MNsure Board of Directors Meeting Minutes

Wednesday, September 16, 2015, 1:00 – 4:00 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner, Kathryn Duevel, Martha Eaves, Tom Forsythe, Nathan Moracco (as designee of Commissioner Lucinda Jesson), Commissioner Lucinda Jesson, Phil Norrgard, Edgardo Rodriguez

Staff in attendance: Allison O'Toole, Katie Burns, Joe Campbell, Mike Turpin, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:07 p.m. by Peter Benner, Board Chair.

Peter read MNsure's purpose: The purpose of MNsure is to ensure that every Minnesota resident and small business, regardless of health status, can easily find, choose, and purchase a health insurance product that they value and does not consume a disproportionate share of their income.

Public comment

Kim Johnson is a small business owner in Hinckley who runs Team Powdercoating. Kim reported that he enrolled Team Powdercoating in the SHOP program with coverage starting January 1, 2014, and received excellent help from MNsure SHOP staff on the administrative side and from Sjoberg & Holmstrom agency in Mora help in selecting plans. With the aid of SHOP, Team Powdercoating has lowered the number of uninsured workers it has from six or seven—half its workforce—down to two.

Kathryn Thompson of Fairview Health Services expressed concern about the delayed MinnesotaCare premium billing. She asked if the retroactive payments that will be asked of consumers could cause consumers to drop coverage, and if this would affect services already paid for. Nathan Moracco, Assistant Commissioner of DHS, reported that DHS will work with consumers to find the best way for them to pay their retroactive premiums, and thus payment plans will vary client to client. However, from a provider perspective, no one's claims will be taken back.

Pamela Spears is a navigator with the Mille Lacs Band of Ojibwe. She reported that historically, when a band member enrolls in a QHP during an SEP, Pamela has been able to enroll non-band members in the household. However, she was recently informed that non-band members

cannot be enrolled during an SEP, and that carriers are disenrolling these individuals. Phil Norrgard reported that this information was incorrect, and all members of a household that includes a band member can enroll during an SEP.

Administrative items

Peter Benner, Board Chair

Approve August 12 meeting minutes

MOTION: Kathryn Duevel moved to approve the draft August 12 meeting minutes. Tom Forsythe seconded. All were in favor and the minutes were approved.

Board meeting structure and logistics

Peter outlined a number of changes the Board will be adopting. These include moving to an audio livestream only for Board meetings, targeting two hour meetings, and a new work group arrangement and assignments in light of the additions to the Board of Martha Eaves and Edgardo Rodriguez. Work group assignments will now be as follows:

- Finance Work Group – Tom Forsythe, Commissioner Lucinda Jesson, and Edgardo Rodriguez
- Strategy Work Group – Peter, Tom, and Commissioner Jesson
- Operations Work Group – Kathryn Duevel, Phil Norrgard, and Martha Eaves
- Compliance Work Group – Peter and Martha

Peter also reported new Advisory Committee liaison assignments: Kathryn and Edgardo will serve as liaisons to the Health Industry Advisory Committee, and Martha and Edgardo will serve as liaisons to the Consumer and Small Employer Advisory Committee.

County update

Marti Fischbach of Dakota County reported the counties are currently working on renewals for Medical Assistance enrollments that occurred in June – August 2014. Ideally, counties would like to conduct renewals 12 months after a consumer's most recent enrollment or renewal; they hope to be able to conduct renewals in advance of the end of a 12-month enrollment period by late 2015 or early 2016.

Marti also reported that the three task wizards included in the August IT release have been saving county workers a good deal of time.

Proposed amendments to MNsure appeal rules

Mike Turpin, General Counsel, presented on proposed amendments to the administrative rules governing appeals. He noted MNsure staff removed any reference to financial hardship in the expedited appeals language, and now include a list of medical conditions for which a judge is required to grant an expedited appeal.

MOTION: Kathryn moved that the Board adopt this draft of the proposed administrative rules governing appeals as the draft to submit to the rulemaking process. Phil seconded. All were in favor and the motion was approved.

