



Board of Directors Meeting January 22, 2014

Discussion slides



Agenda

- Welcome and any new business
- Customer story
- Administrative
 - Approve January 8, 2014 meeting minutes
 - Overview of State and Federal reporting obligations
 - Appeals report
- CEO report
- Public comment
- Break
- Budget discussion
- End to end review
- Adjourn

Administrative: Minutes and Legislative Reports

- Approve January 8, 2014 meeting minutes
- Legislative reports
 - Per MNsure Board of Directors [Delegation of Authority Policy](#), legislative reports require Board approval
 - Summary of required state legislative reports in Minn. Stat. § 62V on next slide
 - Board discussion: report approval process

MNsure Reports in Minn. Stat. §62V

Subject	Date	To	Note
Appeals	2/1/2014 2/1/2015	To: Chairs and ranking minority members of committees in House and Senate with jurisdiction over commerce, health and civil law	Appeals process for eligibility determinations established under 62V.05 subd 6
MNsure interagency agreements with MNIT, DHS, MDH and DOC	3/15/2014, annually	To: Chairs and ranking minority members of committees in Senate and House with jurisdiction over commerce, health and human services	Report on all the agreements entered into with the CIO of the Office of Enterprise Technology, or the commissioners of human services, health, or commerce. The report shall include: <ul style="list-style-type: none"> • The agency in which the agreement is with • The time period of the agreement • The purpose of the agreement • A summary of the terms of the agreement • A copy of the agreement must be submitted to the extent practicable
MNsure operations	1/15/2015, annually	To: Legislature	<ul style="list-style-type: none"> • Performance of MNsure operations • Meeting MNsure responsibilities • An accounting of MNsure budget activities • Practices and procedures that have been implemented to ensure compliance with data practices law, and a description of any violations of data practices laws or procedures • Effectiveness of the outreach and implementation activities of MNsure in reducing the rate of insurance
Administrative operational costs	Website must be updated at least annually	Must be posted on website	<ul style="list-style-type: none"> • Amount of premiums and federal premium subsidies collected • The amount and source of revenue received under 62V.05 subd 1, paragraph b clause 3 • The amount and source of any other fees collected for purposes of supporting operations • Any misuse of funds as identified in accordance with section 3.975.
Budget information	Submitted as part of Governor's budget	To: legislature	<ul style="list-style-type: none"> • The budget submitted under 16A.11 must include budget information for MNsure

Administrative: Appeals Report

- Appeals legislative report
 - Due to the legislature by February 1, 2014
 - Summary of appeals process for eligibility determination
 - Statutory background
 - Program description
 - Summary of appeals representation
 - Metrics for October – December 31, 2013
 - Goals for calendar year 2014
 - Requesting Board approval

CEO Report: Enrollment

- As of Saturday January 18, 2014:
 - 99,888 applications submitted representing 169,440 applicants
 - 134,639 accounts created
 - 80,085 total enrollments by MNsure
 - 27,775 QHP
 - 32,545 Medical Assistance
 - 19,765 MinnesotaCare

CEO Report: Call Center

- New scheduling plan implemented to help alleviate wait times
- This week:
 - 8 new agents started taking calls
 - 11 additional agents were hired and started training
- Call volume decreased 22% last week; dropped significantly after 2/1 deadline

