

## Consumer and Small Employer Advisory Committee Meeting

- > **date:** May 20, 2014, 1 – 4 p.m.
- > **building:** MNsure Office, 81 East 7<sup>th</sup> Street, Suite 300, St. Paul, MN 55101
- > **members in attendance:** Anna Odegaard-Chair, Joan Carchedi, Gladys Chuy, John Freeman, Fatema Haji-Taki, Sheikh Hussein, Valerie Jensen (via phone), Julia Johnson (via phone), Michael Jones, Patrick Lochwood, Thomas Lopez, Jama Mohamod, Claudette Moran, Richard Oni, Luis Ortega (via phone), Sondra Reis, Brian Beutner-Board Chair, Carley Barber-Board and Federal Relations Director
- > **members unable to attend:** Jin Lee Johnson, Vice Chair, Kathryn Duevel, Board Liaison

### topics

#### **Call to order and approval of April 22, 2014, meeting minutes**

Anna Odegaard, Committee Chair

The meeting was called to order at 1:05 p.m. by Anna Odegaard, Committee Chair. The [agenda](#) will run slightly out of order.

#### **Approval of previous meeting minutes**

- **Motion:** Joan Carchedi moved to approve the [draft April 22 meeting minutes](#). Patrick Lochwood seconded.

All were in favor, and the minutes were approved.

#### **Committee and admin update: expense reports and new members**

Gail Groop MNsure Board and Federal Relations Coordinator

Anna Odegaard, Committee Chair

The new committee members, Gladys Chuy, John Freeman, Fatema Haji-Taki, and Sondra Reis, were welcomed to their first meeting. The committee members did round-robin introductions.

Gail Groop explained that the State will be closing out their fiscal year next month. This means that all expenses incurred through June 30 must be submitted by then in order to receive payment. She directed committee members to the Committee Google Group website for any of the forms and instructions and reminded them that she also always has hard copy forms available in meetings. Gail reminded committee members that if they are looking to submit expense forms (or any private data) via email (most recommended) to request an encrypted email from her. Then, reply while logged in to the encrypted email from her to email the secure information.

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

Julia Johnson, Thomas Lopez, Anna Odegaard, Committee members

Anna reminded the committee members of the status of the recommendations. The Board asked the Committee about input surrounding the enrollment experience. The Committee members brain-stormed to collectively determine their most important enrollment issues about which they had received feedback from their stakeholder groups and then narrowed them down to four categories (Outreach & Enrollment or the Assister Programs, Data Collection, Access/Website, and Communications) and formed subgroups for each category. The Committee subgroups now have three of the draft recommendations ready. Anna suggested the Committee members walk through these recommendations in the meeting to agree or disagree and add content, and then vote on presenting them to the Board. If there is dissenting opinion, this will be included. The group agreed this would be a good strategy.

### Draft Recommendations on the Navigator Programs:

Since the last Committee meeting Jin Lee Johnson, Vice Chair, has gathered input from additional navigators, which has been added to the document. The Committee Chair and Vice Chair met with the MNsure Director of Navigator Relations, Christina Wessel, and MNsure Navigator Broker Manager, David Van Sant, and added that staff was very willing to be engaged. Anna walked through the Draft Recommendations on the Navigator Program document, and the Committee members added their input and had questions. There was debate about terminology and considerations among the categories of consumer assisters (titles: certified agents, brokers, certified application counselors, navigators, assisters) that would affect decisions surrounding how to structure input from them, whether in an additional advisory committee or through another means. Feedback included:

- More clarity around the complex household composition and income definition guidelines, which are different among the programs (QHP, MinnesotaCare and Medical Assistance)
- Dedicated navigator relationship assignments for consistency
- Expedited certification process
- Allow for preliminary benefit determinations without having to create account/log in
- Be mindful of readability not just for non-native English speakers but also for disabilities and low or illiteracy, perhaps with more video and clear direction to find assisters
- Web portal playground with video
- Tools and training on complex cases
- Level of liability coverage liability considerations like certified agents
- Review wording for consistency and provide more clarity (e.g. “certified agents” vs. “brokers” – not all brokers are certified agents; “certified application counselor” vs. “navigator”)
- More flexible hours for the Assister Resource Center for support

**Motion:** Julia Johnson moved to add consumer assisters to the proposed navigator advisory group.

The votes were split, and the motion did not carry.

**Motion:** Joan moved to come back to this after break so committee members can discuss with each other before making decision.

The votes were split, and the motion did not carry.

**Motion:** Julia moved to add certified application counselors to the proposed navigator advisory committee.

The votes were split, and the motion did not carry.

Draft Recommendation on Access/Website:

Committee members, Thomas Lopez and Julia Johnson, walked through the [Draft Recommendations for Access document](#). The committee members added input including:

- Make website minimally intrusive by requesting only required information and nothing that isn't necessary (e.g. immigration status of people in household who are not on the health plan)
- Be mindful of readability not just for non-native English speakers but also for disabilities and low or illiteracy and, perhaps with more video and clear direction to find assisters
- Use more gender neutral language
- Combine recommendations #1 and #9 concerning opportunities for improvement within the Agency and its partnerships

**Board update**

Brian Beutner, MNSure Board Chair

Brian Beutner, MNSure Board Chair, provided an update and took questions from the Committee members. He thanked the committee members for their time in volunteering and expressed that today's example of their discussions in their analysis of their recommendations is exactly what they are seeking that the committees do in order for the Board to gain well-rounded input. He expressed how important MNSure partners are, such as navigators, assisters, and brokers, who held many of the enrollment events that led to the numbers achieved during open enrollment. He reported that in the last couple of Board meetings, they approved the release of RFPs for the Outreach and Enrollment Grants, two marketing campaigns, and a compliance program development project, all part of the planning for next fall. A contract is in place with Deloitte, which has begun their work on two main things: establishing a project management office and establishing a long-term view with analysis of vendor deliverables and prioritization for fall.

**Voting on draft recommendations**

Committee members

The committee members decided whether they had enough time to discuss the recommendations and whether they would like the recommendations presented to the Board.

**Motion:** Thomas moved that there was sufficient time to discuss and complete the Navigator recommendation from the Committee. Julia seconded.

All were in favor, no one opposed, and the motion passed.

**Motion:** Michael Jones moved to present the navigator recommendation in the next Board meeting. Thomas seconded.

All were in favor, no one opposed, and the motion passed.

**Motion:** Thomas moved that there was sufficient time to discuss and complete the Access recommendations from the Committee. Jama Mohamod seconded.

All were in favor, no one opposed, and the motion passed.

**Motion:** Michael moved to present the Access recommendations to the Board. Jama seconded.

All were in favor, no one opposed, and the motion passed.

Anna will edit the recommendations and will forward them to the Committee members before going to the Board.

The [Draft Recommendations on Data Collection](#) are not quite as urgent, and with time running out in the meeting, those recommendations will be discussed in the next Committee meeting.

#### **Committee-generated topics**

[Committee members](#)

None.

#### **Social media update**

[Julia Johnson and Joan Carchedi](#)

Committee members were reminded to submit to Julia and Joan any ideas of their questions to engage the public in social media.

#### **Wrap-up and adjourn**

[Anna Odegaard, Chair](#)

Michael moved to adjourn. There were no objections, and the meeting adjourned at 4:06 p.m.