordable. Under the proposal, the affordability of employer coverage for an employee’s dependents would now be determined based on the cost of covering the employee and those dependents, instead of only the employee. The Department of Treasury will hold a public hearing on this proposed rule on June 27<sup>th</sup> at 10:00 a.m. EST. Public comments are due June 6<sup>th</sup>.
- ❑ On February 17<sup>th</sup>, the Department of Homeland Security (DHS) [proposed a rule](#) that would codify long-standing federal guidance regarding the federal government’s authority to refuse a noncitizen’s application for admission or application for visa adjustment based on whether they are likely at any time to become a public charge. This includes considering whether a noncitizen has become or is likely to become dependent on cash benefits for income maintenance or long-term care at the government’s expense.
- ❑ Covered California is awaiting the release of a proposed rule from HHS that will reinterpret and enforce section 1557 of the Affordable Care Act’s prohibition on discrimination on the basis of sex in certain health programs.



# PREPARING FOR THE END OF THE PUBLIC HEALTH EMERGENCY AND THE LAUNCH OF AUTO-ENROLLMENT

- ❑ Finalizing implementation strategy for auto-enrollment of consumers losing Medi-Cal coverage and gaining eligibility for subsidies
- ❑ Developing training for Service Center Representatives, County Eligibility Workers and enrollment partners
- ❑ Coordinating closely with Department of Health Care Services



# FEDERAL LEGISLATIVE UPDATE – AMERICAN RESCUE PLAN SUBSIDIES

- ❑ Congress continues to discuss the extension of American Rescue Plan subsidies.
- ❑ Covered California continues to engage with Congress to inform the federal policy dialogue on the American Rescue Plan, including engagement with committees of jurisdiction, and collaboration with other State-based Marketplaces to highlight the benefits of American Rescue Plan to Californians and consumers across the country.
- ❑ The Covered California team will make operational contingencies for the extension of the American Rescue Plan.
- ❑ In March 2022, Covered California released an [issue brief](#) analyzing the impact of the expiration of American Rescue Plan subsidies to consumers.

# IMPACTS IF AMERICAN RESCUE PLAN PREMIUM SUBSIDIES EXPIRE

Covered California issued [Premium Rate Shock and Coverage Loss Inevitable if Enhanced Financial Assistance is Not Extended This Year to Consumers with Affordable Care Act Insurance.](#)

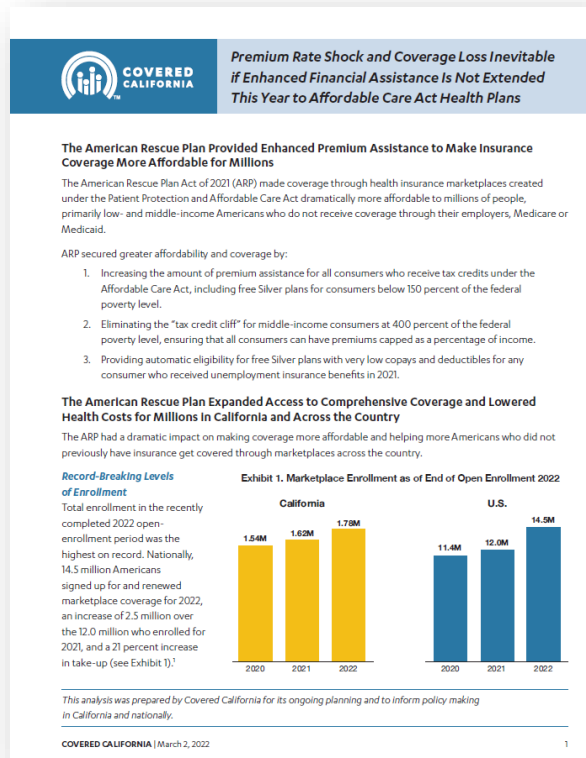
Brief shows state and national impacts that would result from allowing American Rescue Plan subsidies to expire.

One million lower-income Covered California enrollees earning less than \$32,000 per year would see their premiums more than double next year.

Consumers earning over 400 percent of the federal poverty level - \$52,000 for a single person and \$70,000 for a couple – would become ineligible for federal financial help.

