

LTSS Trust Commission

Meeting Minutes			
Meeting Date	7/23/2021	Time	1:00 to 4:00

Attendees			
Commission Members			
✓	Senator Karen Keiser	✓	Representative Paul Harris
	Representative Frank Chopp	✓	Representative Nicole Macri
✓	Senator Curtis King		Representative Drew MacEwen
✓	ESD Acting Commissioner Cami Feek	✓	Taylor Linke Director, Division of Medicaid Eligibility & Community Support, HCA
	TBD, Individual receiving Long-Term Services and Supports	✓	Ruth Egger, Individual receiving Long-Term Services and Supports Designee
✓	Sarai Childs, Representative of an organization of employers whose members collect the premium	✓	John Ficker, Adult Family Home Providers Representative
✓	Peter Nazzal, Home Care Association Representative	✓	Michael Tucker, Representative of an organization representing retired persons
✓		✓	Senator Judy Warnick
		✓	Senator Steve Conway
		✓	Bill Moss (Chair) Assistant Secretary, AL TSA, DSHS
		✓	Madeline Foutch, Representative of a union representing LTC workers
		✓	Andrew Nicholas, Worker who will likely be paying the premium
		✓	Dan Murphy, Area Agencies on Aging Representative
		✓	Lauri St. Ours, Representative of an association representing SNF/ALF providers
Guest Speakers			
✓	Ben Veghte, WA Cares Fund Director, DSHS	✓	Matt Smith, State Actuary
		✓	Kelly Lindseth, ESD

Topic	Minutes
Welcome and call to order	<ul style="list-style-type: none"> Commission members in attendance indicated above. Bill shared that Dan Murphy and Peter Nazzal have been reappointed to the Commission for two more years. (Note: Madeleine Foutch who was not able to attend the meeting today was also reappointed for two more years.) Bill reviewed the meeting goals.
Consent Agenda	<ul style="list-style-type: none"> Senator Conway moved that the minutes from the 5-25-2021 meeting be approved. Representative Harris seconded the motion. A voice vote was taken and the motion was passed.



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Topic	Minutes
<p>Old Business</p> <ul style="list-style-type: none"> • <i>Outreach activities – provisions in statute</i> 	<ul style="list-style-type: none"> • There are two provisions in statute related to outreach: <ul style="list-style-type: none"> ○ RCW 50B.04.020 says that DSHS shall prepare and distribute written and electronic materials to qualified individuals, eligible beneficiaries and the public as deemed necessary by the Commission to inform them of program design and updates. <ul style="list-style-type: none"> ▪ DSHS takes guidance from the Commission and will incorporate their feedback on planned outreach. ○ SHB 1323, passed in the 2021 legislative session, requires DSHS and ESD to conduct outreach to employers.
<p>Old Business</p> <p><i>Outreach activities – DSHS</i></p>	<ul style="list-style-type: none"> • Ben Veghte shared information on DSHS outreach activities: <ul style="list-style-type: none"> ○ Launched website in April – wacaresfund.wa.gov; ○ Conducting weekly live webinars for the public through the summer (250 people participated in yesterday’s webinar) ○ Conducting webinars, upon request, with community organizations, employers, Society for Human Resource Management (SHRM) chapters, etc. ○ Prepared one-page flyer that shows how the program works and what to consider with regard to participation and how they can opt out of the program <ul style="list-style-type: none"> ▪ The flyer is on the website and has been disseminated widely, ESD is sending it through their newsletter to employers and asking employers to share with their employees, it has been sent to a variety of community organizations, and it was shared with the legislators as a resource to share with their constituents ○ Contracted with a firm to conduct customer research that was used to develop personas that represent customers and their perspective on the program and create branding for the program including logos, taglines, and messaging ○ Worked collaboratively with ESD to develop FAQs based on questions from the public ○ Created a Learn More section on the website and added the FAQs and advertise the webinars ○ Will be launching a statewide public awareness campaign starting in September and running through February • Ben shared insights from the customer research, details about the marketing campaign, and how emails and inquiries from the public are being handled by DSHS and ESD. • By the time premiums start being collected in January, the majority of the state will be aware of the program, know what it is and how it fits into their lives. • Taylor Linke, from HCA, shared that HCA is happy to be a partner in outreach and utilize the multiple channels they have to get information distributed. • ACTION ITEM: Sarai Childs asked that the FAQs and communications include information about the solvency of the Trust and what happens if the program is not solvent given that the measure (SJR 8200) did not pass.



