



Board of Directors Meeting

March 26, 2014

Discussion slides



Agenda

- Welcome and new business
- Customer story: Dan Kitzberger, St. Paul
- Administrative items
 - Approve March 12 minutes
 - Consumer and Small Employer Advisory Committee Vice Chair
- Board Work Group updates
- CEO report
- Public comment
- Overview of MNsure business process flows and interagency dependencies
- Closed session: lead vendor contract negotiation strategy
- Wrap up and any new business
- 2 ▪ Adjourn

Administrative

- Approve March 12, 2014 meeting minutes
- Advisory Committees
 - Consumer and Small Employer Advisory Committee Vice Chair
 - Consumer and Small Employer Advisory Committee call for applicants posted on Monday, March 17
 - Applications due 3 pm on Wednesday, April 16

Board Work Group Updates

- Technology Work Group, Thompson Aderinkomi
- Compliance Work Group, Commissioner Jesson

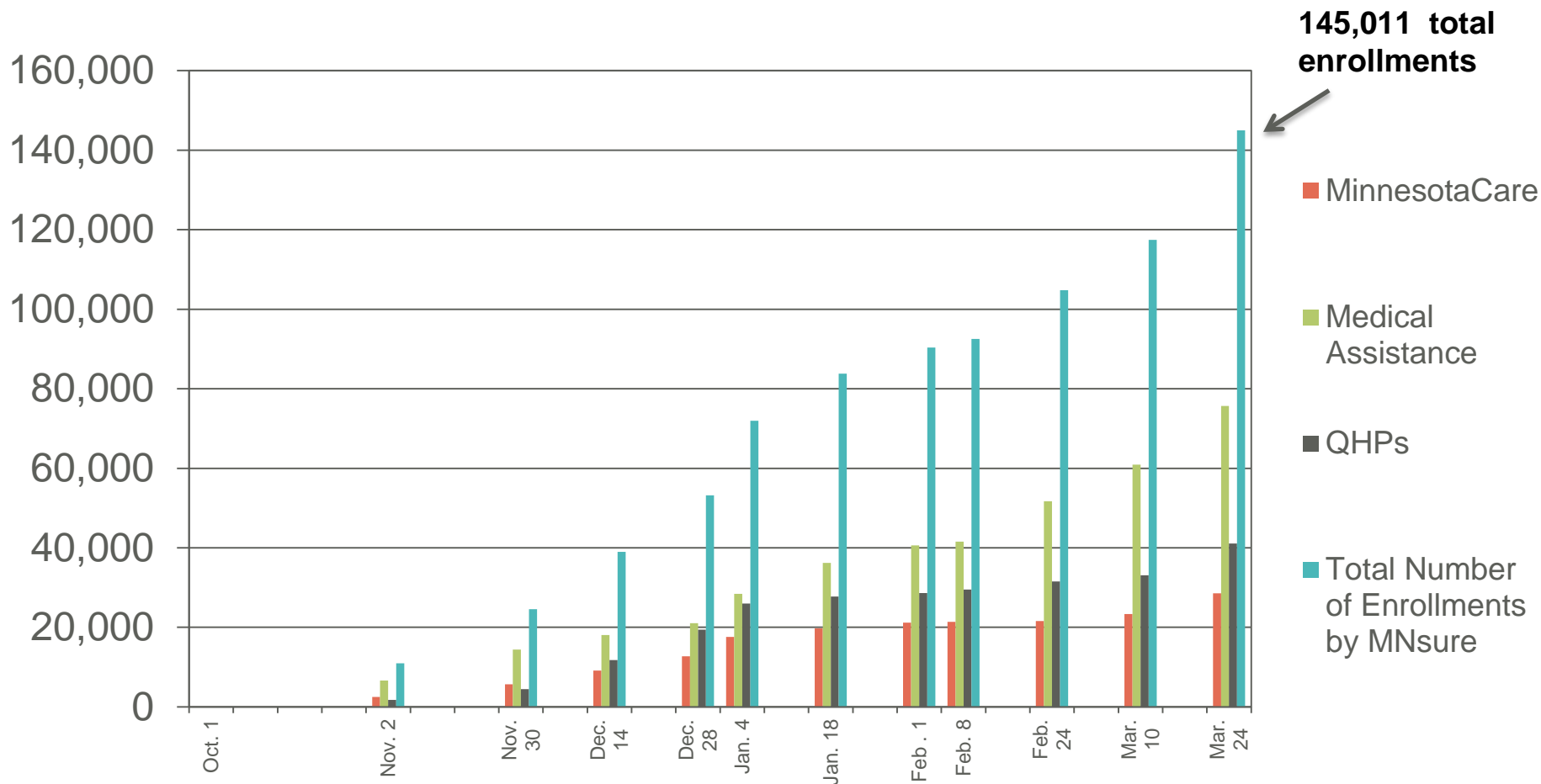
CEO Report: Upcoming Deadline

- Upcoming deadline
 - March 31 to meet the insurance requirement and avoid penalty
 - Coverage effective for May
 - No QHP enrollment until November 15 fall open enrollment begins
 - Exception of life events
 - Enrollment in Medical Assistance, MinnesotaCare and SHOP run year-round

CEO Report: Enrollment

- Enrollment as of March 25:
 - 148,068 total enrollments
 - 75,676 Medical Assistance
 - 41,273 QHP
 - 28,540 MinnesotaCare
 - Note: added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23 enrollment

Enrollment in Process – as of March 24



Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23rd enrollment.

