



# Draft MNsure Board of Directors Meeting Minutes

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Wednesday, June 17, 2015, 1:00 – 4:00 p.m.  
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner, Kathryn Duevel, Tom Forsythe, Charles Johnson (as designee of Commissioner Lucinda Jesson), Phil Norrgard

Staff in attendance: Allison O'Toole, Aaron Sinner

## Meeting Topics

### Welcome

*Peter Benner, Board Chair*

The meeting was called to order at 1:06 p.m. by Peter Benner, Board Chair.

Peter read MNsure's purpose: The purpose of the organization is to ensure that every Minnesota resident and small business, regardless of health status, can easily find, choose, and purchase a health insurance product that they value and does not consume a disproportionate share of their income.

### Consumer story

*Susan Milos, Virginia, MN (via phone)*

Susan Milos is a navigator in Virginia, MN, with Arrowhead Economic Opportunity Agency, one of MNsure's grantees. She described her recent work reaching out to families affected by the U.S. Steel layoffs at the Minntac and Keetac mines, and noted that two of the families include members who have pre-existing conditions. Sue reported her regular client base includes low-income Minnesotans, including some from homeless shelters, who have never before had health insurance or have had inadequate coverage. She also noted she is seeing people who are being laid off or seeing their hours cut as a ripple effect from the mine industry lay-offs. Sue reported the options available through MNsure are having a dramatic impact on families' quality of life.

### Public comment

None.

## Administrative items

*Peter Benner, Board Chair*

### Approve May 19 meeting minutes

**MOTION:** Phil Norrgard moved to approve the [draft May 19 meeting minutes](#). Kathryn Duevel seconded. All were in favor and the minutes were approved.

### County Update

Marti Fischbach of Dakota County was joined by Deborah Huskins of Hennepin County to report for the counties. Deb is the county representative on the Executive Steering Committee for the MNsure IT build.

Marti reported the counties are making additional efforts to connect with rural counties around MNsure.

Deb reported counties were disappointed that the change wizard had to be delayed in the most recent IT release, but that delay was the right decision. She also stated June renewal notices have gone out for public program enrollees, and the counties have begun doing renewals in the system. She said the training around the renewal process has been very good.

Deb noted that at the previous MNsure Board meeting, Commissioner Jesson announced a new “911” hotline for counties to escalate issues to DHS. Deb reported that system is in place and working well, and counties are pleased to have it as a resource.

### CEO search

Peter explained that the Board had formed a work group of himself and Commissioner Jesson, who had been instructed to bring back a proposed timeline and process to conduct the CEO search. He shared the [Timeline for MNsure CEO Selection Process](#), and noted the job posting was being finalized and he hoped to have it posted the next day. Peter noted that once the timeline was approved, he and the Commissioner hoped to add a small number of non-Board members to the work group to help evaluate the applications and decide who to recommend to the Board as finalists. Applicants’ names will remain private until the Board acts to approve finalists, at which point those finalists’ names will be made public.

**MOTION:** Tom Forsythe moved to authorize the CEO search work group to finalize the search plan, to add additional members to the work group as necessary, and to proceed with the activities on the CEO selection process timeline, including the job posting and other steps in the search process for the MNsure CEO as outlined. Phil seconded. All were in favor and the motion was approved.

## Work Group updates

**Compliance Work Group** – Peter reported the work group is reviewing comments from the Office of Legislative Auditor around Board-adopted work policies, and will bring a recommendation on changing Board policy and by-laws to align them with Board practices.

**Market Development Work Group** – Kathryn reported all three of the work group's recommendations are in progress. She said the decision support tools RFP has been posted and staff is working on a selection decision. She also noted the process transparency map is underway and the Consumer and Small Employer Advisory Committee has been vetting the map drafts.

For the third recommendation on an innovative plan design letter to carriers, Kathryn reported she had attended the Minnesota Council of Health Plans meeting and discussed the letter with carrier representatives. She noted Board members will be reviewing the latest draft and the letter will likely go out in the next couple of weeks so that carriers have it in time to consider while formulating their product offerings for 2017.

**Finance Work Group** – Tom reported the Finance Work Group continues its work on the MNsure FY16 budget. It will be a balanced budget with expenses in line with revenues.

## CEO report

*Allison O'Toole, Interim CEO*

Allison O'Toole reported that since November 15, 2014, MNsure has enrolled over 280,000 individuals, including over 66,000 QHP enrollees.

Allison noted that last week, healthcare.gov published proposed rate increases. She explained that these are only proposed increases, and these rates will undergo a rigorous review process by the Department of Commerce. MNsure does not have a role in that process.

Allison also mentioned she has been receiving questions lately about the King v. Burwell Supreme Court case. She noted that the Supreme Court decision will not have an impact on Minnesota one way or the other, as Minnesota chose to set up a state-based exchange.

Allison reported that MNsure is continuing in its preparation for open enrollment. Staff are in the final days of making a decision about new consumer support tools. MNsure also will be offering better support tools to navigators and brokers, including the first steps toward a navigator and broker portal. Additionally, MNsure is working with DHS to increase coordination between their call centers so that the experience is a seamless transition for consumers.

Allison also reported on MNsure's expansion of its Broker Enrollment Center program from last year's open enrollment period. She said the number of Broker Enrollment Centers will at least double, and MNsure will pilot a similar model for SHOP.

Allison stated that MNsure is continuing its outreach to laid off mine workers, and is also reaching out to recently laid off employees of two senior care facilities in Owatonna and

Faribault. In situations such as these, MNsure works with DEED to identify hotspots around the state undergoing lay-offs, and coordinates a response with navigators.

On the external affairs side, Allison reported that MNsure has kicked off its 100 Days of Summer campaign, which includes some fun graphics that remind Minnesotans of the importance of having health insurance.

Finally, Allison noted that Outreach and Enrollment Grant recipients will be announced prior to the next Board meeting, with grants beginning July 1, 2015.

## **IT update**

*Scott Peterson, MN.IT*

Scott Peterson of MN.IT presented on slide 10 of the [discussion deck](#).

Scott reported that due to continued high quality assurance standards, the May IT release was shifted to a June 6 release. MN.IT was disappointed that it was not able to include the change wizard in this release, but the product received from IBM was not up to quality standards. MN.IT has created a 17 point plan with IBM around quality, program management, and throughput to improve future deliverables.

Scott noted that due to the May to June release shift, the July release will need to be shifted to August.

Board members asked questions about how previous releases were holding up. Scott reported that the core product is stable and the release items have been successful.

## **Wrap up and any new business**

*Peter Benner, Board Chair*

Peter reported the legislature and governor have created a taskforce on health care financing. It will look at ways to increase access and improve the quality of health care for Minnesotans, and will discuss MNsure, Medical Assistance, and MinnesotaCare. Commissioner Jesson will be one of the conveners of this body, and the MNsure CEO is a member. The governor will be accepting applications for his appointments to the taskforce through June 23.

## **Adjourn**

Peter moved to adjourn. There were no objections and the meeting adjourned at 2:45 p.m.