



## **NC Get Covered Coalition Meeting – Notes** **A Hospital’s Story of ACA Outreach and Enrollment Success**

August 19, 2016, 10:00 a.m. to 11:30 a.m.

Community Care of NC’s Training Room, 2300 Rexwoods Dr., Ste. 100, Raleigh

### **Important Updates from the NC Department of Insurance**

*Carla Obiol, Senior Deputy Commissioner, NC Department of Insurance*

- Great reduction in number of BCBSNC complaints – 121 complaints in last 30 days, down from over 1,200
- Still receiving complaints about premiums and cancellations, but provider complaints have gone away
- DOI is conducting an audit of BCBSNC and will compile a report.
- As of right now, it appears that BCBSNC and Cigna will participate in the Health Insurance Marketplace in 2017, while Aetna will offer off-exchange products only.
- Meetings hosted by DOI regarding network adequacy issues are going well. DOI staff has met with each stakeholder group (i.e., providers, insurance carriers, and consumer advocates) twice.
- DOI is pursuing funding from CMS, through the Health Insurance Enforcement and Protection Grant, to beef up their review of health insurance products and consumer complaints. The funding (\$850k over two years) includes preventive care and mental health and will allow DOI to hire a Consumer Analyst.
- Aetna announced its decision not to participate in the Health Insurance Marketplace in North Carolina in 2017. They will only sell off-exchange plans.
- The feds will remap consumers to another plan (BCBSNC or Cigna), but consumers are encouraged to actively re-enroll to ensure they find a plan that meets their needs.
- Members will get discontinuation letters from Aetna/Coventry by October 1; CMS will send separate letters.
- The last possible date for an insurer to pull out of the Exchange is September 23, 2016.

### **A Hospital’s Story of ACA Outreach and Enrollment Success**

*Joe Langley, VP of Wayne Health Enterprises, UNC Wayne Health*

- **Please find PowerPoint slides attached.**

### **Next Steps**

- The next NC Get Covered Coalition Meeting will be held on Friday, September 16 from 10-11:30am. Location TBA.