Meeting Minutes

Broker Stakeholder Group

Facilitated by Ken Harpell, David Van Sant

- **Date: March 19, 2015**
- **Time: 1:00 p.m. -2:30 p.m.**
- **Conference room: Mississippi**
- **Participants: Ken Harpell, Matthew Wicklund, Ron Bearman, Matt Vinez, Chris Schneeman, Janice Domke, Mark Jares, Bob Davy, Jana Rasmussen, Carol Eckelberg, Kathleen Lamphere, Christina Wessel**

Topics:

Discuss Agent Training/Core Curriculum

- Learning Lens: MNsure entered in a contract with this company to develop a "core curriculum."
  - Purpose of contract is for Learning Lens to stand up a training program for internal and external MNsure stakeholders and to create better understanding and communication between external and internal partners.
- Timeline of completion: June 30, 2015

Training components:

- Core/basic understanding of certain components such as:
  - General ACA
  - Navigators, CACs, broker roles

Christina shared navigator stakeholder group feedback:

- Walk through the application (simulated application experience) -Navigators thought this was a big gap
- Ken/Christina added that this is already one of the contracted core competencies listed in the Learning Lens document (pg. 5-Competency)

Broker stakeholder feedback training content:

- Would like to see training on post enrollment activities and processes for all products (QHP, public programs, SHOP)-what happens to the application once it is submitted?
- Ken added that this is already one of the contracted core competencies listed in the Learning Lens document (top of page 6).
- Discuss how to enroll and/or fix complicated cases- i.e. mixed household.
- Chris: interested how the "demonstrating teamwork" will shake out. He thought that the initial list looked good.
- Basic training on MA/MNCare. i.e., processes

- Transitional enrollment functions. Mechanics and consequences of the consumer lack of involvement or honesty.
- Why, what, when in a manual enrollment situation.

Ken: discussion of certification and recertification for 2015-2016:

- Certification and recertification will take two paths this year. Timing of core curriculum has allowed us to decide which components of that training will be mandatory and non-mandatory.

Discuss Solicitation for Partnership Proposal/Broker Center Enrollment Program

- More than a pilot program for 2015-2016
- Chris wants to challenge the simplified RFP, as he doesn't think it is.
- MNsure is making attempts at shortening up the application where we can

Bob: looking for recommendations. Anything you would like to see this year?

- Chris: more clear deliverables
- Clarify success deliverables
- Marketing and implementation beginning earlier

Bob: Initially MNsure attempted to model Connecticut's walk-in center model

- Would like to have 14-20 total locations/enrollment centers for 2015-2016

Questions:

- Does the number dilute the opportunity?
- What is the tipping point where it isn't a good opportunity?
- How much business do you suppose were sold off of MNsure?

Market Development Work Group

- 3 board meeting & other stakeholders met after last board meeting
- Conversation at the meeting was "big sky," etc.
- One topic of discussion was the possibility for MNsure to add to their portfolio of options outside of health insurance, i.e., LTC insurance.
- Ken: MNsure isn't close to adding other products
- Stakeholder comment: MNsure board presented the options like they were happening

Action items:

- Message to Market Development to quit wasting their time.
- Jana: send email to group with the link to the 2014 final pilot program contracts.

Discuss Bi-Weekly Broker Call Concept

Ken discussed potential options:

- 30-35 minutes of content and the rest of time for questions
- 2 times per month

Stakeholder feedback:

- 2 times a month would be okay if the topic is the same, so more brokers can join and be engaged.
- Seek information on topics of discussion prior to call(s)
- Provide the opportunity to ask questions prior to the call(s)

Review Broker Program Survey

Stakeholder broker survey feedback after review of the draft content:

- Survey the certified and non-certified broker community
- Define the purpose
- Add to question #4-"if yes, describe your experience, if no, what would it take for you to work with Navigators?"
- How many times did you find out the client you were assisting was QHP/non-QHP during the enrollment? Or what percentage of consumers do you estimate were eligible for QHP/non-QHP?

Wrap-up and Discussion of Future Meetings

- Select participants for Joint Stakeholder meeting
- 3 people
- Matt V. & Mark J. volunteered to be present
- Chris S. will also join if we need him

Other:

Next meeting agenda item suggestion: congressional board bill discussion.

Upcoming meetings:

Next Broker Stakeholder meeting: April 16, 2015, 1:00 – 2:30 pm

Next Joint Stakeholder meeting: April 23, 2015, 10:00 am – 12:00 pm