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Topic	Minutes
<p>Old Business <i>Outreach activities – ESD</i></p>	<ul style="list-style-type: none"> • Kelly Lindseth shared ESD’s communication strategy and goals and information on ESD outreach activities: <ul style="list-style-type: none"> ○ Hired communications staff member dedicated to the successful launch of WA Cares Fund ○ Finalized communication plan ○ Worked with DSHS to launch the WA Cares Fund website <ul style="list-style-type: none"> ▪ Added an employer tool kit to the website ▪ Finalized and published FAQs on the website ▪ Updated web content and improved organization of the content ▪ Working on getting web pages translated into two additional languages ○ Launched bi-monthly employer newsletter ○ Establishing and publicizing ESD’s WA Cares Fund call center ○ Sending informational mailers to all Washington employers ○ Expanding employer newsletter audience ○ Working with DSHS to implement official WA Cares Fund branding ○ Promoting ESD webinars to employers and professional organizations
<p>Old Business • <i>Draft charter for Supplemental Private LTC Insurance workgroup</i></p>	<ul style="list-style-type: none"> • Per SHB 1323 the Commission shall work with insurers to develop LTC insurance products that supplement the program’s benefit • The Commission established a workgroup during the May Commission meeting to address this • Ben Veghte provided an overview of the draft charter for the workgroup • Bill requested that there be regular updates from the workgroup so the Commission members can provide input as the workgroup is working on potential recommendations and not wait until the end. <ul style="list-style-type: none"> ○ ACTION ITEM: Future Commission meeting agendas will include updates from this workgroup and update the charter to reflect this. • Commission members discussed the purposed of the workgroup and determined the charter is not ready to approve at this time. The charter will be updated, and a new draft will be presented at the September Commission meeting.
<p>Old Business <i>Draft charter for Benefit Eligibility workgroup</i></p>	<ul style="list-style-type: none"> • The LTSS Trust Commission Benefit Eligibility Workgroup was established by the Commission in May 2021 to explore policy options that would address some specific policy challenges. • Ben Veghte provided an overview of the draft charter for the workgroup. • This particular workgroup is focused on four specific policy areas. A recommendation was made to look at having a permanent policy workgroup in the future. • There was no input on the charter. • Dan Murphy made a motion to approve the charter. Senator Conway seconded the motion. A voice vote was taken and the motion was passed.



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Topic	Minutes
Old Business <ul style="list-style-type: none"> 2022 Commission recommendations 	<ul style="list-style-type: none"> Ben reviewed the potential list of topics for the 2022 Commission recommendations. Commission members indicated they are okay with the potential list of topics presented and they will confirm any additional recommendations they want to make later based on what comes out of the Benefit Eligibility workgroup.
Old Business <i>Risk Management Framework workgroup update</i>	<ul style="list-style-type: none"> Dan Murphy provided a report out from the Risk Management Framework workgroup that included the proposed risk management framework, the proposed funding goal, and the proposed risk management approach. <ul style="list-style-type: none"> ACTION ITEM: Commission members recommended that the workgroup add some dates for phase 2 and phase 3 of the risk management approach. When communicating about the program it's important to information about the solvency of the program <u>and</u> show the revenue projections and expected costs so people can see that the Trust is funded for decades. <ul style="list-style-type: none"> ACTION ITEM: Develop an info graphic that communicates this and get it out to the community, Commission members, on the website, etc. (Note: Added to the solvency related action item above)
Public Comment	<ul style="list-style-type: none"> Susan Brown, Steve Cain, Terri Tomberlin, Michael Staeb, Andrew Ly, and Adam Trouy provided public comment.
Set Agenda for next meeting, September 23rd	<ul style="list-style-type: none"> Bill reviewed the proposed agenda: <ul style="list-style-type: none"> Review draft Administrative Expenses Report Review Commission recommendation options Review actuarial report outline Update from Risk Management Framework workgroup Discuss 2022 legislative session There was a suggestion to add a communications update to the agenda. There was a suggestion to add an update from ESD regarding their launch of the opt out (exemption) which begins October 1st.
Miscellaneous	<ul style="list-style-type: none"> ACTION ITEM: The Commission would like to be included in discussions about the length of time it takes a person to get the WA Cares Fund benefit when they apply. In statue DSHS has 45 days to process applications but there is no elimination period. ACTION ITEM: Involve Private LTCI workgroup in how to handle when people who get private LTC insurance in order to opt out of WA Cares Fund then drop their coverage.
Wrap-up <ul style="list-style-type: none"> Action items review 	<ul style="list-style-type: none"> Action items are captured in the table below. Meeting adjourned at 3:20.



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Action Items

ID	Meeting Date	Action Item	Owner	Due Date	Comments/Updates	Status	Completion Date
34	07/23/21	Include solvency information in communication outreach	Ben Veghte	09/23/21	2021-07-23: During the update from DSHS and ESD on outreach activities Sarai Childs asked that the FAQs and communications include information about the solvency of the Trust and what happens if the program is not solvent given that the measure (SJR 8200) did not pass. There was also a suggestion to develop an info graphic that communicates this and get it out to the community, Commission members, on the website, etc.	New	
35	07/23/21	Updates from Supplemental Private LTC Insurance Workgroup	Ben Veghte	09/23/21	2021-07-23: Bill requested that there be regular updates from the Supplemental private LCTI workgroup so the Commission members can provide input as the workgroup is working on potential recommendations and not wait until the end. Future Commission meeting agendas will include updates from this workgroup and the charter will be updated to reflect this.	New	
36	07/23/21	Dates for phases in the risk management approach	Matt Smith and Luke Masselink	08/10/21	2021-07-23: Commission members recommended that the Risk Management Framework workgroup add some dates for phase 2 and phase 3 of the risk management approach.	New	
37	07/23/21	Length of time it takes to get the WCF benefit	Ben Veghte	12/31/21	2021-07-23: The Commission would like to be included in discussions about the length of time it takes a person to get the WA Cares Fund benefit when they apply. In statute DSHS has 45 days to process applications but there is no elimination period.	New	
38	07/23/21	How to handle when people drop private LTC insurance after opting out	Ben Veghte	09/23/21	2021-07-23: A request was made to have the Supplemental Private LTC Insurance workgroup look at how to handle it when people drop their LTC insurance coverage after opting out of WA Cares Fund.	New	

