

Board of Directors Meeting April 15, 2015

Discussion slides



Agenda

- Welcome and any new business
- Consumer story Derrick Watson, Minneapolis
- Public comment
- Administrative items
 - Approve February 18 and March 12 meeting minutes
 - County update Marti Fischbach, Dakota County; Barb Dahl, Scott County
 - Work Group updates
 - Market Development Work Group
- CEO report
- IT update
- Wrap up and any new business
- Adjourn next meeting is May 13



Consumer Story

Derrick Watson, Minneapolis



Public Comment

Please sign up for public comment at back table



Administrative Items

- Approve February 18 and March 12 meeting minutes
- County update Marti Fischbach, Dakota County; Barb Dahl,
 Scott County
- Work Group updates
 - Market Development Work Group



Market Development Work Group





Process Transparency

- Create a general workflow map to be placed conspicuously on the website. Target date = June 1, 2015
 - Details suitable for consumer use
- Engage a consultant to create a detailed workflow process map that will be useful for MNsure staff and our partners. Target date = October 1, 2015
 - MNsure staff is directed to propose at the May Board meeting a proposed budget and timeline to accomplish this initial map as well as a process for a continuous process improvement using tools like value stream mapping on a regular and consistent basis

Comparison and Shopping

- Publish specifications for vendors to work with MNsure
- Comparison only already in progress
 - Select vendor(s) to provide
- Comparison and Enrollment
 - Link to 3rd party site from MNsure site
 - Rough calculation of APTC on 3rd party site
 - Compare plans on 3rd party site
 - 3rd party vendor enrolls consumers
 - on 3rd party site for non-APTC consumers
 - on MNsure if APTC consumer
 - 3rd party responsible for sending 834 to health plan selected (non APTC)
 - 3rd party provides
 - enrollment demographic information to MNsure for reporting
 - revenue equivalent to premium withhold



Innovative Product Design

- Letter to carriers from MNsure Board outlining desired plan and benefit designs
- Highlight products on the website and on 3rd party vendor platforms that meet certain innovation criteria
- Offering innovative products that meet criteria optional and not a requirement



CEO Report

 Enrollments as of EOD April 13, 2015 and since November 15, 2014:

• QHP 61,874

Medical Assistance 120,129

MinnesotaCare 37,769

- TOTAL 219,772



IT Update

- 2015 Focus Areas, Priority Initiatives
- March Release Plan // Project Status
- April Release Plan // Project Status
- 2015 Project Schedule



Focus Areas

Improve Case Management Functionality

Enhance Program Integrity

Enhance Back-Office Functions

Enhance the Customer Experience

Priority Initiatives

- · Life event processing
- Streamline case worker task lists
- Navigator/Broker Portal: provide tools to more efficiently assist consumers
- Continued improvements in eligibility processing
- MinnesotaCare Premium Invoice Generation and Payment Processing
- Medical Assistance and MinnesotaCare Renewals Phase II
- Child Support System Interface
- Medical Assistance and MinnesotaCare Renewals Phase II
- QHP (Commercial insurance) Open Enrollment Period and Renewal Processing improvements
- Enrollment System of Record. Data Reconciliation and improved user interface
- Reports: automatic creation of standardized system performance reports
- Security enhancement for case worker log on (Multi-Factored Authentication)
- IT Infrastructure Improvement additional testing/training environments
- MNsure interface improvements to Medicaid system (MMIS)
- Enrollment System of Record Phase II
- Citizen / Worker Portal Integration
- Data transmission of enrollments to carriers (834 EDI files to Carriers)
- 2014 IRS 1095 Files, sent to enrollees and transmitted to IRS
- Public program renewals January, February, March complete, April in-process
- Notices Limited Denial / Termination Reasons
- Notices Infrastructure, Generating and Issuing Notices
- Usability Enhancements/Plan Comparison



