

Consumer and Small Employer Advisory Committee Meeting

- > **date:** March 18, 2014
- > **building:** MNSure Office, 81 East 7th Street, Suite 300, St. Paul, MN 55101
- > **time:** 1 – 4 p.m.
- > **members in attendance:** Anna Odegaard-Chair, Jin Johnson-Vice Chair, Julia Johnson (via phone), Michael Jones, Thomas Lopez (via phone), Luis Ortega (via phone), Kathryn Duevel-Board Liaison, Brian Beutner-Board Chair
- > **members unable to attend:** Joan Carchedi, Jennifer Daulman Johnson, Sheikh Hussein, Valerie Jensen, Patrick Lochwood, Jama Mohamad, Claudette Moran, Richard Oni, Tamara Ward

topics

Call to order and approval of February 18 meeting minutes

[Anna Odegaard, Chair](#)

The meeting was called to order at 1:08 p.m. by Anna Odegaard, Chair.

Jin Johnson moved to approve the [draft February 18 meeting minutes](#). Michael Jones seconded. All were in favor, and the minutes were approved.

Board update

[Kathryn Duevel, Board Representative](#)

Kathryn Duevel introduced Board Chair, Brian Beutner, to the group and provided a board update. Anna gave the first committee report in the last board meeting. A main topic of that meeting was the proposed budget, which does not require a request for funds from the Legislature. There was also a closed session for discussion about the RFP for the prime vendor, which is in the review process.

Featured committee member

TBA

The featured committee member section was postponed until the next meeting due to weather.

CSBAC Google page tutorial

[Gail Groop, MNSure Board and Federal Relations Coordinator](#)

The tutorial was postponed until the next meeting when more members are present to view the website presentation.



New business: vice-chair replacement, vacancies on the committee, quick-response team, HIAC survey, committee-generated topics

Anna Odegaard, Chair

Two members have accepted new positions and are no longer able to serve on the committee: Vice Chair, James McClean and Tiffany Breikreutz. The Vice Chair role will be filled from within the current committee. Members interested in the position are asked to send a few sentences about their interest to Anna for consideration. The new Vice Chair selection is to be announced at the March 26 Board meeting. Reminder that there are currently a few open spots on the Committee and current members are encouraged to invite those they know who would be good committee members and could advocate for small business and/or public programs to apply or contact Anna. The committee membership applications deadline is April 16, at 3 p.m.

Anna requested ideas and suggestions about the potential of the committee forming a Quick Response Team that would be called upon when there is need for a quick decision or request for input. Michael and Julia Johnson suggested that conference calls would be easiest, which brought up discussion about the Open Meeting Law. Anna will have a conversation with MNSure's General Counsel to check on possible parameters of a quick response team, quorum, and attendance relating to the Open Meeting Law.

Anna reminded committee members to complete the Doodle survey emailed from Reuben Moore, Health Industry Advisory Committee Chair. The survey is designed to gather opinions about the urgency and importance of eight strategic focus areas for the board.

Anna requested input about whether the committee would like there to be time on meeting agendas for members to raise ideas and vote on committee-generated topics. New topics could then either be discussed if there is time or can be tabled. The committee members agreed.

Motion: Michael moved that there will be a new meeting agenda item, "New Business." Jin Johnson seconded. All were in favor, and the motion passed.

Anna reminded members of the current attendance policy: members who miss four meetings in a calendar year may be recommended for removal. She requested input about whether the language should be changed to missed four meetings in a year, versus four in a calendar year, and whether there should be language about missing consecutive meetings. There was discussion about this and about the current process of contacting committee members who have been absent without notification. The committee agreed with Anna's proposal to recommend removal of members who miss four meetings in a calendar year. In addition, they decided that a letter should be sent after two consecutive meetings, and a recommendation for removal communicated to the board if three consecutive meetings are missed.

Motion: Michael moved that a letter be sent from the committee to any member who has missed two consecutive meetings with a reminder about the attendance policy and explanation that they may resign if they are unable to participate; and that the committee will recommend the board vote to remove a committee member who misses four meetings in a year or three consecutive meetings. Jin seconded. All

Enrollment experience discussion

Committee members

Several committee members shared their enrollment experience since the last meeting. Michael expressed that the enrollment experience for Medical Assistance clients that he described last time is getting better, including the paper application process. Michael reported that the appeals process is, in his opinion, a work in progress. Julia expressed her desire for better communications related to paper forms for Medical Assistance clients.

Recommendation process discussion

Committee members

Anna reminded everyone about the upcoming committee report to the board and wrote down the topics that the Committee previously agreed she would cover related to the enrollment experience. She recommended that the committee form topic subcommittees responsible for creating a report about their topic, which she would compile into a board report, and wanted committee members' ideas or suggestions about the process. Julia suggested using the same format and process used for input on the active purchaser discussion. There was discussion about the preferred format of presenting feedback to the Board. Brian Beutner, Board Chair, and Kathryn Duevel, Board Liaison, suggested describing the problem and offering solutions, including the supporting reasoning. They recommended not feeling obligated to provide dissent if there is no opposing view but to include it if there is a strong dissenting position.

The committee members agreed to form subgroups on the following topics:

- Outreach and Enrollment
- Communications
- Data Collection
- Access/Website

Enrollment experience recommendation development

Committee members

The sub-groups are to get their topic input to Anna a few days prior to the next meeting so she can compile the information in a way that will be helpful to continue the discussion and come to an agreement about their collective committee recommendations that Anna will present to the board.

Social media update

Julia Johnson and Joan Carchedi

Julia said that she and Joan Carchedi are looking for ideas from committee members about what the committee and MNSure would want to know from the public through Twitter. She is looking for specific and creative questions that will generate a response and get people engaged in the discussion.