

## CAC Stakeholder Meeting

Facilitated by Jackie Edison

- **Date:** February 26, 2015
- **Time:** 2:30 – 3:30 pm
- **Location:** Teleconference
- **Participants in attendance:** Jackie Edison, David Van Sant, Christina Wessel, Ken Harpell, Bob Davy (MNSure), Emily Arias (Cardon Outreach), Jennifer McNertney (MN Hospital Association), Tony Yanni (HCMC), Allison Berglund (MedEligible), Kristen Perella Dunker (MedEligible) and Kenny Braud (Essentia)

### Topics

#### Consumer Assistance Program Policy Statement

David Van Sant

The Consumer Assistance Policy (CAP) policy statement will be presented to the MNSure Board of Directors on March 12. We have altered our approach slightly since we met with you last week. There is a lot that is uncertain due to the legislative session, so we will not make a recommendation about the longer-term plan for the program until after session. Even though we will not be making a firm recommendation, we want to give the board members a look back at how things have gone for consumer assistance programs, how the upcoming year will look, and a preview of options we are considering for the longer-term. This will give us more time to gather input from all our stakeholders, not just these groups.

The CAP policy statement asks for board action to maintain current policies and procedures for the consumer assistance programs through June 2016. Of course, this may change if state legislative or new federal regulations require changes sooner. In the review section, we point out that consumer assistance partners have helped enroll over 100,000 individuals in health coverage. This number is likely lower than actual, but highlights the important role of consumer assistance partners in MNSure's success so far. In the preview section, we summarize the IT improvements and engagement strategies we've been discussing with the stakeholder groups the past few months.

In the options for 2017 section, we present two options for the board to consider. We have had a lot of detailed discussions with stakeholder groups. These options are based on those discussions, but are not as detailed. The first option is about role

refinement and improvement. The second option is about the tiered role integration that we talked about last week.

Navigators gave some feedback this morning that we need to look at bigger picture about what we are trying to build, like networks and referrals. We want your feedback on how we can improve it ahead of March 12.

### **Discussion**

- One stakeholder pointed out the option to pay brokers for public program enrollments and stated that CACs should receive per-enrollment compensation. Staff responded that the legislative auditor has pointed out that statute says brokers should be paid, but we currently are not paying them. They are independent agents and only get money for QHPs right now.
- One stakeholder asked where hospitals that don't do hospital presumptive eligibility would land. Staff responded that the way it is proposed they would be "community-based" CACs. However, last week we discussed the need to change the focus to level of follow-up activities rather than HPE credentials. We could frame the two CAC roles as - full service, not directory listed and streamlined service, not directory listed. Remove the HPE language.
- Navigators mentioned that the referral component and how the different roles interact with each other did not come through in the document. One stakeholder mentioned that it is difficult for them to make referrals to one or two brokers for QHPs because of their obligation not to steer clients into a particular plan that covers their network. Staff said that we wouldn't be asking CACs to do a direct referral, but intake and MNsure would pass out the lead.

### **Next steps**

MNsure staff will present this document at the next board meeting. We will likely debrief on the questions and discussions that arise after the board meeting during our next stakeholder meeting. We will also working on gathering feedback from the larger community of CACs. We appreciate the opportunity to bounce these ideas off of you first.