CEO Report

- Carrier update
- Navigator payments
- Manual process update

Public Comment

Please sign up for public comment at back table

Break

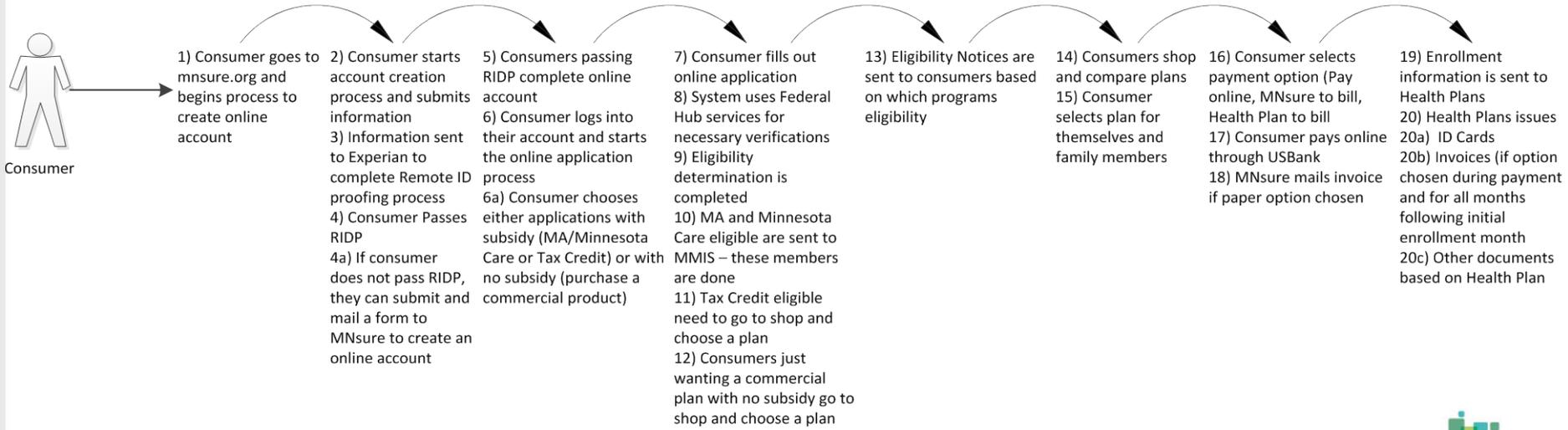
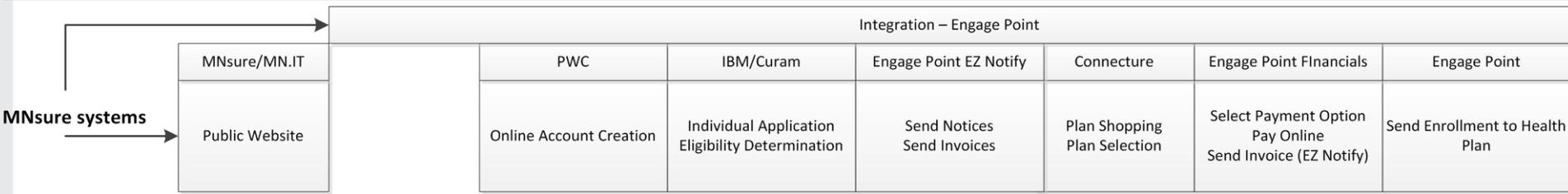
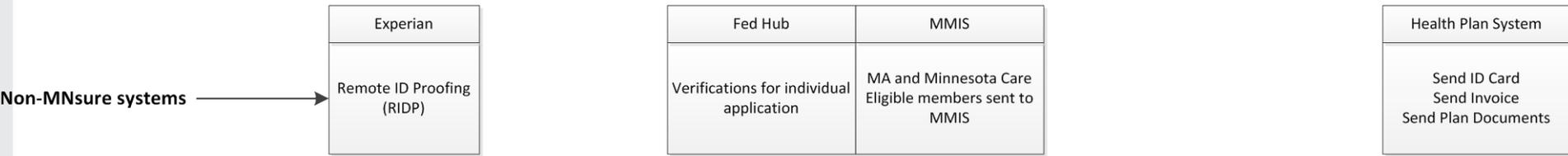
Budget Discussion

- Discussion of activity to date
- See handout: “MNsure Expenditures and Revenue Budget Analysis Calendar Years 2014 to 2016”

