



## Consumer and Small Employer Advisory Committee Meeting Minutes

- > **date:** September 23, 2014
- > **building:** MNSure Office, 81 East 7<sup>th</sup> Street, Suite 300, St. Paul, MN 55101
- > **time:** 1 – 4 p.m.
- > **members in attendance:** Jin Lee Johnson – Chair, Anna Odegaard, Claudette Moran, Gladys Chuy, Joan Carchedi, Michael Jones, Patrick Lochwood, Sondra Reis, Hussein Sheikh, Jama Mohamod (phone), Kathryn Duevel – Board Member, Aaron Sinner – Board and Federal Relations Specialist, Debby Dill – Board and Federal Relations Coordinator, Carley Barber – Board and Federal Relations Director
- > **members unable to attend:** John Freeman, Julia Johnson, Luis Ortega, Richard Oni, Thomas Lopez and Valerie Jensen

### topics

#### Call to Order

Jin Lee Johnson, Committee Chair

The meeting was called to order at 1:05 p.m. by Jin Lee Johnson, committee chair.

The chair decided to change the order of the agenda because some people were running late and she wanted to have a full room for the guest speakers.

#### Committee Update: Approval of July and August meeting minutes

Jin Lee Johnson, Committee Chair

**Motion:** Anna Odegaard moved to approve the meeting minutes for the July and August meetings. ama Mohamod and Michael Jones seconded. All voted in favor, and the minutes were approved.

#### Board Update

Kathryn Duevel, Board Liaison

Kathryn Duevel announced that the board had approved the recommendation of Jin Lee Johnson as committee chair, and John Freeman as vice chair.

Kathryn reported that the board approved the revised policy on MNSure Board Advisory Committees: Roles and Responsibilities. It is important to be involved in the operations side of MNSure but the committee's goal is to be independent and to look at the issues long term. Kathryn then went on to say that annually the board will be asking for committee members to sign a recommitment form. This gives members a chance to say if they are willing to commit for another year, or to resign if this committee is not what they are looking for. Kathryn asked members to return the signed form at or prior to the next meeting.



Kathryn reported that at the last board meeting, the board discussed outreach programs, assisters, navigators and Preferred One.

**Committee Update: Status Update on Committee Recommendations to the Board**  
Aaron Sinner, MNsure Staff

**New Expense Report Form** – Aaron Sinner introduced Debby Dill as the board and federal relations coordinator and stated she will be attending these meetings along with Aaron Sinner.

A new expense report form was handed out to the members. This form is much cleaner and easier to use, though it is still a work-in-progress. Going forward, there will be forms at each meeting that can be completed there, and a reminder by secure email will be sent the next day. The forms are due by Tuesday morning one week after the meeting. If a member misses this deadline, then he or she will have to wait and submit following the next meeting. Staff asked that members do not send expense reports older than three months. This form will be posted on the Google page.

It was noted that there is not a line for reimbursement if a member takes the bus. This will be added to a future version of the form.

**Committee Recommendations** – Aaron went over the MNsure Staff Responses to Advisory Committee Recommendations on the [Navigator Program](#), [Access](#), and [Data Collection](#).

Regarding the data collection responses, Anna suggested MNsure have a system to gather consumer feedback prior to 2017, since the federally required survey will not begin until 2016. It was also noted that data is available publicly each month via the metric deck at board meetings.

**MNsure Statute Overview**  
John Reich, MNsure Legislative Relations

John Reich handed out his [presentation](#) on “Enabling Legislation Overview” and a copy of the [enabling legislation itself](#) and delivered a presentation discussing these materials.

There was much discussion on why navigators and brokers do not get paid for their services in certain instances when helping consumers enroll through MNsure. John explained that public programs fall under the jurisdiction of DHS and that any compensation for services is established by legislation. Jinny told the group that navigators and assisters are having conversations with staff during the stakeholders meetings about this issue.

**Presentation from the Patient Advocacy Coalition**  
Matt Schafer, Patient Advocacy Coalition

Matt Schafer went through his [presentation](#) and showed the committee how difficult it is to find a real dollar cost for a patient’s drugs in Minnesota. He then showed the committee the Nevada website and how it is much more user-friendly in this respect.



The navigators, brokers and assisters also need this tool in order to help consumers make good decisions on the plans they choose.

Matt provided a MNSure scavenger hunt form and asked the Committee to take some time and try to find the cost of the drugs and if their plans cover them.

The consensus was that MNSure and the State of Minnesota need to have a more user-friendly drug search engine, and consumers' understanding of their entire covered benefits, including prescriptions, plays an important role in affordability conversation. Suggestions were made that MNSure look to outside sources, non-profits and the federal government. This is an important piece of the puzzle when choosing a health plan.

#### **New Topic Presentations and Discussion**

[Gladys Chuy, CSEAC Member](#)

Gladys delivered a [presentation](#) on Narrowed Networks in the Healthcare Exchange. She also shared a personal anecdote about a woman who has cancer and is undergoing treatment. The woman had changed polices and was told that she could not stay at her current clinic and would have to go somewhere else if she wanted to have lower out-of-pocket expenses. The women decided to stay at her current clinic and pay the higher cost. A robust conversation followed, touching on many different facets of network composition and the (positive and negative) related consequences.

#### **Public Comment**

No public comment.

#### **Discussion on Criteria for Measuring MNSure Success**

[Committee Discussion](#)

Claudette Moran presented her concerns on "[Timely Determination of Eligibility](#)." The committee thanked her for her report and asked that she think of some recommendations for improving the situation she described, and to bring them back to the committee for review.

Michael Jones brought up the issue of navigators not being compensated for their work with those who are on public programs. The committee suggested that he draft a possible recommendation for committee consideration.

It was suggested that the committee invite a navigator to a meeting to discuss their concerns. Jinny let the committee know that staff and others (stakeholder teams) are working on the navigator concerns.

#### **Wrap-up and adjourn**

[Jin Lee Johnson, Committee Chair](#)

Jinny moved to adjourn. Anna seconded. There were no objections, and the meeting adjourned at 4:02 p.m.