

MHBE Broker Advisory Committee

June 12, 2024

Maryland Open Meetings Act disclaimer: Meetings are recorded and posted on [MHBE's website](#) along with meeting minutes and presentation slides

Agenda

- 1:00** **Welcome, Agenda & Members**
Herbert Baumgarten and Eugene Poole, Co-chairs
- 1:05** **2024 Broker Achievement Awards**
Mimi Hailegeberel, Small Business Program Manager
- 1:10** **MHC for Individuals**
Rita Dyer, Producer Operations Manager
- 1:45** **MHC for Small Business**
Mimi Hailegeberel, Small Business Program Manager
- 2:00** **Discussion**
- 2:25** **Public Comment**

MHBE Updates

Broker Achievement Awards



MARYLAND
HEALTH BENEFIT
EXCHANGE

2024
BROKER
ACHIEVEMENT
AWARDS

Monday, May 6, 2024
Live! Casino & Hotel Maryland

Marylandhbe.com

#BrokerAwardsMHBE24



MarylandHealth.mp4

Broker Advisory Recommendations

- Issue with updated carrier directory with primary care doctors who are accepting the ACA programs.
- Carrier dedicated customer service for MHC-SB groups.
- MHBE-sponsored events
- Marketing materials
- Medicaid compensation

MHC for Individuals - Updates & Information

Individual Market Updates

We held the quarterly Broker Operations meeting April 17, 2024. Next quarterly meeting is scheduled for July 17, 2024 at 12p. The agenda is under development but we have also requested suggestions from brokers on topics that they would like discussed.

From the meeting, issues were identified &/or discussed, as follows:

- Escalated cases auto-emails now contain PID. (action item from January meeting)
- Broker Portal is now available on the mobile app.
- Small Biz updates were presented by Theresa Battaglia.
- Escalated cases updates were provided, along with information about the reinstatement for action for VCLs & the elimination of MCHP premiums.
- CF Commission issues briefly discussed & reconciliation efforts are underway by CF.

CareFirst Broker Hotline Follow-Up

- Utilize the CareFirst self-service capabilities available in various self-service access points, including Broker Portal such as:
 - Download and/or print marketing materials in the new Small Group tab.
 - Pull Contracts.
 - Member Eligibility – viewing, printing, and requesting ID cards.
- MHBE leadership is working with CareFirst for additional Broker Support.

MHC for Small Business



maryland  health
connectionSM

for small business

MHC for Small Business

- Small Group Contribution Requirements
 - Employers are not required to contribute towards the employee's plan.
 - 50% contribution requirement is only if employers want to take advantage of the Small Business Tax Credit.
- If a traditional small group or ICHRAs are unaffordable to employers, they can connect their employees with a broker to get them enrolled on the MHC for Individuals (with potential subsidies).
- MHBE requested insurance companies provide additional support to employers, brokers and employees of small businesses via customer service tools and broker support hotlines by portal launch. For now, brokers and employers can reach out to MHC for Small Business with any on-exchange group questions at: mhc.smallbiz@maryland.gov.

Enrollment Platform Status



Updated: May 9, 2024

The background is a solid light green color. On the left side, there are four stylized, overlapping leaf shapes in a slightly darker shade of green, arranged in a cross-like pattern. The word "Questions?" is written in white, sans-serif font, centered horizontally and slightly above the vertical center.

Questions?

Appendix

Members

Member	Affiliation	Member	Affiliation
Christopher Keen	Keen Insurance Associates	Wonde Desalegn	Spring Financial Group
Jon Levine	Viking Benefits	Gregory Dunlap	Dunlap Financial Services
Herbert Baumgarten (Co-chair)	Baumgarten Insurance Group	Sandy Walters	Kelly Benefits
Ted Pedzich	Pedzich Financial Services	Eugene Poole (Co-chair)	Aligned Benefits Group
Amber Hyde	All About Benefits	Jennifer Carroll	Insurance Marketing Center
Mark Khatib	Employee Benefits Corp of America (EBCA)	Sallie Turnbaugh	Health Quote Insurance Services
Brandy Guy	Avery Hall Benefit Solutions	Carl Williams	Insuraty