

Certified Application Counselor Stakeholder Group

Facilitated by: Jackie Edison

Date: August 21, 2014

Time: 2:30 to 4:00 pm

Participants: Jackie Edison (MNSure), Christina Wessel (MNSure), David Van Sant (MNSure), Alison Griffin (MNSure), Fred Ndip (MNSure), Anthony Yanni (HCMC), Jen McNertney (MN Hospital Assoc.), JoAnna Justiniano (Cardon Outreach), Emily Arias (MedEligible), Kenny Braud (Essentia), Sharon Nelson (Children's Hospital), Deb Beaulieu (Cass Lake Indian Health Service)

Guests: Sally Fingar (Deloitte Consulting)

Topics

1. Welcome, introductions and review of agenda
2. Discussion about CAC input into developing improved processes with Deloitte/MN.IT
3. Select representatives for Navigator/CAC/Broker Quarterly Meeting
4. Discussion about additional members
5. Discussion about CAC development areas
6. Wrap up and discussion of future meetings

Minutes

Discussion about Certified Application Counselor input into developing improved processes with Deloitte/MN.IT

MNSure & Deloitte Consulting

Deloitte was brought on in early 2014 to help assess MNSure's IT system and support implementing improvements. During the meeting, Deloitte provided a summary of the project to date, including upcoming IT releases. Deloitte has completed the assessment and prioritization phase of the project, and is now in the implementation phase, to be followed by a focus on system stabilization and operation during Open Enrollment.

Presently, top priority is implementing a process for renewals. By mid-September, IT function integration will begin so that testing can begin in late September and run through October. Not all systems will be fixed for this enrollment period, but manual processes and work-arounds are in place (or are being developed) and staff is being trained to implement them.

As background, MN.IT is a state agency that provides the backbone for state IT systems. MN.IT's role with MNSure is increasing. The agency will take overall responsibility for MNSure's IT system, including managing vendor contracts. Deloitte is helping MN.IT to build out a Project Management Office.

Deloitte conducted a mostly independent survey of issues from the past year and prioritized 41 sub-functions to fix before November 15, 2014. To prioritize these functions, Deloitte applied the following criteria – impact on consumer understanding, coverage, correct benefits/subsidy, volume/persons, public perception and workload. Renewals functionality, reconciliation and building the "enrollment record" and life changes functionality are what are driving Deloitte's focus through the start of open



enrollment. A major release will be deployed by November 15 to implement improved functionality. . Prior to the November release, we are exploring ways for stakeholders (CACs and other assisters) to participate in testing opportunities.

Planning is happening for subsequent releases, and will be dependent upon function priority, vendor upgrades, stakeholder involvement in functionality and tax implications.

Navigators asked that testing scenarios consider the non-nuclear family, people with complicated income, immigration, and family structure circumstances to ensure functions work properly.

Discussion on expanding Certified Application Counselor stakeholder group membership

MNSure

In previous meetings, stakeholders discussed when and whom to add to stakeholder group. There was agreement to diversify membership, include independent providers, consider extent and capacity of follow up, and the need for rural organization involvement.

Stakeholders

Jennifer will reach out to Olmsted Medical Center to gauge interest. Will report back at next meeting and determine next steps and remaining needs.

Select representatives for Navigator/Certified Application Counselor/Broker Quarterly Call

MNSure

MNSure will convene quarterly meetings with representatives from each stakeholder group – brokers, navigators and Certified Application Counselors – to provide an opportunity for assisters to discuss topics of mutual interest. Proposed agenda items for the fall Quarterly meeting include fall networking events for assisters and strategies for marketing assisters. The fall meeting will be September 11 from 10:00 am - 12:00 pm.

Stakeholders

The group decided to rotate the three CACs that would be sent to the quarterly joint meeting so everyone has an opportunity to attend. The group also suggested selecting an alternate for each meeting in case someone can't make it. For September 11, Tony from HCMC, Emily from MedEligible, and Jen from MNHA will attend.

Discussion about Certified Application Counselor development areas

MNSure

One primary goal for these stakeholder meetings is to identify areas where MNSure can help develop in person assisters. As it relates to recertification, the process will be streamlined this year, focusing primarily on data privacy, and shouldn't take more than two hours to complete. MNSure will also be offering Performance Supports for assisters. These two-day trainings will take place across the state throughout October and dig into six enrollment topic areas – application assistance and workarounds, basic eligibility for public programs, taxes and implications, plan selection, household income and composition, and immigration considerations. Experienced navigators will conduct these presentations. MNSure, through its grassroots vendor, will also be offering networking events throughout the fall





MEETING MINUTES

following Performance Supports, to help connect regional assisters face-to-face. Certified Application Counselors will receive more support and attention this year from MNsure staff, and stakeholders should communicate what needs and ideas they have to best serve as assisters and improve the program overall. A Certified Application Counselor roadmap will need to be developed and provided to MNsure board, and stakeholders will be engaged throughout this process.

Stakeholders

There is need for this space to be used to discuss how different providers and agencies are maintaining client data within medical records.

Performance support opportunities will be valuable, but MNsure should be aware that the teachings might be mostly a lot of undoing of bad habits.

There is a need for training and support on the following topics – State Medical Review Team processes, standardization of retroactive processes and appeals, coordination with counties, CACs and Hospital Presumptive Eligibility, and involvement of DHS in stakeholder meetings.

There is still an urgent need for a self-service site for CACs so no information is lost when staff leaves organizations. In the meantime, the ARC manages roles and rosters for all assisters.

Next Steps & Actions

1. Deloitte PowerPoint
 - a. An abbreviated version of Deloitte's project update PowerPoint is available on the Navigator/CAC Resource Page.