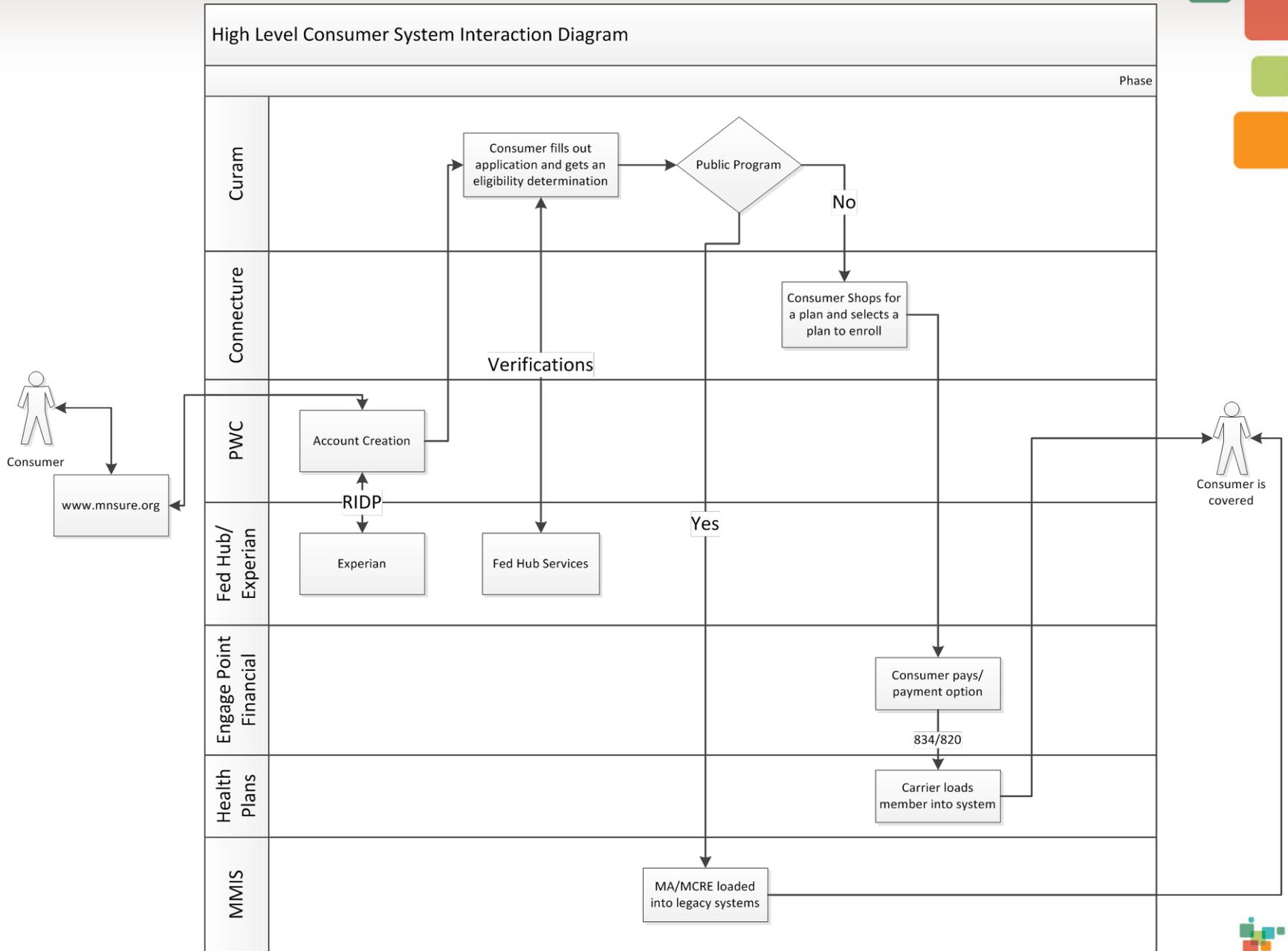
End to End Review

- System overview
 - Consumer and vendor interactions
- Development overview
 - IT vendor procurement timeline
- Optum report