Work Currently Underway April Release Plan = Change in Status Work in Planning Phase **Project Status** Work Scheduled for Scoping/Planning **Open Enrollment** Nov. 1-Jan 31 April March May Sept. July Dec. Off-Cycle Release **Federal Hub Life Event Entry Phase Security Enhancements QHP** Renewals and Open **Enrollment data to PRISM Service Upgrade** carriers (Phase 1 -1 (1 of 6 high priority (Multi-Factor Authentication) **Enrollment** Interface 💢 (VLP) \Rightarrow EDI transaction) items) -Pilot Previously scheduled for **Public Programs** Caseworker Life Event Entry Phase 2 (5 Improvements to client Reporting May Renewal remaining high priority eligibility processing **Functionality Phase** functionality (Effective dates) Phase 2 simplification - Phase **Functionality (415)** items) 2 1 (task management) **Security Enhancement 41 System Defect Caseworker functionality Usability Enrollment data to** Fixes 💢 carriers (Phase 1 - EDI simplification Phase 2 (task Multi-Factor **Enhancements** transaction) management/UI **Authentication full** Phase 2 simplification) implementation **Eligibility System Enhanced MA** Improvements to client Citizen/Worker Integration Navigator/Broker of Record Fixes 14 eligibility processing Renewal Functionality Phase 1 **Portal Phase 2** (Effective dates) Phase 1 Finance Fixes (5) **Eligibility Software MinnesotaCare Payment** Notices - Limited Citizen Worker EP \tag **Product Upgrade** Processing 🜟 Denial/Termination 🜟 Portal Phase 2 **Special Enrollment Cost-Effective System Defects** MA and BHP Renewals **Usability Enhancements Processing Functionality** determination Phase 1 🔶 logic change Phase 2 🌟 **Case generation Enrollment System of Record Reporting Functionality** functionality fix-Phase 1 Phase 2 -----**Product MNsure MMIS Interface Development Case** Functionality * **Navigator/Broker Portal** Phase 17

Work Completed

MNsure 2015 Project Schedule

11/2014-12/2015

0	Task Name	% Complete	Start	Finish	21, '14 S T		Feb 15, '15				May 10, "				'15 T C	Aug 2, '15	Aug 30,			Oct 25, '15 W S T	
3	Fed Hub VLP Upgrade	39%	Wed 1/14/15	Sat 7/25/15		In F	1 3 V	v 3 1	M	Г	3 W	3	I M	ļ r	- 5	W S	1 14	Г	1 3	W 5 1	MF
4 🗸	± Step 1	100%	Wed 1/14/15	Sat 3/28/15	i										•						
0	± Step 2	6%	Mon 4/6/15	Sat 7/25/15	1			•													
6	+ Step 3	0%	Mon 4/27/15	Sat 7/25/15	-1										Ť.						
2	Federal 1095 IRS Functionality	92%	Thu 1/1/15		_					, `					•						
6	834 Carrier Functionality	42%	Fri 1/2/15																		
7	EDI- Post Production Blockers	77%	Fri 1/2/15		الله ا					-		•									
3	+ Federal File	4%	Mon 2/2/15		- T	_															
9	+ Effectuation	40%	Fri 1/16/15			<u> </u>						ě									
5	Eligibility Sysem of Record - Data Reconcilitation	10%	Thu 3/26/15			1						Y						_	,		
1	QHP Open Enrollment & Renewal Processing	2%	Thu 4/9/15					•											,		
7	Infrastructure Part 1	7%	Mon 3/9/15												_			Ĭ			
4	Change Wizards/Life Events I	42%	Tue 2/17/15		-										•						
1	Task List and Case Management I	42%	Tue 2/17/15		- 1		<u> </u>					_									
8	Worker Portal Effective Dates I	20%	Tue 2/17/15									<u> </u>			_						
6	Multifactor Authentication	30%	Fri 1/16/15				<u> </u>								_						
4	Renewal Functionality	17%	Fri 1/2/15			4												Y			
5 🗸	Late Renewal Processing (415)	100%	Fri 1/2/15		ı.										•						
02	MA /BHP Renewals Phase 2	2%			- T			Ì							_						
09	Minnesota Care Payment Processing	0%	Mon 3/30/15		-			ı Y							Ť						
16	Change Wizards/Life Events Phase 2	0%	Mon 4/6/15		-										Ť						
22	Task List and Case Management 2	9%	Mon 4/6/15		- 1				_						Ť						
28	Citizen Worker Portal Phase 1	0%							Y	-					_			_			
35	+ Notices	0%								Ě								_ĭ			
12	Usability Enhancements Phase 1	0%	Mon 4/20/15						ľ												
19	Reporting Phase 1	0%	Mon 4/27/15						•										1		
56	MNsure MMIS Interface	20%	Mon 4/27/15																		
32	Navigator//Broker Portal Phase 1	0%	Wed 4/8/15																		
70	Worker Portal Effective Dates 2	0%	Mon 5/11/15							-											
76	Child Support Interface - PRISM	10%		Sat 12/12/15														=			
32	Reporting Phase 2	0%		Sat 12/12/15	-								_								
39					-																
96		0%		Sat 12/12/15	-																
33	Navigator/Brokers Phase 2	0%		Sat 12/12/15												<u> </u>					
	Citizen Worker Portal Phase 1	0%		Sat 12/12/15																	
10	Special Enrollment Period	0%	Mon 3/30/15	Sat 12/12/15				T													
17					4			- 1			I							- 1			

Wrap Up and New Business





Adjourn

Next meeting date:

Wednesday, May 13 • 1:00 pm 81 East 7th Street, St. Paul, MN 1st floor atrium