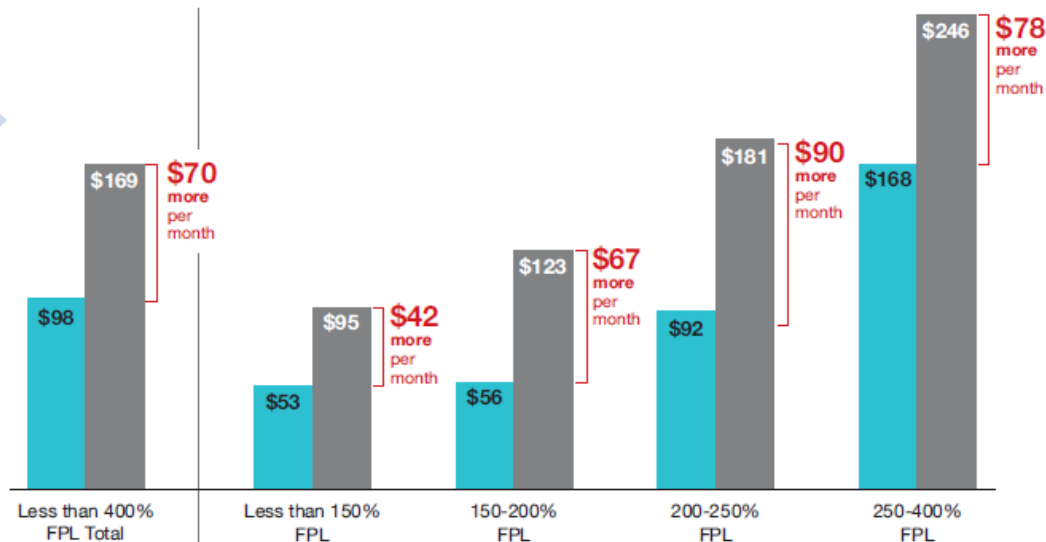
The increase in costs could force more than 150,000 Californians to drop their health insurance.

In California, the expiration of these increased subsidies would also have a disproportionate impact on California's communities of color, who experienced significant increases in enrollment during the pandemic.



# 1 MILLION LOWER-INCOME PEOPLE ENROLLED IN COVERED CALIFORNIA WOULD SEE THEIR PREMIUMS DOUBLE

For the lowest-income consumers below 250% FPL, the expiration of the ARP would cause average net premiums to double from \$65 to \$131 per month.



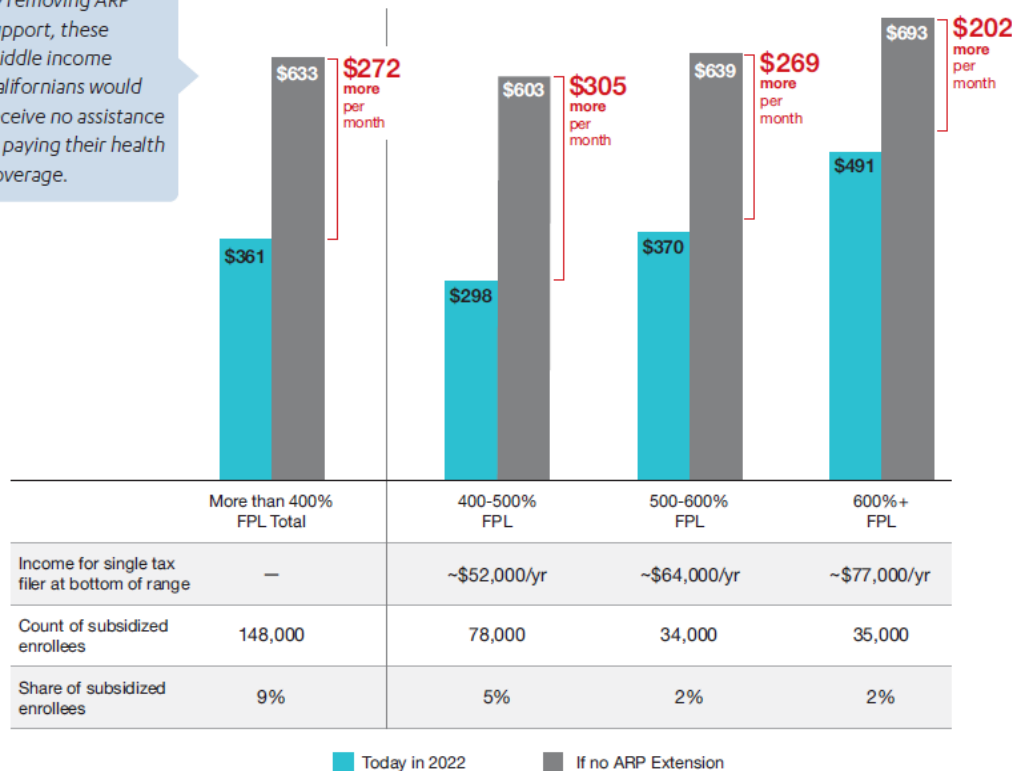
Income for single tax filer at bottom of range	–	~\$18,000/yr	~\$19,000/yr	~\$26,000/yr	~\$32,000/yr
Count of subsidized enrollees	1,494,000	280,000	451,000	275,000	487,000
Share of subsidized enrollees	91%	17%	28%	17%	30%

Today in 2022

If no ARP Extension

# THE RETURN OF THE “SUBSIDY CLIFF” MEANS MIDDLE-INCOME CONSUMERS WOULD SEE PREMIUMS SPIKE

By removing ARP support, these middle income Californians would receive no assistance in paying their health coverage.



