



# Board of Directors Meeting

## March 26, 2014

Discussion slides



# Agenda

---

- Welcome and new business
- Customer story: Dan Kitzberger, St. Paul
- Administrative items
  - Approve March 12 minutes
  - Consumer and Small Employer Advisory Committee Vice Chair
- Board Work Group updates
- CEO report
- Public comment
- Overview of MNsure business process flows and interagency dependencies
- Closed session: lead vendor contract negotiation strategy
- Wrap up and any new business
- 2 ▪ Adjourn

# Administrative

---

- Approve March 12, 2014 meeting minutes
- Advisory Committees
  - Consumer and Small Employer Advisory Committee Vice Chair
  - Consumer and Small Employer Advisory Committee call for applicants posted on Monday, March 17
    - Applications due 3 pm on Wednesday, April 16

# Board Work Group Updates

---

- Technology Work Group, Thompson Aderinkomi
- Compliance Work Group, Commissioner Jesson

# CEO Report: Upcoming Deadline

---

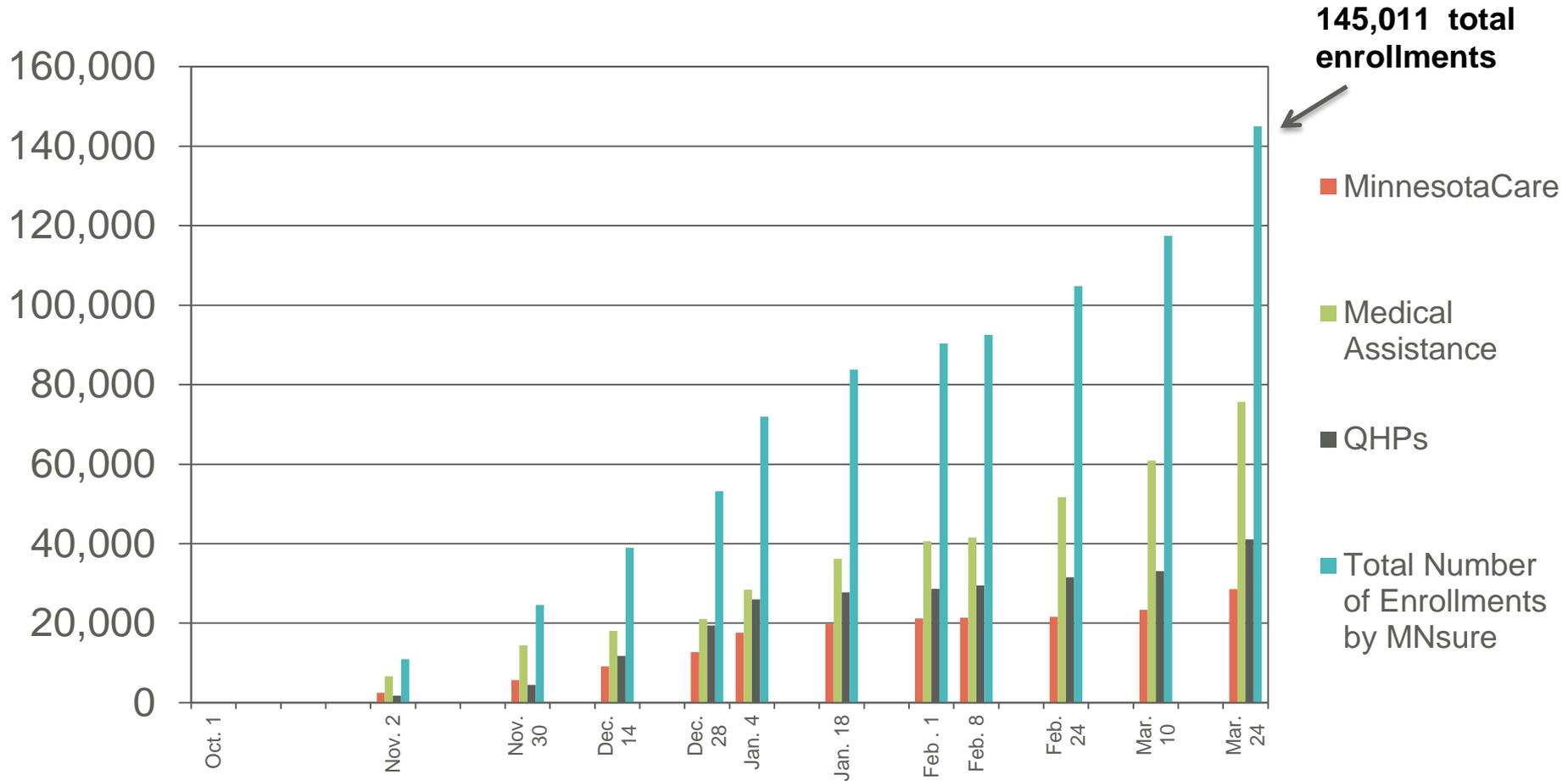
- Upcoming deadline
  - March 31 to meet the insurance requirement and avoid penalty
    - Coverage effective for May
  - No QHP enrollment until November 15 fall open enrollment begins
    - Exception of life events
  - Enrollment in Medical Assistance, MinnesotaCare and SHOP run year-round

