



Draft MNsure Board of Directors Meeting Minutes

Wednesday, February 17, 2016, 1 – 3 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner, Kathryn Duevel, Martha Eaves, Tom Forsythe, Phil Norrgard, Commissioner Emily Johnson Piper, Edgardo Rodriguez

Staff in attendance: Allison O'Toole, Katie Burns, Christina Wessel, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:04 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 January 13 meeting minutes

MOTION: Phil Norrgard moved to approve the [draft January 13 meeting minutes](#). Edgardo Rodriguez seconded. All were in favor and the minutes were approved.

Work Group updates

Operations Work Group

FY17 Navigator Outreach and Enrollment Grant Program

- Christina Wessel, director of navigator relations, presented the [draft FY17 Navigator Outreach and Enrollment Grant Program Policy Statement](#).

- Christina reported FY17 will be the fourth year of the grant program. MNsure has used the grant program to build a strong network of navigators throughout the state. The program evolves every year, and there are some notable proposed changes this year.
- Christina stated that the proposed grant program for FY17 would be divided into two separate requests for proposal—one focused on Navigator Outreach and Enrollment grants, and the other focused on Outreach and Education grants. The former category will include two different types of grants, one similar to current Funding Area One grantees, and the other to focus on funding navigator staff. These grants will run July 2016 – June 2017 with an option to extend an additional year. The latter category will support specific outreach activities to populations of focus, and organizations applying do not need to have enrollment capacity themselves. These will all be one-year grants running August 2016 – June 2017.
- Board members asked questions regarding the grants' proposed structure as one-year grants with an opportunity to extend an additional year. Christina explained this would be MNsure's option and would involve negotiating a contract amendment. She noted MNsure would examine in December 2016 and early 2017 whether an additional RFP would be posted for these grants in 2017 or if it would be extending current grantees, and that staff would keep the Operations Work Group informed of their conclusions.
- Phil asked about metrics tracking and reporting of grantees. Christina said staff is looking at new tools such as the assister portal to see what insights they offer into grantee activities, and will work with grantees to find reasonable ways to capture important data.
- Tom Forsythe noted in the future he would like to see an examination of return on investment for these grants.
- **MOTION:** Tom moved to amend the policy statement's two references to "one-year grants with option to extend an additional year" to read "one-year grants with option at MNsure's sole discretion, and subject to the grantee's willingness to continue, to extend an additional year." Edgardo seconded. All were in favor and the motion was approved.
- **MOTION:** Phil moved to accept the Navigator Outreach and Enrollment Grant Program Policy Statement for FY 2017. Kathryn Duevel seconded. All were in favor and the motion was approved.

2016 IT Roadmap

- Katie Burns, COO, and Deborah Huskins, Hennepin County Director and member of the METS Executive Steering Committee, presented the [2016 IT Roadmap](#) (slide 4).
- Katie reported that the Executive Steering Committee (ESC) is the interagency structure that works jointly to prioritize needs for the Minnesota Eligibility Technology System (METS). The ESC includes two members from MNsure staff, two members from DHS staff, two members from MN.IT staff, and one county representative. She explained that the ESC engaged with the board's Operations Work Group over the fall and winter in

development of the plan to gather board input as the ESC put together the proposed IT roadmap.

- Deb noted that in looking back at the 2015 IT roadmap, much was accomplished. She said that in developing the 2016 IT roadmap, the ESC worked to balance the needs of the various partners in the MNsure enterprise regarding the METS system. The focus of the 2016 roadmap is on core functionality and on the needs of consumers, counties, navigators, assisters and carriers.
- Deb explained that after gathering input from a variety of stakeholders, DHS and MNsure rank-ordered their top priority needs, and then a subset of the ESC evaluated the priorities on the following criteria:
 - Impact on the workload for the counties and state
 - Provision of health coverage for people
 - Impact on accurate eligibility results
 - Whether the priority was a mandate or not
 - Impact on consumer and public understanding
 - Volume of people impacted by the priority
 - Effect on other functionality
 - Level of urgency
- Deb noted that following this evaluation, MN.IT analyzed the priorities for level of effort required.
- Katie stated that the Operations Work Group held three to four meetings throughout this process so staff could keep board members apprised of the developments and so staff could obtain input, questions, and concerns from Operations Work Group members.
- Deb noted the winter release isn't specified at this time. She reported the ESC is developing a list of additional priorities and will be watching throughout the year to see what needs to be addressed.
- Kathryn reported the Operations Work Group worked with staff to make sure MNsure's needs would be met by this roadmap. She noted many items have benefits to multiple parties, and that many items are more beneficial to MNsure than they might appear at first glance.
- Allison O'Toole, CEO, noted that the IT roadmap is for the METS system, but there are other enhancements outside of that system and the ESC process that MNsure and the board's Operations Work Group can consider, such as enhancements to the Consumers' Checkbook tool.
- Tom asked which components of the IT roadmap would drive growth in QHP enrollment. Katie reported that some of the items related to consumer reconciliation with carriers will be helpful in this respect, as they will allow MNsure to better understand its customer

base. She also noted that between the first and second open enrollment periods, MNSure spent a great deal of effort improving the consumer experience. Last year and this year, the IT roadmap puts more focus on core back-end functions that are not directly related to the front-end consumer experience, but will improve the ways consumers interact with MNSure. Tom noted his concern that the IT roadmap did not include enough items dedicated to driving QHP enrollment growth and improving the consumer interface.