# STATE UPDATES

# STATE LEGISLATIVE UPDATE

Since the February board meeting, other new legislation has been added to the roster of bills Covered California will track and monitor:

- ❑ **SB 1473 (Pan)** would update state statute to reflect the current three-month open enrollment period both on- and off-exchange and coverage effectiveness dates for those who enroll during open enrollment.
- ❑ **AB 2530 (Wood)** would require Covered California to administer financial assistance to Californians who lose employer-provided health care coverage as a result of a labor dispute.
- ❑ **AB 2680 (Arambula)** would require the Department of Health Care Services to establish a Community Health Navigator Program to make direct grants to community-based organizations to conduct outreach, enrollment, and retention activities for Medi-Cal-eligible individuals and families. The bill would require the department to coordinate and partner with Covered California and counties that elect to participate.

# STATE LEGISLATIVE UPDATE

## Other Key Legislation:

- ❑ **Cost Sharing Mandates:** Six bills have been introduced that that would require health plans to cover specified preventative or treatment measures with limited or no cost sharing.
- ❑ **Benefit Mandates:** There are nine active bills that alter or add requirements for covered benefits.
- ❑ **Other Topics:** Other legislative topics of interest include pharmacy cost control, health equity, plan regulation, state department administration and regulation, and open meeting requirements under the Bagley-Keene Act.



On Tuesday, May 3, 2022, Covered California, will host an event to commemorate our 10 years of operation and celebrate the leadership, support, and countless contributions of the Covered California team and its many partners who have enabled it to advance its mission and serve millions of Californians with access to high-quality, affordable, health care coverage.



## The First Ten Years:

Looking Back and Looking Forward

Save the date:  
**May 3, 2022**  
3:00PM

1601 Exposition Blvd, Sacramento, CA 95815

# PUBLIC COMMENT

**CALL: (877) 336-4440**

**PARTICIPANT CODE: 6981308**

- ❑ To request to make a comment, press 10; you will hear a tone indicating you are in the queue for comment. Please wait until the operator has introduced you before you make your comments.
- ❑ If watching via the live webcast, please mute your computer to eliminate audio feedback while calling in. Note, there is a delay in the webcast.
- ❑ The call-in instructions can also be found on page two of the Agenda.

**EACH CALLER WILL BE LIMITED TO TWO MINUTES PER AGENDA ITEM**

*NOTE: Written comments may be submitted to [BoardComments@covered.ca.gov](mailto:BoardComments@covered.ca.gov).*

# APPENDICES

# APPENDICES: TABLE OF CONTENTS

- ❑ Service Center Update
- ❑ California for Small Business Update
- ❑ Outreach & Sales Update
- ❑ CalHEERS Update
- ❑ CoveredCa.com / CiCi Update

# SERVICE CENTER UPDATE

## Improving Customer Service

- ❑ Partnered with Covered California University (CCU) for New Employee Training
- ❑ Collaborated with Covered California IT and Business Support Branch (BSB) to decommission the Rancho Cordova Service Center building and transition staff and equipment to the Sacramento location at Exposition Blvd
- ❑ Completed Employee Engagement sessions with all Service Center staff and leadership

## Enhancing Technology Solutions

- ❑ Partnering with Covered California IT on consumer auto enrollment validation within the Interactive Voice Recognition (IVR) regarding Medi-Cal Transition (SB260)

## Staffing Updates

- ❑ Vacancy rate of 6.1 percent (2022) comparable to prior year of 6.5 percent (2021)

# SERVICE CENTER UPDATE

## Comparing March 2022 vs. 2021 Call Statistics

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
<b>2022</b>	312,815	186,832	3.24%	180,308	0:01:18	0:19:13	77.05%
<b>2021</b>	367,889	229,980	1.68%	225,866	0:00:36	0:19:27	79.28%
<b>Percent Change</b>	15% Decrease	19% Decrease	93% Increase	20% Decrease	117% Increase	1% Decrease	3% Decrease

