

## Consumer and Small Employer Advisory Committee Meeting

- > **date:** April 22, 2014
- > **building:** MNsure Office, 81 East 7<sup>th</sup> Street, Suite 300, St. Paul, MN 55101
- > **time:** 1 – 4 p.m.
- > **members in attendance:** Kathryn Duevel-Board Liaison, Anna Odegaard-Chair, Jin Lee Johnson-Vice Chair, Joan Carchedi, Sheikh Hussein, Michael Jones, Patrick Lochwood, Thomas Lopez, Claudette Moran, Richard Oni, Luis Ortega (via phone),
- > **members unable to attend:** Valerie Jensen, Julia Johnson, Jama Mohamad

### topics

#### **Call to order and approval of March 18 meeting minutes**

[Anna Odegaard, Chair](#)

The meeting was called to order at 1:06 p.m. by Anna Odegaard, Chair.

#### Approval of previous meeting minutes

Thomas Lopez moved to approve the [draft March 18 meeting minutes](#). Jin Lee Johnson seconded. All were in favor, and the minutes were approved.

#### Agenda

Anna noted that the [agenda](#) order has been slightly changed.

#### Membership

The Committee congratulated Jinny, who was appointed to Committee Vice Chair by the Board. Anna noted that the Committee currently has four openings, as a result of two members resigning, and two members being removed due to inactivity. A call for new applications was released on March 17, 2014, and approximately 50 applications were received. The membership selection committee met and decided on the 4 new members. Background checks on the selected members are underway. Anna will provide an update as soon as the Board takes action on the proposed new members.

#### Quick Response Team

Anna will bring the Quick Response Team idea, as discussed at the last meeting, back to the Committee when she has worked out potential issues with decision making and the Open Meeting Law.

#### **Featured committee member**

[Patrick Lochwood](#)

Patrick is a self-employed insurance agent, and MNsure certified agent, who has served as a healthcare advocate for many years and is active in his community. Patrick provided feedback about his experience with MNsure from the perspective of a certified agent.

Patrick acknowledged frustrations with MNSure from the agent community. He is aware of some brokers who are choosing not to assist customers, and are referring them to navigators instead. Patrick shared specific feedback from agents including the desire for specific Medical Assistance and MinnesotaCare training, and that compensation should be at the same rate as navigators. He also said that...

Patrick walked through a number of additional issues with MNSure including the lack of ability to opt out of Medical Assistance or MinnesotaCare prior to automatic enrollment and the desire to check application status before creating an account. He also described issues with account creation for individuals and families, and the desire for SHOP plans to list a percent of premium, or specific dollar contribution.

### **CSEAC Google page tutorial**

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

Gail demonstrated the Committee's Google site, provided some helpful hints and answered questions.

### **Presentation and discussion of draft recommendations**

Jinny Johnson, Michael Jones, Julia Johnson, Thomas Lopez, Anna Odegaard

In the last meeting, the committee members formed four sub-groups (Outreach & Enrollment, Communications, Data Collection, and Access/Website) and began work to prepare recommendations around the enrollment experience. Anna handed out the draft recommendations for each group and will also post them on the Google site. Jinny walked through the [navigator/assister subgroup document](#) as part of the Outreach & Enrollment portion of the full committee recommendations.

**Motion:** Jinny moved to have the Consumer and Small Employer Advisory Committee Recommendation on the Consumer Assister Program presented to the Board at their next meeting. Thomas seconded. All were in favor, and the motion passed.

Thomas walked through the Access/Website recommendations that he and Julia are working on. They have determined three major themes:

- Information about MNSure and paths of accessibility into all aspects of the process including identifying interagency failures and opportunities for improvements as well as extensive review of the enrollment data to streamline MNSure's focus on creating better information tools and product offerings.
- Educated, compassionate, demographically sensitive, and knowledgeable point of first contact staff with a customer first focus.
- Easy access to relevant raw information about insurance plans – available at an enrollee's fingertips, and without having to hunt for the information as well as a culturally and geographically sensitive understanding of enrollment methods.

### **IT priorities survey**

Kathryn Duevel, Board Liaison

Kathryn described 10 key items that the Board IT Work Group has identified:

- Eligibility
- Pre Enrollment Shopping
- Life Events

- Application Management
- SHOP
- Enrollment
- Assister/Navigator Portal
- Agent/Broker Portal
- Data Warehouse
- Designer Shopping Experience

Kathryn explained that each item is a high-priority item, and the Board IT Work Group is working on prioritization. The Committee discussed the 10 key items and provided their feedback on prioritization. Kathryn will bring the Committee input to the Board IT Work Group.

### **Outreach and enrollment grants discussion**

[Kathryn Duevel, Committee members](#)

Kathryn requested input from Committee Members about the outreach and enrollment grants process. The committee gave their suggestions about applicant criteria and what should be included in the RFP and came up with recommendations including:

- Get information out to communities in enough time to attract relevant and diverse organizations
- Ensure there is relevant and diverse representation from organizations on the review panel
- Get creative about recruiting for the selection committee
- Include individuals who not affiliated with applicant organizations or have rules about selection committee members who are affiliated with applicants organizations
- Need better coverage of representation in greater Minnesota for both the organizations who are awarded grants and selection committee members
- Grants should enable grantees to provide ongoing services
- Target populations with high uninsurance rates

**Motion:** Richard Oni moved to present the outreach and enrollment grants process recommendations to the Board. Patrick seconded. All were in favor, and the motion passed.

### **Committee-generated topics**

[Committee members](#)

If Committee Members have topics that have not yet been discussed, they are asked to post it on the Goggle site.

### **Social media update**

[Julia Johnson and Joan Carchedi](#)

Committee Members were reminded to share questions to engage the public via social media with Julia or Joan.

### **Adjourn**

Michael Jones moved to adjourn. There were no objections, and the meeting adjourned at 4:03 p.m.