- Kathryn reported that she found many of the improvements would be beneficial for the QHP population as well as the public programs population, and that it's difficult to separate who benefits from which items because so many benefit multiple partners. She noted the roadmap is ultimately a compromise and thus no partner is receiving its exact wish list.
- Tom asked if MNSure has a budget for website enhancement and consumer shopping improvement. Katie explained that it is part of the overall set of resources MNSure has for IT development. She noted work items like enhancements to the Consumers' Checkbook tool don't appear on the roadmap because they are handled through a separate contract that doesn't require IT work from the state or core vendors. Katie also noted that the IT development also relies upon resources from DHS to fund the development of Medical Assistance- and MinnesotaCare-related functionality.
- **MOTION:** Commissioner Emily Johnson Piper moved to approve the 2016 IT Roadmap. Kathryn seconded. By a vote of six to one, the motion was approved. Board members Benner, Duevel, Eaves, Norrgard, Piper, and Rodriguez voted in favor. Board member Forsythe voted against.

Finance Work Group – Tom reported the work group has been meeting and working on the budget for FY17 and will present it to the board at the March board meeting. Allison noted that the budget will be a balanced budget and expenditures will meet revenues.

Advisory Committees

Health Industry Advisory Committee (HIAC) – Jonathan Watson, HIAC Chair, reported the committee met on January 21 and had reviewed the board's dashboard and hosted a presentation from Stacie Weeks at DHS regarding the recommendations of the Governor's Health Care Financing Task Force.

Jonathan also offered the following points of feedback from the committee:

- Consumers are confused by the term "discount" when describing APTC.
- Brokers expressed frustration with the compressed open enrollment period and would like to see it spread out.
- Health plans report data transmission has improved, though there are still some duplicate files and bad data.

- A consumer member reported frustration with receiving his insurance cards before his first premium bill.

Jonathan reported the HIAC is working to develop a list of topics concerning the long-term future of MNSure and has developed 17 issues it will prioritize. He noted the committee intends to come back with recommendations on two or three of these topics in 2016.

Jonathan asked the board to please give the committee any assignments on topics around which it would like the committee to provide input. Tom asked that the committee consider the construction of the premium withhold tax and whether it should apply only to plans sold on-exchange or if it should be spread across the market more broadly.

Consumer and Small Employer Advisory Committee (CSEAC) – Kathryn reported the CSEAC is currently developing recommendations on health literacy and the Consumers' Checkbook tool.

CEO report

Allison O'Toole, CEO

Allison reported that since November 1 and as of end of day February 14, MNSure has enrolled almost 216,000 Minnesotans. This includes about 85,700 QHP enrollees, just over 90,000 Medical Assistance enrollees and about 40,000 MinnesotaCare enrollees.

Allison also reported that MNSure exceeded its QHP enrollment goal of 83,000, ending open enrollment at 85,390 individuals enrolled. About half of these enrollees are new to MNSure.

Allison noted staff is already looking ahead to the next open enrollment period. MNSure will be evaluating the open enrollment period that just ended in order to inform and improve its work going forward.

Allison stated that the U.S. Department of Health and Human Services' Office of Inspector General recently released a report with findings related to MNSure's first open enrollment period. MNSure has addressed all of these findings already or will be addressing them in the next few months.

Finally, Allison also noted that Medical Assistance (MA) liens and estate claims have been making the news lately. These are state law and a requirement for DHS, and predate MNSure. They are not applicable to QHP enrollees, and only affect MA enrollees 55 and older. Given the recent news of consumer confusion, MNSure will make sure navigators and brokers have the information they need.

IT update

Deb Tibstra, MN.IT

Deb Tibstra of MN.IT reported that the spring IT release has been deployed into the test environment and is on track for a release the weekend of April 2.

Deb noted MN.IT continues to work with MNsure and carriers on 834 EDI transactions and is on round 21 of that testing. She noted the carrier technical group meets weekly to discuss the test results and so far MN.IT has been receiving good feedback. Deb mentioned that ideally, this work would have been completed prior to the start of open enrollment, as some if it had to take a back seat during the open enrollment period.

Deb also noted that MN.IT had originally planned to deliver effectuation functionality in December, but that work has flipped with 834 transactions.

Finally, Deb reported that MN.IT has flexibility around the 834 effectuation work and will be able to fit releases into regularly-scheduled maintenance windows rather than the 2016 IT roadmap major releases.

Wrap up and any new business

Peter Benner, Board Chair

None.

Adjourn

Edgardo moved to adjourn. Martha seconded. All were in favor and the meeting adjourned at 3:00 p.m.

Chair Benner & Ms. O'Toole,

Thank you for the opportunity to provide an update. Please share with the rest of the MNsure Board. Generally speaking counties continue to struggle.

I will share a couple small developments since the last MNsure board meeting. Last month a successful fix was deployed that resolved a problem we were experiencing; some renewal cases were coming across blank – now they are populated correctly. The 2016 plan has been shared with counties. Many of our needs are being addressed. For example, work scheduled in the spring that will assist counties include: a project that improves data matching to reduce duplicate cases, improvements to the task functionality, improvements to the interface between METS and MMIS. Success on these topics have the potential to get counties back on a positive track; it is difficult to judge whether or not it will make a big enough impact.

Respectfully submitted,

Marti Fischbach

Director

Employment & Economic Assistance

Dakota County Community Services