# SERVICE CENTER UPDATE

- ❑ The total Calls Offered decreased from 2021 by 15%
- ❑ Calls Handled decreased from 2021 by 20%
- ❑ The Abandoned % increased from 2021 by 93%
- ❑ Service Level decreased from 2021 by 3%

# SERVICE CENTER UPDATE

## March Weekly Quick Sort Transfers

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
3/1 - 3/5	3/6 - 3/12	3/13 - 3/19	3/20 - 3/26	3/27 - 3/31	
1,287	1,383	1,495	1,519	1,353	7,037

- Partial Week

## March Consortia Statistics

SAWS Consortia	Calls Offered	Service Level %	Calls Abandoned %	ASA
C-IV	1,068	96.54%	1.12%	0:00:12
CalWIN	2,108	94.78%	0.19%	0:00:16
LRS	1,213	89.69%	1.32%	0:00:23

- SAWS = Statewide Automated Welfare System (consortia). California has three SAWS consortia's to provide service to the counties.
- C-IV = SAWS Consortium C-IV (pronounced C 4)
- CalWIN = California Welfare Information Network
- LRS = formally LEADER = Los Angeles Eligibility Automated Determination, Evaluation and Reporting Systems

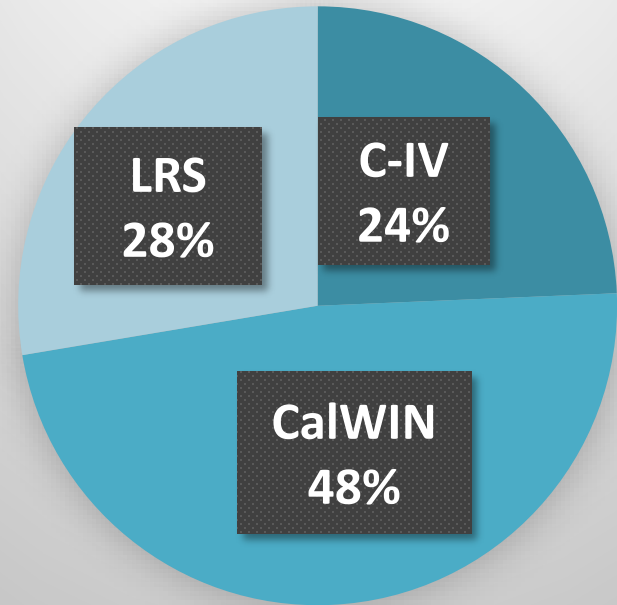


# SERVICE CENTER UPDATE

## Quick Sort Volumes

Quick Sort refers to the calculator tool used to determine if a consumer is eligible for CoveredCA or should be referred to Medi-Cal. The tool also determines which consortia the consumer should be referred. This volume represents the total of those transfers.

QuickSort Transfers  
March 2022



# COVERED CALIFORNIA FOR SMALL BUSINESS UPDATE

- ❑ Group & Membership Update:
  - Groups: 8,660
  - Members: 74,195
  - Average Group Size: 8.6 members
  - YTD New Sales: 4,604

*\*membership reconciled through 2/28/2022*



# OUTREACH & SALES UPDATE

## Enrollment Partner Totals

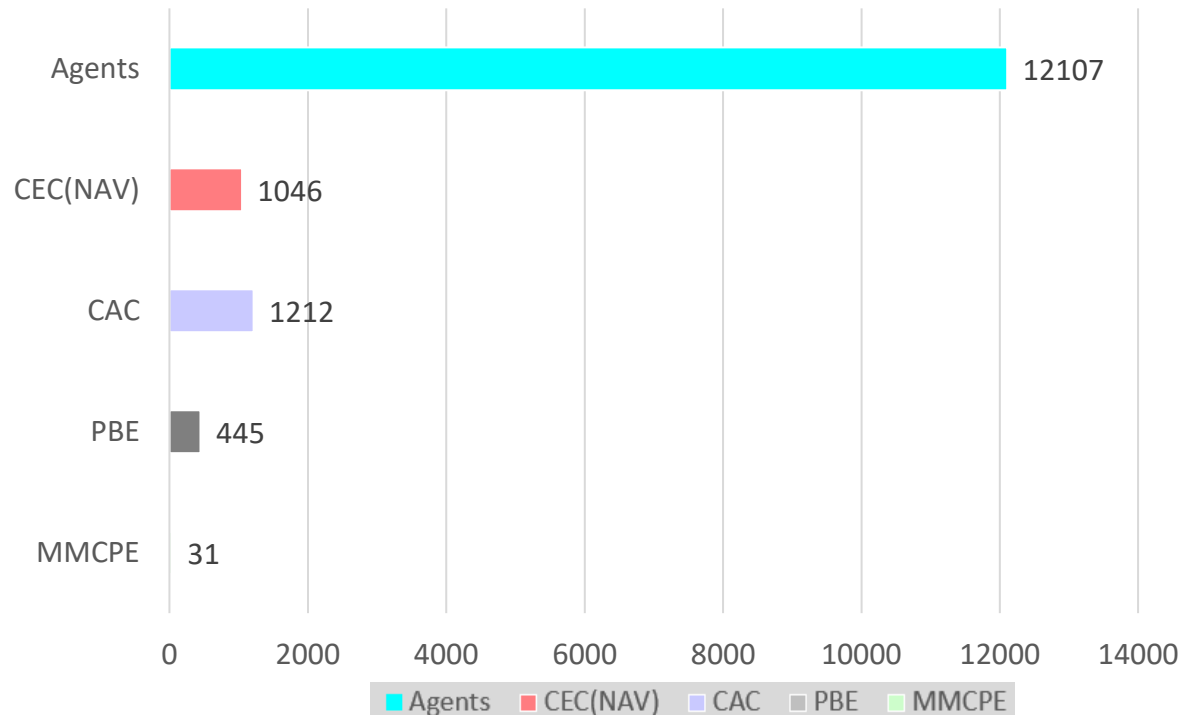
Uncompensated partners supporting enrollment assistance efforts

