



# Health Insurance Reform Advisory Committee

## Minutes

March 19, 2008

10 AM

Room B

350 Winter Street NE

Salem, Oregon

**Members Present:** Lisa Trussell, Dan Field, Dean Kortge, Steve Doty, Nancy Nevins, Kim Wirtz, David Nesseler-Cass, Rick Rebel, and Rocky King, Scott Kipper (Administrator),

**Members Absent:** Angela Kimball, Ellen Pinney, LoriAnn Sheridan, Lynn-Marie Crider, and Matt Davis

**Staff Present:** Carolyn Hancock, Gary Holliday, Gayle Woods, Jan Miller, Lewis Littlehales, Ron Fredrickson, Yani Horst, and Elizabeth McMahan.

**Others Present:** Brenda Etzel, Canan Sonuk, Don Myron, Jim Gravette, Linnea Saris, Tom Jovick, Grace Flux, Theresa Neibert, and Mark Jungvirt.

**CALL TO ORDER:** Scott Kipper, Administrator of the Oregon Insurance Division, called the meeting to order.

**INTRODUCTION:** Members and public introduced themselves.

**APPROVAL OF JANUARY 30, 2008 MEETING MINUTES: Minutes approved as amended.**

- 1) Dean Kortge wished his name removed from the "Members Present" section as he was not in attendance at the January meeting.

## **RULE MAKING**

Lewis Littlehales reviews current rule making activity, which included:

- Small employer rate bands in HIPAA groups
- HB 2517 Prosthetics and orthotic devices took effect January 1, 2008
- HB 2221 licensing for medical discount plans hearing is on March 25 with effective date of July 1, 2008
- HB 3321 which exempts small employer groups from small employer health plans will adopt temporary rule making. Rule making is April 3 and needs to be adopted by April 18, 2008

- HB 3103 small employer group rate filings are made available for public inspection. A public hearing is scheduled for April 30, 2008 to adopt permanent rule, and must be adopted by May 10 when temporary rules expire.
- HB 2213 Rule making is scheduled for May 15, 2008, to adopt rules no later than early July.

Send to Lewis all rule-making issues before rule-making meeting. The temporary rules are available on our website.

Scott reported that HB 2213 will require about a year to implement.

### **PORTABILITY PLAN DESIGNS**

There is a State requirement to review Portability plan designs every two years. Should HIRAC look at reviewing the benefit plan design? A carrier states that because of SB 329 it will need to wait. Scott recommends sending the Portability plan matrices to a working group.

A recommendation is made from HIRAC to create a matrix for insured's with HSA's because there has been increases in HSA membership in recent years.

### **USE OF TOBACCO AS A RATING FACTOR – Dean Kortge**

Dean explains there is no way to monitor the tobacco use question. Finding a way to document if an individual or family smokes? It is a meaningless question.

Scott asks if the carriers monitor their groups for tobacco? Some of the carriers say it is very rarely looked at. The large groups are looked at for pooling. Scott wants to revisit this topic six months from now. How does non-tobacco user impact the rate?

### **INDUSTRY SUGGESTED CHANGES – STANDARDIZED GROUP PROFILE FORM**

On the group profile form, are there any changes? When implementing the form at first only the employer signed it. Now? Agents sign, employees sign... Jim Gravette asks for new standards in case the Division's Market Analysis unit asks questions. One question the carriers are having trouble with is, "Do you intend to cover all employees?" Carriers are looking for additional clarification. Is every carrier considering a group of the same size. Who can sign the form? Carriers want to meet the Division's standards, right now the carriers are guessing. It makes it impossible to rate or quote a group.

Scott asks carriers if the form needs re-formatting, and asks suggestions or concerns are submitted by April. Can the domestic carriers get together and send one red-lined copy of the profile form? Additionally, the agents/producers can send discrepancies.

Gayle Woods tells HIRAC it is acceptable whoever signs the form.

### **RECENT CHANGES IN THE CONSUMER ADVOCATE COMPLAINT PROCESS COMPANY CONTACT VIA EMAIL – Ron Fredrickson**

Ron explains the procedures of the old paper/manual process of mailing back and forth versus the inter-active electronic complaint form. However, we are still using mail to forward letters to

the carriers. The ability to encrypt email is needed. Ron wants to work with carriers towards electronic correspondence. There need to be a level or formality to avoid email “chatter”. A question about Medicare complaints is asked. Ron tells HIRAC these go to CMS. But, the Division does investigate producers.

Brenda Etzel wants a subcommittee regarding the electronic mail process for the carriers. Scott says we need to refine new process. We should have a complaint seminar. Ron and Jan will work together and share what they come up with. Scott tells HIRAC we are looking at the process and tells Brenda to watch for emails

Brenda talks about a Regulatory email inbox for the carriers.

### **OID STAFFING UPDATES**

Yani Horst, Consumer Liaison, introduces herself. Yani talks about her position as it relates to consumer issues that have statewide impact, customer service, and consumer impact.

Dan Field comments that HIRAC needs more consumer representatives.

Jan Miller announces that Rhonda Saunders-Ricks, a former employee of the Division, will be the new Rates & Forms manager. Her start date is April 14.

The Senior Policy Analyst position has not been filled. An offer was made and declined. It is now narrowed down to two or three candidates.

The Legislative Analyst position is narrowed down to two or three candidates. It is an additional position, and will be filled by the middle of April.

### **UPDATES**

Regarding the Legislative concepts; the Division is on the second round of the round table and has identified concepts for completion by end of next week. Scott will tell HIRAC about any concepts that maybe affect health.

The Division will look at having complaint seminar, as well as a form filing seminar. Process problem. Speed processing is also on the drawing board.

Rick Rebel asks about the Division’s slow filing process. Post something on the internet and waiting for rates? It would help with what they are telling clients. Scott will take this under consideration, HIRAC needs a public representative.

Elizabeth asks HIRAC if they wish to have access to a conference call portal set up for the HIRAC meetings if one is available. The committee gave a positive response. Please remind Elizabeth (now Diane) a few days before future HIRAC meetings if you wish to use a portal.

### **Overview of small group reform on the website**

**PUBLIC COMMENT**

None

**Meeting adjourned at 11:34 AM.**

**NEXT MEETING: Wednesday, May 21, 2008, from 10 AM to Noon in Room B (basement of Labor & Industries Building).**