

TO: MNsure Board of Directors

FROM: Consumer and Small Business Advisory Committee

DATE: May 14, 2014

RE: Preliminary Recommendation related to the Consumer Assister Program

The MNsure Consumer and Small Business Advisory Committee is finalizing a comprehensive set of recommendations related to the Consumer Assistance Programs as part of our overall recommendations in response to the Board's request for feedback about the Enrollment Experience. In advance of the complete set of recommendations, the Committee voted unanimously to make one preliminary recommendation.

Recommendation:

The Committee recommends that MNsure develop and make public a decision-making timeline for the Consumer Assistance Programs that includes information about when and how MNsure will make major decisions related to the programs that will impact Navigator, Agent and other Assister organizations' preparation and work for the 2015 and 2016 Open Enrollment periods.

1. The timeline should include information about the following program components:
 - a) Budgetary decisions affecting the Consumer Assistance Programs
 - b) Assister Training and Performance Support content development and timeline for availability
 - c) Assister certification process updates
 - d) Approaches to outreach assessment
 - e) Strategic decisions for ensuring adequate outreach to underserved populations, such as REL communities, underserved geographic areas, and other populations with high rates of uninsurance
 - f) Navigator and Broker Portal design, development and timeline for availability
 - g) Decisions related to communications systems affecting Assister organizations
2. The timeline should also include details about opportunities for stakeholder engagement around decision-making, especially related to the design and development process of systems that directly affect Assister organizations, such as training, certification, communication and Portals.

Making a decision-making timeline public as soon as possible will do the following:

- Enable Assister organizations to be optimally prepared for open enrollment by providing information critical to organization decisions about staffing and resources
- Encourage stakeholder engagement and a smoother transition to new processes
- Minimize the need for trouble-shooting and system changes during the critical months of open enrollment by promoting the incorporation of stakeholder input into the early stages of decision-making, including design and development processes