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	266	1,212
Plan-Based Enroller	12	445
Medi-Cal Managed Care Plan	3	31

# OUTREACH & SALES UPDATE

## Non-English Enrollment Support

Data as of March 30, 2022



### 12,107 Certified Insurance Agents

17% Spanish  
4% Cantonese  
5% Mandarin  
5% Vietnamese  
4% Korean

### 1,046 Navigator: Certified Enrollment Counselors

65% Spanish  
4% Cantonese  
3% Mandarin  
2% Vietnamese  
1% Korean

### 1,212 Certified Application Counselors

56% Spanish  
4% Cantonese  
3% Mandarin  
1% Vietnamese  
1% Korean

### 445 Certified Plan Based Enrollers

30% Spanish  
9% Cantonese  
3% Mandarin  
5% Vietnamese  
0% Korean

### 31 Certified Medi-Cal Managed Care Plan Enrollers

61% Spanish  
3% Cantonese  
0% Mandarin  
6% Vietnamese  
3% Tagalog

# CALHEERS UPDATES

- ❑ CalHEERS Feature Release 22.6 is planned for June 20, 2022 and will include:
  - Changes to auto enroll consumers who are transitioning from MAGI Medi-Cal/MCAP/CCHIP to APTC into Covered CA plans. Enhancements include updated messaging and direction for consumers to link their case to a new CalHEERS account and access their auto enrolled plan details, the ability for consumers to Opt In/Opt Out of their auto enrolled plan through CalHEERS Portal or IVR and downstream processing and communication to carriers based on consumer Opt In/Opt Out confirmation.

# CALHEERS UPDATES

- Changes to allow Counties/SAWS the ability to reactivate an inactivated individual from CalHEERS, identify the correct CalHEERS case in order to establish case linkage with the appropriate SAWS case, and the ability to correct the County of Responsibility (COR) assignments received from CalHEERS.
- Changes to update tribe names in the SAWS interface (eHIT) and the CalHEERS database to match the federal list of tribes and puts an end date to tribes that are no longer federally recognized. Individuals from the no longer recognized tribes will be moved to “Tribe Not Listed” and a case note will be added to inform admins of the reason for the change in tribe name to “Tribe Not Listed”.

# CALHEERS UPDATES

- Changes to ignore the months that the consumer attested to Minimum Essential Coverage (MEC), while using the benefits from the months prior to APTC eligibility in the Annual APTC determination in scenarios where a consumer who applied for subsidies, enrolled in a QHP and is moving from an unsubsidized exchange eligibility to subsidized exchange eligibility.

## COVEREDCA.COM / CICI UPDATE

- ❑ CoveredCA.com's Calculator updated to display special enrollment eligibility when a consumer's Federal Poverty Level is more than 138% to 150%. Result text displayed: "Because of your income, you may be able to sign up now, even if you don't have another qualifying life event".
- ❑ Launched the updated HBEX Executive Director web page on March 7, 2022.
- ❑ Added functionality for consumers to reset their CalHEERS password through the CiCi Chatbot interface - target launch March 31st.
- ❑ Launched CiCi's "suggested questions" feature that predicts a consumer's question as they begin typing – March 9, 2022.