



MNSure Board of Directors Meeting Minutes

Wednesday, January 13, 2016, 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, Phil Norrgard, Commissioner Emily Johnson Piper, Edgardo Rodriguez

Staff in attendance: Allison O'Toole, Dave Rowley, Jessica Kennedy, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:02 p.m. by Peter Benner, Board Chair.

Peter noted the Board is unable to live-stream today, as there has been a technical difficulty. He then welcomed Commissioner Emily Johnson Piper to the table, as this was her first Board meeting.

Public comment

Mark Waggoner, a consumer, expressed his frustration with the MNSure enrollment process. He reported he had completed his enrollment on December 3 with the help of a navigator, but that he called his insurer on January 7 and they still showed no record of his enrollment. He also expressed concern with whether the Form 1095s would be distributed in a timely fashion this year. Chair Benner asked that staff work with Mr. Waggoner to resolve his issue.

Eileen Deitcher, a consumer, reported she had been asked to provide additional information or risk losing coverage. She said she does not feel comfortable sending her documents to a P.O. Box and would like to deliver them in person to someone who will provide their full name and contact information. Chair Benner asked that staff work with Ms. Deitcher to resolve her issue.

Shawnee Christenson is a broker who runs a broker enrollment center. She reported miscommunication caused by DHS employees who tell consumers, "You need to speak to a MNSure person," by which they mean an employee at DHS who specializes in MNSure enrollment cases.

Administrative items

Peter Benner, Board Chair

Approve December 9 meeting minutes

MOTION: Phil Norrgard moved to approve the [draft December 9 meeting minutes](#). Edgardo Rodriguez seconded. All were in favor and the minutes were approved.

County update

Marti Fischbach of Dakota County presented for the counties. She reported counties are in the midst of processing a high volume of renewals. They are currently working on January renewals and beginning work on February renewals. Marti said counties are facing three major challenges: the sheer volume of cases, confusing renewal notices that drive additional traffic to county offices, and system functionality challenges related to identifying and consolidating duplicate cases.

Annual report

Peter stated that per MNsure's enabling legislation, MNsure is required to submit an annual report to the legislature every January.

MOTION: Phil moved to approve the [Annual Report](#) as presented and authorize staff to present it to the Legislature. Commissioner Piper seconded. All were in favor and the motion was approved.

Legislatively required waiver requests

Diogo Reis of DHS reported that the 2015 Minnesota legislature directed DHS to seek a waiver from CMS allowing small group tax credits to be provided for small group coverage both through MNsure's SHOP program and outside of it. He supplied a draft waiver request and noted DHS intends to submit the letter on February 15.

Allison O'Toole, CEO, noted that once the letter has been submitted to CMS, the Board will have an opportunity comment formally. Allison also noted that the Department of Commerce was directed by the 2015 Minnesota legislature to seek a waiver from CMS allowing advanced premium tax credits to be provided for individual coverage both through MNsure and outside of it. She reported Commerce is currently awaiting a response to a letter they wrote to CCIO requesting additional guidance around the parameters to this specific request.

Proposed amendments to MNsure appeals rules

Dave Rowley, Interim General Counsel, and Jessica Kennedy, Appeals Manager, presented on [proposed amendments to the MNsure appeals rules](#). Jessica noted that MNsure had solicited public comment for a thirty day period and received none.

MOTION: Kathryn Duevel moved to authorize CEO Allison O'Toole to sign the Order Adopting Rules and proceed with presentation to the Governor's Office and the Office of Administrative Hearings. Martha Eaves seconded. All were in favor and the motion was approved.

Work Group updates

Operations Work Group – Kathryn reported the work group has been focused on IT prioritization.

Finance Work Group – Tom Forsythe reported the work group will be meeting in the coming weeks to work on the FY17 budget.

Compliance Work Group – Peter reported the work group has been meeting monthly, most recently to review the proposed appeals rules amendments the Board adopted.

CEO report

Allison O'Toole, CEO

Allison reported that since November 1 and as of end of day January 10, MNsure has enrolled over 134,000 Minnesotans. This includes over 69,500 QHP enrollees, over 45,000 Medical Assistance enrollees, and over 19,000 MinnesotaCare enrollees. Allison noted 42% of MNsure's individual market QHP enrollments are new enrollees, the highest percentage for any exchange in the country.

Allison stated that Contact Center call volume remains high, with over 4,000 calls on Monday and Tuesday. Wait times spiked during the first open enrollment deadline, but MNsure is continuing to refine its staffing procedures and is prepared for the next two deadlines.

Allison reported that MNsure's navigator and broker partners have over 500 enrollment events statewide this month. Allison is once again visiting parts of greater Minnesota to raise awareness about open enrollment, with a recent trip to Rochester and an upcoming trip to Duluth.

Allison noted January 15 is the deadline for coverage beginning February 1, and January 31 is the end of open enrollment and the deadline for coverage beginning March 1. MNsure's Contact Center will have extended hours around both deadlines to provide as much help to consumers as possible.

Allison also shared that MNsure is looking beyond the end of open enrollment and is currently working on a consumer survey to help evaluate MNsure's performance.

IT update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented on slides 11-13 of the [slide deck](#).

Scott reported that with the exception of two items, MN.IT has completed its 2015 IT roadmap. One of these items is the interface between the Minnesota Eligibility Technology System (METs) and PRISM, Minnesota's child support system. The other item is the 834 and true-up item. MN.IT is in round 18 out of 21 rounds of testing requested by the carriers.

Scott also reported that MN.IT is working with carriers and the IRS on 1095 forms, both on the QHP side and for the first time this year on the public programs side.

Scott noted that in 2015, MN.IT completed 14 different releases and managed over 23 project teams.

Scott also noted MN.IT is now working with its partners at MNsure and DHS to set the 2016 IT roadmap. The spring release has already been set based on work that must continue in a timely fashion.

Board members asked questions about the 1095 process in 2016. Scott reported MN.IT is utilizing a new, more thoughtful process this year that will build a process for future years. It is automated in a different way than it was in 2015. He noted MN.IT will know more at the end of the week when it submits a file to the IRS.

Tom asked if MN.IT is considering alternatives to the Curam system as it looks at an upgrade to the eligibility software. Scott reported MN.IT is not looking at alternatives to Curam for the eligibility engine itself, since such a change would take 3-5 years. However, MN.IT is examining if any reasonable alternatives exist to the applications around the eligibility engine.

Wrap up and any new business

Peter Benner, Board Chair

None.

Adjourn

Kathryn moved to adjourn. Edgardo seconded. All were in favor and the meeting adjourned at 2:16 p.m.