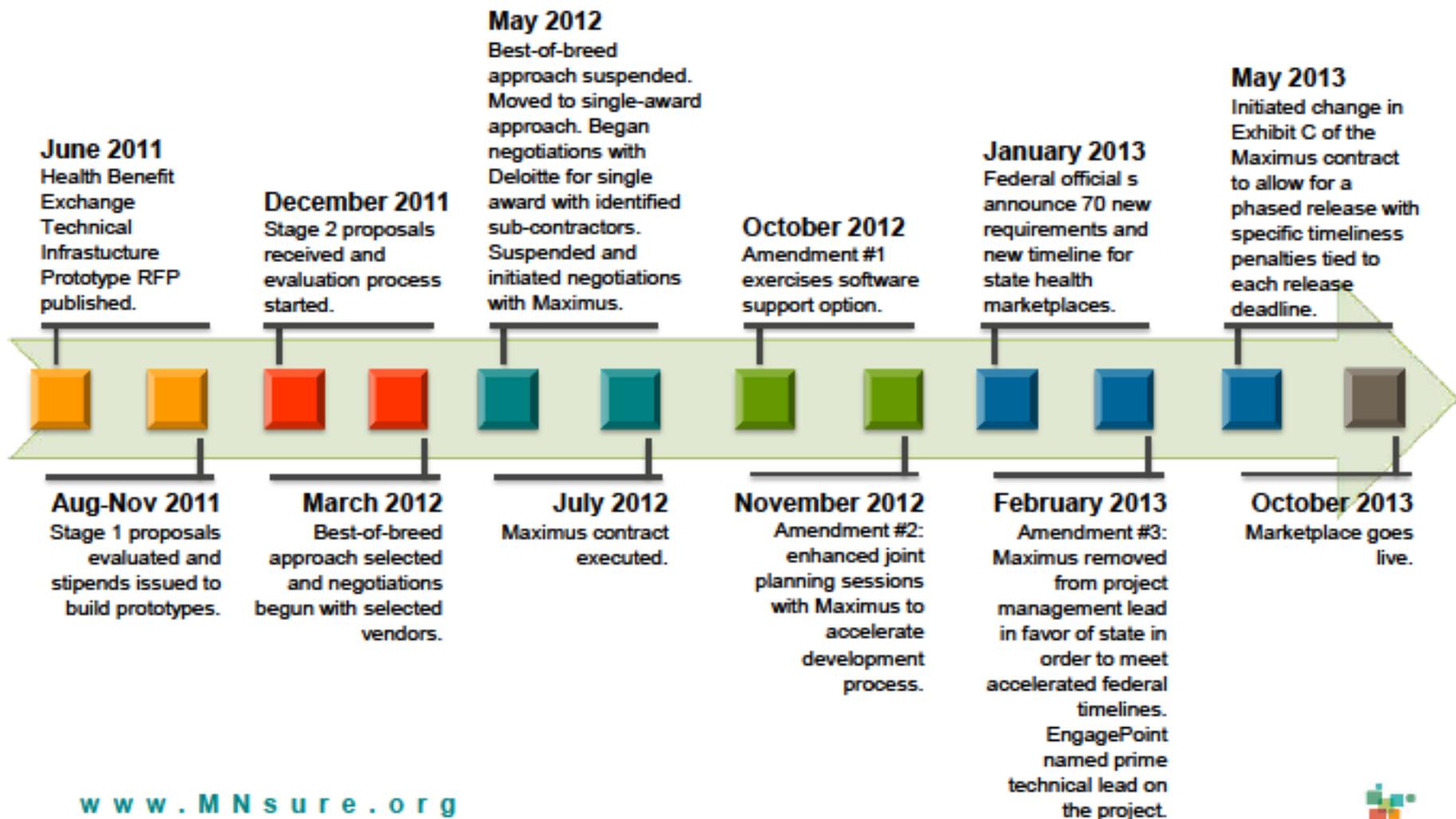
MNsure Consumer and Vendor Interactions



High Level Consumer System Interaction Diagram



MNsure IT Vendor Procurement Timeline



Optum Report

- See “MNsure Assessment Summary”
 - Contact Center – taking immediate actions
 - Technical Program Management – quickly putting in place technical management and structure
 - Software and Data – continue short term improvements; path to long term stability

Adjourn

Next meeting date:

February 12, 2014, 1-4 pm

81 East 7th Street, St Paul, MN

1st floor atrium