



TERRY E. BRANSTAD
GOVERNOR

SUSAN E. VOSS
COMMISSIONER OF INSURANCE

KIM REYNOLDS
LT. GOVERNOR

CONSUMER ASSISTANCE RESOURCE BOARD MEETING

Conference Call

Hosted by the Consumer Assistance Program

Tuesday, May 31, 2011

1:30-2:00PM

Conference Call Dial in number: 1-866-685-1580

Conference Code: 7267880463

Agenda

- I. Report on Health Care Summit Results
- II. Update on YouTube Educational Videos
- III. Update on IHOPE Training in Northern Iowa
- IV. Present Consumer Guides
- V. CAP Program Status Update
- VI. Questions and Comments from Board

Notice: All public meetings held by the Iowa Insurance Division Consumer Advocate Bureau are accessible to everyone. Any person who wishes to attend the meeting and requires the assistance of reasonable auxiliary aids or services, please contact Angel Robinson at 515-281-4038 or angel.robinson@iid.iowa.gov at least five days prior to the date of the meeting.

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Consumer Assistance Resource Board Meeting

Hosted by Consumer Assistance Program (CAP)

Thursday, May 31, 2012

Meeting Minutes

Consumer Advocate, Angel Robinson welcomed the Board members to the call, hosted by the Consumer Assistance Program with the Iowa Insurance Division at 1:30 on Thursday, May 31, 2012.

Attendees:

- Stacey Cyphert – University of Iowa Hospitals and Clinics
- Jennifer Hutson – Iowa Department for the Blind
- Sue Dinsdale – Iowa Citizens Action Network

1. Report on Health Care Summit Results

- a. Thank you to the Board for making the Summit a success
 - i. The Board put a great deal of effort into the meetings leading up to the event; the Human Resources portion of the event; and, the event itself.
 - ii. Had approximately 100 invitees signed up, and approximately 100 attended.
- b. Presentations by both Board and non-Board members were very informative.
 - i. The Iowa Insurance Division, Iowa Medicaid Enterprise, Iowa Health Systems covered implementation of the Affordable Care Act (ACA) in their presentations.

2. YouTube Educational Videos

- a. The Consumer Assistance Program approached the Board about creating educational videos and the Board approved an allocation of funds.
 - i. Approved \$4,500 for the videos
- b. Two YouTube videos have been produced and are currently in production
 - i. The videos will be posted online at the Consumer Advocate website after the third week of June. Also, if any board members are interested in providing a link to the videos on their website that can be arranged.
- c. The two videos cover the areas of 1) appeals, and 2) external reviews
 - i. The videos are designed to help assist with service deficiencies consumers have in these areas when CAP dissolves and is no longer available to assist consumers.

3. Update on IHOPE Training in Northern Iowa

- a. This is the final community outreach event conducted by the Consumer Assistance Program.
- b. This event will be an ACA training session geared toward clinics and providers in northern Iowa.

- i. This is different than the Summit, in that this is going to cover only the ACA in a more in-depth manner.
- c. If your organization is interested in attending this event, please let us know.
- d. This event is on Thursday, June 7, 2012, from 2:-00-3:00 PM. This event is a conference call. Conference call was chosen to make attending easier for providers and to boost attendance.
- e. The flyer for this event is provided with the minutes.

4. Present Consumer Guides

- a. The Consumer Assistance Program has created three Consumer Guides to provide information to consumers in areas where we receive frequent questions.
 - i. The areas are COBRA & Iowa Continuation of Group Coverage; Enrollment; and, Appeals.
- b. The Appeals Guide will be available, along with the Appeals YouTube video. This will provide a consumer with a resource to consult if they have watched the video and are still unsure about some aspect of appeals.
- c. The guides will be completed and posted on the Consumer Advocate website before the end of the program (June 21, 2012).
 - i. We will send out these guides and provide a link to the website for the Board.
- d. Also, we have created some smaller handouts for consumers
 - i. First, there is a Q & A on Adult Dependent Coverage
 - 1. This will provide consumers with information on having adult dependents stay covered under their group plan until the age of 26.
 - ii. Second, there is a Q & A on Standard Coverage Documents
 - 1. This will be available to consumers to provide them with information on the benefits they have under their policy.
- e. We will also publish the ACA PowerPoint and Health Care Coverage Consumer Manual.
- f. If you have any additional ideas please contact Angel Robinson.

5. CAP Program Status Update

- a. CAP is in the process of winding down. The last day of the program will be June 21, 2012.
- b. CAP has stopped taking new appeals and we are trying to wrap up our existing appeals cases.
- c. On June 1, 2012, we will no longer be taking new complaints or inquiries
 - i. Consumers will not lose all of their resources as other areas of the Iowa Insurance Division will take over providing assistance, but their cases will not be investigated by CAP.
- d. Program materials will be posted on the website and will be available for consumers to consult.
- e. There will be no additional board meetings.

6. Questions and Comments from Board

- a. Questions – None
- b. Comments – Job Well Done!