Advisory Committees – call for applicants

Peter noted initial Advisory Committee appointments occurred in fall 2013 for two-year terms, and so many members' terms are coming to an end. Additionally, both Advisory Committees have some seats to fill due to member resignations.

MOTION: Kathryn moved that the Board initiate the recruitment process to fill vacancies for new Advisory Committee members in conjunction with the expiration of current Consumer and Small Employer and Health Industry Advisory Committee members' terms and designate MNsure staff and the Board liaisons to proceed with the process according to current policy. Edgardo seconded. All were in favor and the motion was approved.

Work Group updates

CEO Search Work Group – Peter reported that the work group is conducting first-round interviews with applicants and is on course to recommend a list of finalists to the Board in October.

Compliance Work Group – Peter reported the work group met last week, and MNsure staff is on top of all compliance issues currently facing the organization.

CEO report

Allison O'Toole, Interim CEO

Allison O'Toole, Interim CEO, reported that since November 15, 2014, MNsure has enrolled nearly 357,000 individuals. This includes over 70,000 QHP enrollees, over 225,000 Medical Assistance enrollees, and over 60,000 MinnesotaCare enrollees.

Allison noted that on October 1, the Department of Commerce will be releasing the 2016 insurance rates. This will kick off many of MNsure's promotional efforts. She also reported that MNsure will be mailing a renewal postcard to QHP consumers soon, followed by a formal renewal notice in mid-October.

Allison shared that MNsure is finalizing partnerships with certified broker agencies to serve as SHOP Enrollment Centers around the state. This will serve as a pilot during this open enrollment period, similar the Broker Enrollment Center pilot during the last open enrollment period.

Allison reported that the Health Care Financing Taskforce has divided into three work groups. Allison is serving on the Health Care Delivery Design and Sustainability work group. MNsure is staffing and monitoring all three work groups and providing technical assistance where requested.

Allison also noted that in a couple weeks, she will resume visiting assisters around the state to say thanks face-to-face and to learn more about their open enrollment plans.

IT update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented on slides 11-15 of the slide deck. He reported that the fall release continues to pass key milestones, testing phases, and code drops. The 834 project has missed some deadlines, but is continuing to be worked and has several dates between now and the end of the year on which deliverables are expected. Its list of defects is shrinking.

Scott also reported that the assister portal will be piloted with approximately 150 assisters before a full rollout.

Open enrollment preparations update

Joe Campbell, Deputy Director of External Affairs; Katie Burns, COO

Katie Burns, COO, reported that open enrollment this year will last from Sunday, November 1, 2015, until Sunday, January 31, 2016. Katie explained that MNsure is once again encouraging QHP enrollees to return to MNsure to shop for the best deal. Plans and rates can change, along with what individuals are eligible for, and so it is important that consumers return to MNsure to find the best deal for them.

Katie noted the renewal process will look very similar to last year for consumers. Katie said MNsure will be holding a number of meetings and webinars across the state to keep assister partners well-informed of what the renewal process entails.

Katie reported that the Contact Center will have expanded hours during open enrollment, and will be open seven days a week. On weekdays, it will be taking calls 8 a.m. – 8 p.m.; on Saturday, it will take calls 8 a.m. – 4:30 p.m.; and on Sunday, it will take calls 10 a.m. – 3 p.m.

Board members asked about outreach to individuals whose plans will not be offered on the MNsure marketplace again this year. Joe Campbell, Deputy Director of External Affairs, reported that while MNsure will need to wait until October 1 for specifics, staff is planning to put some effort toward targeted outreach to these individuals.

Joe reported that on October 1, MNsure will launch a new public-facing events calendar. It will allow assisters to add and remove public events as needed, and will allow consumers to locate events based on location, languages available, and other criteria.

Joe also reported that MNsure has been working to streamline its navigator payment process and has made significant progress ahead of open enrollment.

Wrap up and any new business

Peter Benner, Board Chair

Peter thanked Mike Turpin for his service as MNsure's General Counsel, and wished him well in his future endeavors.

Adjourn

Edgardo moved to adjourn. Tom seconded. All were in favor and the meeting adjourned at 3:16 p.m.