# CEO Report: Enrollment

---

- Enrollment as of March 25:
  - 148,068 total enrollments
    - 75,676 Medical Assistance
    - 41,273 QHP
    - 28,540 MinnesotaCare
  - Note: added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23 enrollment

# Enrollment in Process – as of March 24



Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23<sup>rd</sup> enrollment.

# CEO Report: Call Center

---

- Significant increase in call volume
  - 245% increase since March 1
  - Over 10,000 calls received by end of day Tuesday, March 25
  - Average weekly volume is approximately 10,977
- Average wait time this work week is 8 minutes and 12 seconds

# CEO Report: Call Center

---

- Added call center hours:
  - Monday to Friday: 8 am – 8 pm
  - Saturday and Sunday (new): 9 am – 4:30 pm
  - Monday March 31: 8 am – Midnight

# CEO Report: Communications and Outreach

---

- March to Enroll: More than 1,030 enrollment opportunities statewide
- Invincibles Week: Kicked off last week, featuring daily events focused on reaching young invincibles
- Somali outreach
  - Released digital and radio ads targeted to the Somali community featuring two local actors from the movie Captain Phillips on Friday.
  - Community enrollment events in Minneapolis, St. Paul and St. Cloud
- 20 Days, 20 Stories: Continue to collect and highlight personal success stories via social media
- Partnerships: Continue to work with a growing list of partners to publicize enrollment opportunities

# CEO Report

---

- Announced on Monday: new procedures that will help get people covered and avoid a federal tax penalty even if their enrollment isn't complete when the deadline expires on March 31
- Just like waiting in line after the polls close; if a customer can show that they have attempted to obtain coverage before the deadline, we will make sure they can complete their enrollment
- Minnesotans have until 11:59 pm on Monday, March 31 to enroll or get “in line” for coverage

