

## Consumer and Small Employer Advisory Committee Meeting

- > **date:** February 18, 2014
- > **building:** MNSure Office 81 East 7th Street, Suite 300 St. Paul, MN 55101-2211
- > **time:** 1 – 3:30 p.m.
- > **members in attendance:** Anna Odegaard-Chair, James McClean-Vice Chair, Joan Carchedi, Sheikh Hussein, Valerie Jensen, Jin Johnson, Julia Johnson (via phone), Michael Jones, Patrick Lochwood, Jama Mohamad, Claudette Moran, Richard Oni, Luis Ortega, Kathryn Duevel-Board Liaison
- > **members unable to attend:** Tiffany Breitreutz, Jennifer Daulman Johnson, Thomas Lopez, Tamara Ward,

### topics

#### **Call to order and approval of January 14 meeting minutes**

Anna Odegaard, Chair

The meeting was called to order at 1:10pm by Anna Odegaard, Chair.

All were in favor to approve the [draft January 14 meeting minutes](#).

#### **Presentation: health economics 101 presentation**

Stefan Gildemeister, State Health Economist and Director, Health Economics Program

Stefan presented and took questions about, "[Deficiencies of Health Care Markets & Insurance Exchanges](#)." The presentation covered metrics and charts relating to Minnesota's health coverage, costs, and the small group and individual market. Note that figures in this presentation will be updated in several weeks. He will provide a link to additional presentations online that contain more information about questions that were asked. Full of interesting points including:

- MN has comparatively low rates with high rates of coverage.
- Typically uninsured are long-term uninsured.
- Five percent of the population accounts for 50 percent of healthcare spending.
- Challenges include how to get physicians to agree about what optimal care is and how to get a means of measurement.

#### **Board update**

Kathryn Duevel, Board Liaison

Kathryn provided an update on the Board's activities and took questions from the Committee. Discussion topics included budgeting, manual fixes, priorities, the March 31 enrollment deadline, and next steps related to the Optum report.

### Expenses update

Gail Groop, MNSure Project Analyst (Board and Federal Relations Coordinator)

Gail gave a brief update about submitting expenses.

### Featured committee member

Joan Carchedi

Joan gave insight into her personal experience as a white heterosexual woman diagnosed in 1992 with HIV and why she is so passionate about the success of MNSure. She has been involved with many non-for-profit organizations including Minnesota AIDS Project, One Heartland, Community Health Charities, and Ryan White Planning Council. She has found that most HIV support organizations are focused on the LGBT population or poverty-related programs that didn't apply to her. She was working full time and most of her income went to pay for healthcare, medications in particular. She explained that while HIV is no longer a death sentence, quality of life is dependent upon access to the many medications necessary to manage the disease, and she showed us as an example the large quantity of pills someone with HIV must take in just one week. She is a promoter of programs to support working women right above the poverty line for whom there are fewer resources.

### New business: enrollment experience

Anna Odegaard, Chair

Anna invited members to give a 5- to 10-minute presentation about their top priorities related to the enrollment experience. She suggested that the Committee submit brief recommendations of their top priorities along with two topics they select to develop more thorough and detailed recommendations to the Board.

### Committee presentations on enrollment experience

Committee members

Committee members gave short presentations while Anna took notes on the white board of key issues and common themes for later discussion.

Luis Ortega reported on what he has been hearing from West Side Healthcare Services and the public. Luis walked through a number of examples including errors with the system, communications, billing details and fixing errors with an existing profile.

Jinny Johnson gave a [presentation](#) with feedback mainly from the perspective of Navigators and Assistors covering things they think would be helpful, including training, technological support, peer roundtable exchanges and networking, data collection, and partnership opportunities.

Michael Jones reported on concerns and issues from the public with whom he interacts including more information about enrollment, appeals process, communicating with people in various programs, paper applications, and coverage dates.

Claudette Moran, who is an elected representative for Morrison County for the South Country Health Alliance in Owatonna, which serves 12 counties, reported about concerns with better communications to coordinate health and financial programs and systems.

Anna Odegaard briefly spoke about most important feedback from her perspective: data collection to answer key questions, effective outreach into communities unserved or underserved, better network regulation, and real access to get a doctor's appointment (e.g. high deductibles).

### **Group discussion on enrollment experience**

[Committee members](#)

Anna led Committee discussion about the notes she made during the presentations. The Committee will continue to assess priorities in the next meeting with a group discussion, subgroups topics (such as Navigators, enrollee rights), and decide on the process to deliver feedback to the Board. The Board is open to hearing about these priorities even if they cannot get to them right now.

### **Update: Social Media**

[Julia Johnson and Joan Carchedi](#)

Social media will be discussed at the next meeting.

### **Adjourn**

The meeting adjourned at 4:31pm.