

## Consumer and Small Employer Advisory Committee Meeting

- **Date:** February 10, 2015
- **Time:** 1:00 pm – 4:00 pm
- **Location:** MNSure, 81 7th Street, Suite 300, St Paul, MN 55101
- **Participants in attendance:** Jin Lee Palen – Chair, John Freeman – Vice Chair, Abdimalik Ahmed (via phone), Mary Ellen Becker (via phone), Gladys Chuy (via phone), Remi Douah (via phone), Bentley Graves, David Hilden, Julia Johnson (via phone), Bob Robbins, Hussein Sheikh, Angela Williams (via phone); Kathryn Duevel – Board Member Liaison (via phone), Aaron Sinner – Board and Federal Relations Policy Specialist, Debby Dill – Board and Federal Relations Coordinator
- **Not in attendance:** Valerie Jensen, Edward McDonald, Jama Mohamod, Claudette Moran

### Topics

#### Call to Order, Approval of January Meeting Minutes

John Freeman, Vice Chair

The meeting was called to order at 1:06 p.m. by John Freeman, Vice Chair.

**Motion:** Bentley Graves moved to approve the [draft January meeting minutes](#). Bob Robbins seconded. All voted in favor, and the minutes were approved.

#### Board Update

Kathryn Duevel, Board Liaison

Kathryn Duevel, Board Liaison, gave a recap of the January 28 meeting. The Board received an update from Dakota and Washington counties. Their representatives reported that county workers need greater functionality in the MNSure system in order to more holistically manage cases.

The CSEAC recommendation was presented to the Board by John Freeman. Kathryn said she thought this proposal would be given to the Market Development Work Group for review and consideration. There is one more meeting scheduled for this week with a stakeholder group. Then, the work group will meet to go over their notes and discuss next steps.

Kathryn reported that the Board heard an update from Katie Burns on the CCIIO grant adjustment funds and where the funds will be spent. An update on enrollment numbers will be coming out later this week. The last of the Form 1095-As should be sent out soon; there has been good movement on these.

John asked if the Form 1095-A was needed for QHP enrollees only. Kathryn responded that public program recipients do not need one and will not receive one. Kathryn also stated that QHP enrollees will receive them regardless of whether they qualified for advanced premium tax credits, as their income circumstances might have changed.

Kathryn also noted that the RFP for the 2016 navigator outreach and education grants is being prepared and Kathryn will report back when more information is available.

### Staff Update

Debby Dill and Aaron Sinner, MNSure

Aaron Sinner reported that the March Board meeting has been rescheduled to Thursday, March 12; therefore, both the Consumer and Small Employer Advisory Committee and the Health Industry Advisory Committee will need to reschedule their meetings to a week different from the Board meeting.

### Process for Formulating and Presenting Dissents on Committee Recommendations

Jin Lee Palen, Chair

Jin Lee Palen asked the committee for ideas on how to present the Board with dissents. There was much discussion on how much weight the dissent should carry. Members suggested that in order to author a dissent, a committee member must be present for the discussion of the majority recommendation. If there is more than one dissenting member, those members should work together to write the dissent. The committee feels that discussion about dissents should take place but that once the vote is taken, the decision has been made and there will not be another vote.

**Motion:** Bentley moved to allow dissents authored by those who wish to dissent, and that if more than one member dissents than the dissenters should collaborate, and that the recommendation as presented to the Board should note the number of dissenting votes, and that a committee member must be present for the discussion of the majority recommendation in order to author a dissent. Angela Williams seconded. All were in favor and the motion was approved.

### Update on Navigator Program and Consumer Assister Experience; Discussion of Draft RFP for the Navigator Outreach and Enrollment Grant Program

Kate Pappas, Community-University Health Care Center (CUHCC); Mary Jo Anderson, Planned Parenthood

Mary Jo Anderson began by saying that there seems to be communications breakdowns between the counties and MNSure. This lack of clear communication is causing problems for the navigators and their clients. She noted a dashboard or navigator portal would be a large difference-maker for navigators.

Kate Pappas of CUHCC expressed concern over the same issues raised by Mary Jo. She also reported that the application process needs to be more efficient, and suggested filling out the application for MNSure and then having it routed to the counties is inefficient. Kate also feels that there needs to be more training in the Contact Center. Contact Center representatives are sometimes transferring consumers to navigators for issues with which navigators are unable to assist. Kate also expressed concern about consumers whose cases are still pending. These are typically Medical Assistance and MinnesotaCare cases. Kate also suggested the roles of DHS, MNSure and the counties need to be better defined.

Abdimalik Ahmed agreed with the opinions expressed and noted there are a few areas that could be improved. Abdimalik said the consumers he works with often don't speak English, so it can take several visits to get all the paper work and documentation done. He also suggested improving communication between navigators and MNSure is important. Finally, he noted a navigator portal is essential.

Hussein Sheikh asked if anything had changed as a result of the advisory committee's recommendations on the navigator program in June 2014. Kathryn reported that the Board had created stakeholder groups made up of navigators and brokers in order to give them a direct line of input on day-to-day operations. Regarding county issues, Kathryn noted that the counties have a seat on the MNSure Executive Steering Committee that oversees the IT build so that their input can also be heard.

It was decided that the committee would like to invite the navigators back for another meeting where they could continue the discussion and form a strategy.

**Review Written Summaries of Proposals Presented to the Board's Market Development Work Group; Discussion and Vote on Formal Recommendation Related to Proposals**

After a brief discussion, the committee decided that rather than passing a formal recommendation, those who had written summaries of topics covered in the Market Development Work Group discussion should share them with Kathryn, who would pass them along as discussion topic summaries to the Market Development Work Group.

**Wrap and Adjourn**

The meeting adjourned at 4:08 p.m.