# Public Comment

---

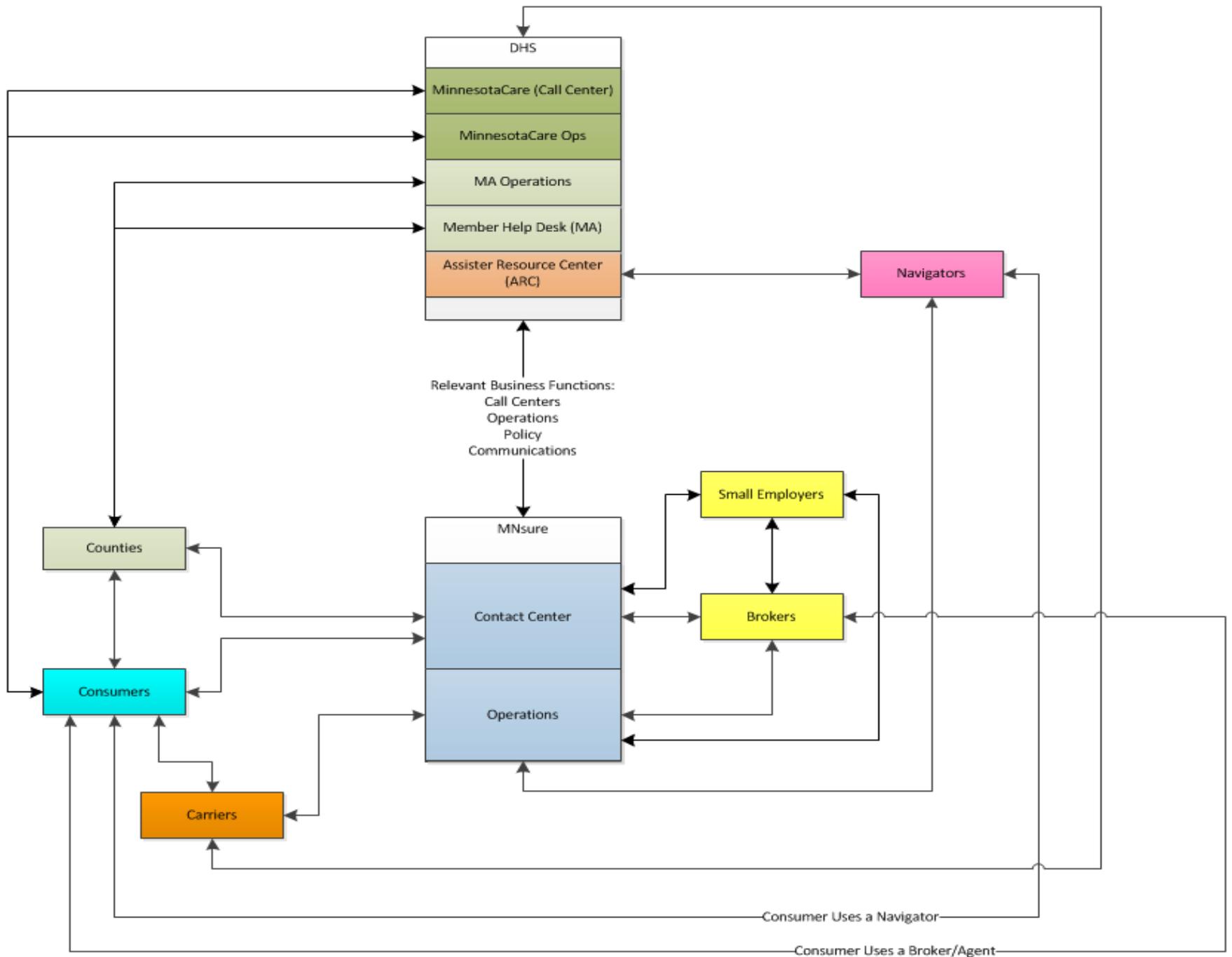
*Please sign up for public comment at back table*

