



Consumer and Small Employer Advisory Committee Meeting Minutes

August 24, 2021, 2:30 – 5 p.m.

Virtual meeting via Cisco Webex

Members in attendance (via Webex): Olga Sheveleva – Chair, Anna Guler – Vice-Chair, Lana Barskiy, J. P. Little, Melissa Stanton

Members not in attendance: Grace Aysta, Warsame Guled, Steven Narowetz, Madison Nelson, Erin Ribar

Staff in attendance: Christina Wessel, Joel Ingersoll, Claire Hahn

Meeting Topics

Welcome and Roll Call

Olga Sheveleva, Chair & Christina Wessel, MNSure Senior Director of Partner and Board Relations

Olga Sheveleva, chair, called the meeting to order at 2:33 p.m. She reviewed MNSure’s purpose statement:

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.

Review and Approval of Previous Meeting Minutes

CSEAC Members

Motion: Anna Guler moved to approve the draft July 27 meeting minutes. J. P. Little seconded. All were in favor and the minutes were approved.

MNSure Updates

Christina Wessel, MNSure Senior Director of Partner & Board Relations

Christina Wessel, MNSure staff, led her update noting there have been no MNSure board meetings since the last CSEAC meeting. She announced that Jessica Kennedy was appointed to the board as the representative for consumers eligible for public health care program coverage. Jessica’s term will run from August 18, 2021, through May 5, 2025. She is an

attorney and vice president of Communication Service for the Deaf, Inc. Previously, Jessica has served as an attorney for the Minnesota Department of Human Services and was deputy general counsel and policy director for MNsure for several years.

Next, Christina updated the committee with MNsure's preparations for open enrollment 2022. As mentioned during the July 27 committee meeting, the Centers for Medicare & Medicaid Services (CMS) recommended a rule to extend the open enrollment period across the individual health market by 30 days each year. Christina noted that MNsure is awaiting a final ruling on the extension and preparing for a November 1 start, regardless of the end date being December 15, 2021, or January 15, 2022.

MNsure began hiring for its Contact Center in July with a goal of training 50 representatives before November 1. Christina reported that several rounds of hiring groups have begun training, and MNsure anticipates meeting its goal. She continued that training opportunities for its assister partners will be ramping up through online assister assemblies, webinars, carrier trainings, and other resources. Lana Barskiy asked whether the newly hired representatives will be hired for a temporary position and whether any are bilingual. Christina replied that the position is temporary, and she is not aware of whether any percentage of new hires are multilingual.

Christina mentioned that MNsure's annual renewal season begins on September 20. She explained that each fall qualified health plan (QHP) consumers' most recent household information is compared against the upcoming annual federal tax bracket to determine financial assistance eligibility. She continued that MNsure has sent out press releases, direct emails to consumers, and emphasized to assisters that life event changes should be reported as soon as possible to ensure that consumers' 2022 health care eligibility can be correctly determined.

Christina's last update regarded plans by the Minnesota Department of Human Services' (DHS) plans for public program renewals. DHS is preparing for the public health emergency to end on or after January 1, 2022. MinnesotaCare consumers will be renewed into 2022 MinnesotaCare coverage so that they are not left with a gap in coverage leading up to their renewal month. This will mean that MinnesotaCare renewals will resume for 2023. Medical Assistance consumers will resume renewals in April 2022. DHS will prepare a health care letter to all public program consumers with 60 days advanced notice informing the households of the expiration of the public health emergency and the date their program will return to standard, non-emergent renewal policy.

Discussion of Recommendations Regarding Equitable Access

Olga Sheveleva, Chair & CSEAC Members

Olga presented a power point presentation of the recommendations the committee would like to make to the MNsure board. Slides included: the communication breakdown between MNsure, DHS, MinnesotaCare and the counties; examples of these communication breakdowns; phone tree availability in multiple languages; and reflective language and removal of gendered icons. Olga confirmed the committee had no further suggestions to modify the slides before it is presented to the board October 20. She confirmed that she and Anna are prepared to present during the 1-3 p.m. timeframe in October.

New Business

CSEAC Members

Olga introduced this segment as a time to discuss interesting or complex situations that committee members have come across and want to discuss. Christina reminded the committee that terms are expiring for some committee members, and recruitment efforts are underway. Applications for new members will be due in mid-October, and the MNsure board will vote on committee rosters and leadership at their November meeting.

Public Comment

No public comment.

Adjourn

Motion: Olga confirmed that the committee will take hiatus from meeting in September and will meet on October 26, after their presentation to the MNsure board. Milly Stanton moved to adjourn. J.P. seconded. All were in favor and the meeting adjourned at 3:05 p.m.