MNsure
Where you choose health coverage

Meeting Minutes

Broker Stakeholder Group

Facilitated by Ken Harpell, David Van Sant

- **Date:** January 15, 2015
- **Building:** 81 7th Street, Suite 300
- **Time:** 1:00 p.m.
- **Conference room:** Minnesota
- **Participants: Matt Wicklund, Mark Jares, Ron Bearman, Matt Vinez, Kathleen Lamphere, Janice Domke, Bob Davy, Jackie Edison, Carol Eckelberg, Jana Rasmussen, David, Ken**

Topics

Debrief on Joint Stakeholder meeting

Ken Harpell

- Policy Update discussion: not necessarily to change all of the rules but to look at the Federal guidelines to closer match.
- Portal options: what we can deliver, setting expectations, options and how critical they are to assister partner business

Discuss Broker Policy and Procedures Outline and Gather Input on Proposed Broker Role

David:

- MNsure is required to open up Policy for Navigators so we decided to open it up for Brokers too.
- All policies and procedures on the document exist currently between the assister roles
- Policy statement in mid-march for fiscal year 2017-July 2017
- We don't necessarily want to make changes to all of the rules/policies

Focus next month on these topics:

- Role
- Compensation model
- Other-referrals

We are going to present our recommendations for the above topics next month.

- We want to know if we are missing anything.
- Is there something more we should focus on, make changes to?

Referrals

- Could cover both-referrals from MNsure and from other assister partners
- We'd like to address the referrals and formalize the process further than what it currently states.

There may be adjustments in statute (going on in session currently) that we may have to align to what may be potentially changing.

Before next meeting we will have the verbiage for review sent to the stakeholder group.

Ken !Action-send a link to the current rules 7700

Discuss Portal Options for 2016 Open Enrollment

David:

- MNsure awarded federal grant money to accelerate the IT development -$34 million
- Doesn't mean we are spending all of the funds on broker portal
- A portion of the funds will be spent on a broker portal
- Work will not begin until at least March 2015
- All aspects of the funding, while the broker portion for the portal may be smaller, will make the experience better for a consumer which in turn also helps the broker.
- Risk assessments on the 'Portal Options' document were determined by David based on how long to develop and implement each option.
- Portal document has been presented to both Navigators and Brokers

3 good points from joint stakeholder meeting to focus on with the portal decisions

1. Don't focus on outreach, directory
2. Work on things that will focus and improve on customer service
3. Whatever you do, do it well

Stakeholder feedback:

- having access to viewing status of enrollment would be beneficial
- A client must have the ability to identify two or more assisters who are:
  - Authorized to view and make basic changes to a client's account, and
  - Authorized to share information with other client identified assisters.
- The assister designation should be at the beginning of the application set up, and be a required field.
  - Further, a customer should be able to add or change their designated assisters throughout the year.
- MNsure should immediately notify all of a client's designated assisters of any change in the client's eligibility status
- An agent should be able initiate a client's online MNsure application, pre fill basic information, and prepare it for the clients approval and signature.
  - In addition, many customers prefer that the agent have the ability to enroll a person while the client is on the telephone. (for example, Blues allows agents to complete an

application on the phone with a client either online or on a paper form, wet signatures are not required)
    - An agent should be able to view (24/7) specific information concerning the status of a client's assessment application and their QHP application. For example, a status review should show exactly what information is pending or missing so that the agent can immediately follow up.

Overview of the CAP-System Portal Options document

- Internal document to be presented to leadership on how to spend the grant funds
- Status updates will be given to the stakeholder group on the build-out to set expectations

What about SHOP?

- The portal is more focused on individual market at this time, but the SHOP will continue to use alternative processes until they can streamline current processes and grow the business.

Upcoming meetings:

*****Next Broker Stakeholder meeting: February 19, 2015, 2:30 pm – 4:00 pm******

*****Supplemental Broker Stakeholder meeting if needed: February 26, 2015, 2:30 pm to 4:00 pm******

***** Next Joint Stakeholder meeting: April 9, 2015, 1:00 pm to 3:00 pm******

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