

Minnesota Health Insurance Exchange Measurement and Reporting Workgroup

About this Workgroup:

The Minnesota Department of Commerce will convene the Measurement and Reporting Workgroup as one of ten workgroups that will provide information to the Exchange Advisory Task Force. This workgroup is composed of approximately 20 members including consumer, employer, health insurer, and provider representatives, as well as legislators, market experts, and state agency staff. The purpose of the workgroup is to provide technical assistance and information on options for the reporting of cost, quality and satisfaction for health insurers, benefit plans, and providers through a Minnesota Health Insurance Exchange. The Exchange Task Force will use this information to inform their recommendations to the Commissioner of Commerce.

Background:

The ACA requires Exchanges to undertake several major activities related to measuring and reporting on quality of health insurers and qualified health plans. Specifically, the Exchange is required to do the following: 1) develop a quality rating system that accounts for cost and quality of insurers and QHPs and publish ratings on the Exchange website; 2) develop an enrollee satisfaction survey system and publish results on the Exchange website; 3) ensure navigators and call center staff are knowledgeable about quality and enrollee satisfaction measures and can explain information to consumers; and 4) oversee quality improvement strategies of health insurers and/or QHPs.

In addition to these requirements for carriers and QHPs, Minnesota also intends to incorporate health care provider value-related metrics (quality and provider peer grouping information) into the Exchange to facilitate and promote value-based decision as consumers make choices about QHPs and health care providers. Exchange users will be able to access health care provider information as part of their QHP shopping experience or from the front page of the Exchange website.

Workgroup members will have the opportunity to interact with and provide input to contractors hired to develop options for a QHP quality rating system and to build the public reporting display functionality for the Exchange.

Issues for Discussion:

The Measurement and Reporting Workgroup will minimally address the following questions:

- What dimensions of quality should be considered in designing a quality rating system for carriers and qualified health plans (QHPs)? How should cost be factored in to the quality rating system?
- What measures are available and where are there measurement gaps?
- Should measures be combined to form a composite rating for carriers and QHPs? If so, how?
- What measurement tool should be used to measure enrollee satisfaction with carriers and QHPs?
- How should information on carrier and QHP quality ratings be effectively publicly reported on the Exchange website?
- How should provider value-related metrics (quality and provider peer grouping) results be effectively publicly reported?