# Overview of MNsure business process flows and interagency dependencies

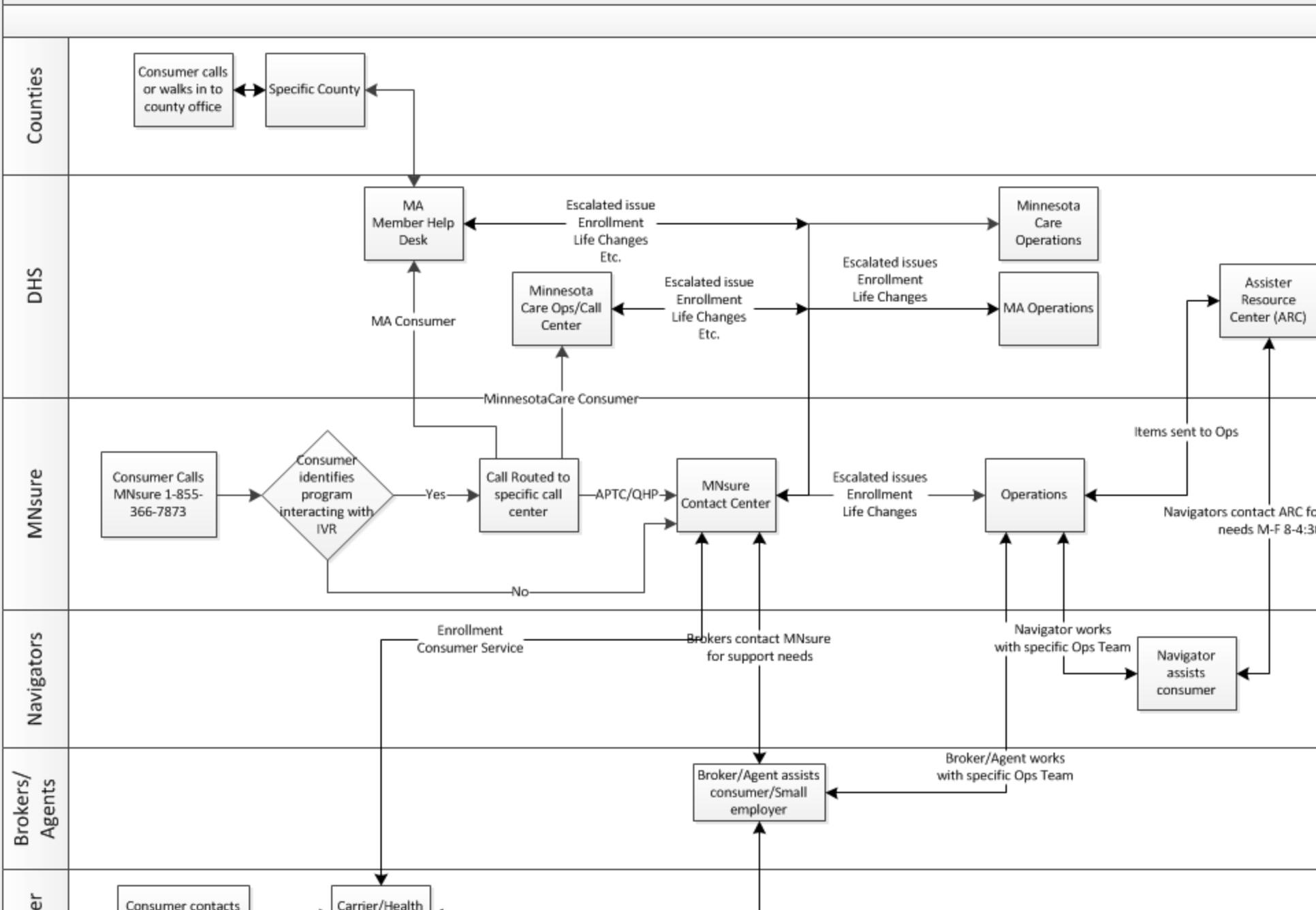
---



- Erik Larson, MNsure Chief Operating Officer and Chuck Johnson, DHS Deputy Commissioner for Policy and Operations



# MNSure Interaction Swim Lane



# Closed Session: Lead Vendor Contract Negotiation Strategy

---

- As allowed under Minnesota Statutes, Chapter 62V, the Board will enter a closed session to discuss contract negotiation strategy related to the proposals submitted for the RFP for Lead Vendor for Phase 2 of the MNsure Project

# Wrap Up and Any New Business

---

# Adjourn

---

Next meeting date:

April 16, 2014, 1-4 pm

81 East 7<sup>th</sup> Street, St. Paul, MN

1<sup>st</sup> floor atrium