



Draft MNsure Board of Directors Meeting Minutes

Wednesday, November 4, 2015, 1:00 – 3:00 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner, Kathryn Duevel, Martha Eaves, Tom Forsythe, Commissioner Lucinda Jesson, Phil Norrgard, Edgardo Rodriguez

Staff in attendance: Allison O'Toole, Katie Burns, Joe Campbell, Shane Delaney, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:13 p.m. by Peter Benner, Board Chair.

Peter read MNsure's purpose: The purpose of MNsure 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.

Public comment

None.

Administrative items

Peter Benner, Board Chair

Approve October 14 meeting minutes

MOTION: Phil Norrgard moved to approve the [draft October 14 meeting minutes](#). Edgardo Rodriguez seconded. All were in favor and the minutes were approved.

County update

Marti Fischbach of Dakota County submitted a written update for the record. See attached document.

Advisory Committee Appointments

Kathryn Duevel reported that she and Board members Martha Eaves and Edgardo Rodriguez had reviewed applicants to the two MNsure Advisory Committees and were prepared to recommend a slate of candidates for appointment or re-appointment.

MOTION: Kathryn moved that each of the recommended candidates listed for the Health Industry Advisory Committee and the Consumer and Small Employer Advisory Committee be appointed to a two year term, as listed on [the slide](#). Martha seconded. All voted in favor and the motion was approved.

MOTION: Kathryn moved to appoint Gladys Chuy as Chair and Jin Palen as Vice Chair of the Consumer and Small Employer Advisory Committee, and Jonathan Watson as Chair and Ghita Worcester as Vice Chair of the Health Industry Advisory Committee. Edgardo seconded. All were in favor and the motion was approved.

Peter postponed the CEO Search Work Group update until later in the meeting, when Commissioner Lucinda Jesson would be present.

CEO report

Allison O'Toole, Interim CEO

Allison O'Toole, Interim CEO, reported that open enrollment began at 8 a.m. on Sunday, November 1. She noted MNsure has had a smooth, strong start. From November 1-3, there were about 7,500 calls to the Contact Center, with consistently low wait times. Web traffic has seen about 55,000 web users and almost 300,000 unique page views over that same timeframe.

Allison noted that the first major deadline is the December 15 deadline to enroll in coverage effective January 1. Because open enrollment started 15 days earlier this year than last year, there are six weeks until that first coverage deadline.

Allison reported that MNsure has hired a new Chief Financial Officer, who will start on November 16. She thanked Marty Cammack for his service as Interim CFO.

Allison also noted that the Health Care Finance and Access Task Force continues to meet and is still on track to deliver recommendations in January.

Allison thanked the staff at MNsure, DHS, and MN.IT for all of their hard work preparing for open enrollment.

IT update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented on slide 13 of the [slide deck](#). He reported that since the start of open enrollment, the system has been handling a high volume of users without load issues.

Scott reported that MN.IT is very focused on the winter release, which is scheduled to move into testing environments on November 17 and to be deployed on December 19.

Scott noted that MN.IT has begun looking ahead to the March release as well, which will include some legislatively mandated functionality. The 2016 roadmap will be set with direction from the

Board; the Executive Steering Committee is currently gathering input from stakeholders to aid the Board in its determination.

Scott also noted that MN.IT continues to work with carriers on generating EDI files, and is now generating them daily. MN.IT and the carriers continue to work collaboratively on this effort.

Open enrollment update

Katie Burns, COO; Joe Campbell, Deputy Director of External Affairs; Shane Delaney, Communications and Marketing Director

Katie Burns, COO, reported that staff is working hard on the open enrollment effort and that as of day four, things are going smoothly.

Joe Campbell, Deputy Director of External Affairs, reported that MNSure has begun the pilot of the assister portal. MNSure has identified approximately fifty navigators, fifty brokers, and fifty certified application counselors who will take part in the pilot. Joe noted testing the pilot requires working with real enrollees, and so it has only recently started. The pilot is off to a good start, and the remaining assisters participating in the pilot are being trained in this week and next. MNSure staff has also begun preparations for a pilot of phase two of the portal release.

Joe also reported that MNSure is working closely with one of its grantee organizations, Health Access MN, on an improved eligibility calculator for use by assisters.

Joe noted that MNSure has launched a [YouTube video](#) on the YouToons in partnership with the Kaiser Family Foundation that covers health literacy and health exchanges. MNSure will continue to offer YouTube videos like this one and its MNSure Minute campaign throughout open enrollment.

Shane Delaney, Communications and Marketing Director, noted that the [plan comparison tool](#) from Consumers' Checkbook has launched and is accessible from the MNSure homepage. He then provided a walkthrough of the tool using two different scenarios.

Shane also noted that Wakely Consulting Group recently completed [a study](#) highlighting the benefits to QHP enrollees of returning to MNSure to actively shop for the best plan available.

CEO Search Work Group update

Peter Benner, Board Chair

Peter reported that the work group had conducted a nationwide search, received 42 applications, and conducted preliminary interviews with 11 candidates. It narrowed the field to one candidate it was recommending to name as finalist for the full Board's consideration. That candidate is a business leader with a broad set of experiences including project management, business strategy, marketing, operations, investment management, and treasury work in both Fortune 500 and start-up environments.

Peter noted that the names of candidates are not public unless or until they are named as finalists.

MOTION: Commissioner Jesson moved to select the proposed candidate as a finalist for the MNsure CEO position. Kathryn seconded. All were in favor and the motion was approved.

Peter disclosed that the name of the finalist for the CEO position is Mark Nyquist.

Wrap up and any new business

Peter Benner, Board Chair

The Board thanked Marty Cammack for his service as MNsure's Interim CFO.

Adjourn

Peter moved to adjourn. There were no objections and the meeting adjourned at 2:34 p.m.

DRAFT

Chair Benner & Ms. O'Toole,

Included in this email is a written update from me on behalf of counties. Feel free to share with the rest of the board.

County Update

Renewals continue to be a hot topic for counties. Since July when we started working with renewals, this work has been a disproportionately large part of our current workload in MNsure. One reason this is time consuming – we have been and continue to be working on more than 1 month of renewals during a month. For example, in October we just completed September and October renewals. Starting in November, we are working on November and December renewals. This is the first month where we will be working on a future month, which is encouraging. Although, time consuming, this process has gone reasonably well and counties have been able to meet the tight deadlines.

Planning for 2016

In the past month, counties from the County Roles and Responsibility group were asked to give DHS/MN.IT a list of county priorities for additional system functionality in 2016. Each county who participated developed a list their priorities. The lists were compiled into one large list. A subsequent discussion at the County Roles & Responsibilities meeting narrowed down and provided some consensus for the top 20 or so issues. In addition to Deborah Huskins, Hennepin County Director, who sits on the MNsure Executive Steering Committee, I was invited to discuss these priorities with the Executive Steering Committee as they work on making decisions and recommendations for 2016. There were a lot of overlapping needs between DHS and counties.

At the next board meeting, I'd like to spend some time talking about some of the specific county needs that came out on top for counties.

I would be happy to answer questions before or at the next board meeting.

Respectfully submitted,

Marti Fischbach

Director
Employment & Economic Assistance
Dakota County Community Services