CEO Report: Call Center

- Significant increase in call volume
 - 245% increase since March 1
 - Over 10,000 calls received by end of day Tuesday, March 25
 - Average weekly volume is approximately 10,977
- Average wait time this work week is 8 minutes and 12 seconds

CEO Report: Call Center

- Added call center hours:
 - Monday to Friday: 8 am – 8 pm
 - Saturday and Sunday (new): 9 am – 4:30 pm
 - Monday March 31: 8 am – Midnight

CEO Report: Communications and Outreach

- March to Enroll: More than 1,030 enrollment opportunities statewide
- Invincibles Week: Kicked off last week, featuring daily events focused on reaching young invincibles
- Somali outreach
 - Released digital and radio ads targeted to the Somali community featuring two local actors from the movie Captain Phillips on Friday.
 - Community enrollment events in Minneapolis, St. Paul and St. Cloud
- 20 Days, 20 Stories: Continue to collect and highlight personal success stories via social media
- Partnerships: Continue to work with a growing list of partners to publicize enrollment opportunities

CEO Report

- Announced on Monday: new procedures that will help get people covered and avoid a federal tax penalty even if their enrollment isn't complete when the deadline expires on March 31
- Just like waiting in line after the polls close; if a customer can show that they have attempted to obtain coverage before the deadline, we will make sure they can complete their enrollment
- Minnesotans have until 11:59 pm on Monday, March 31 to enroll or get “in line” for coverage

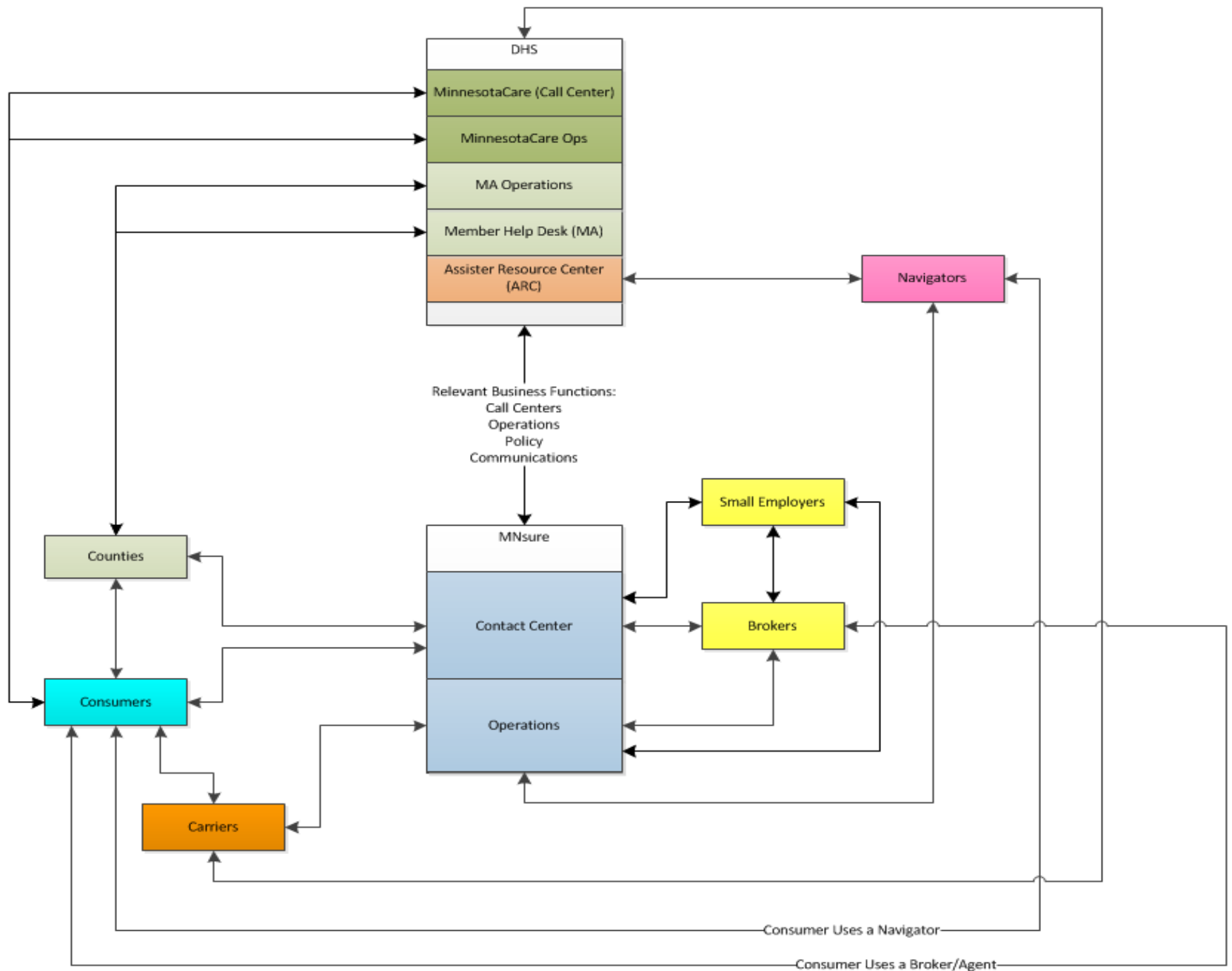
Public Comment

Please sign up for public comment at back table

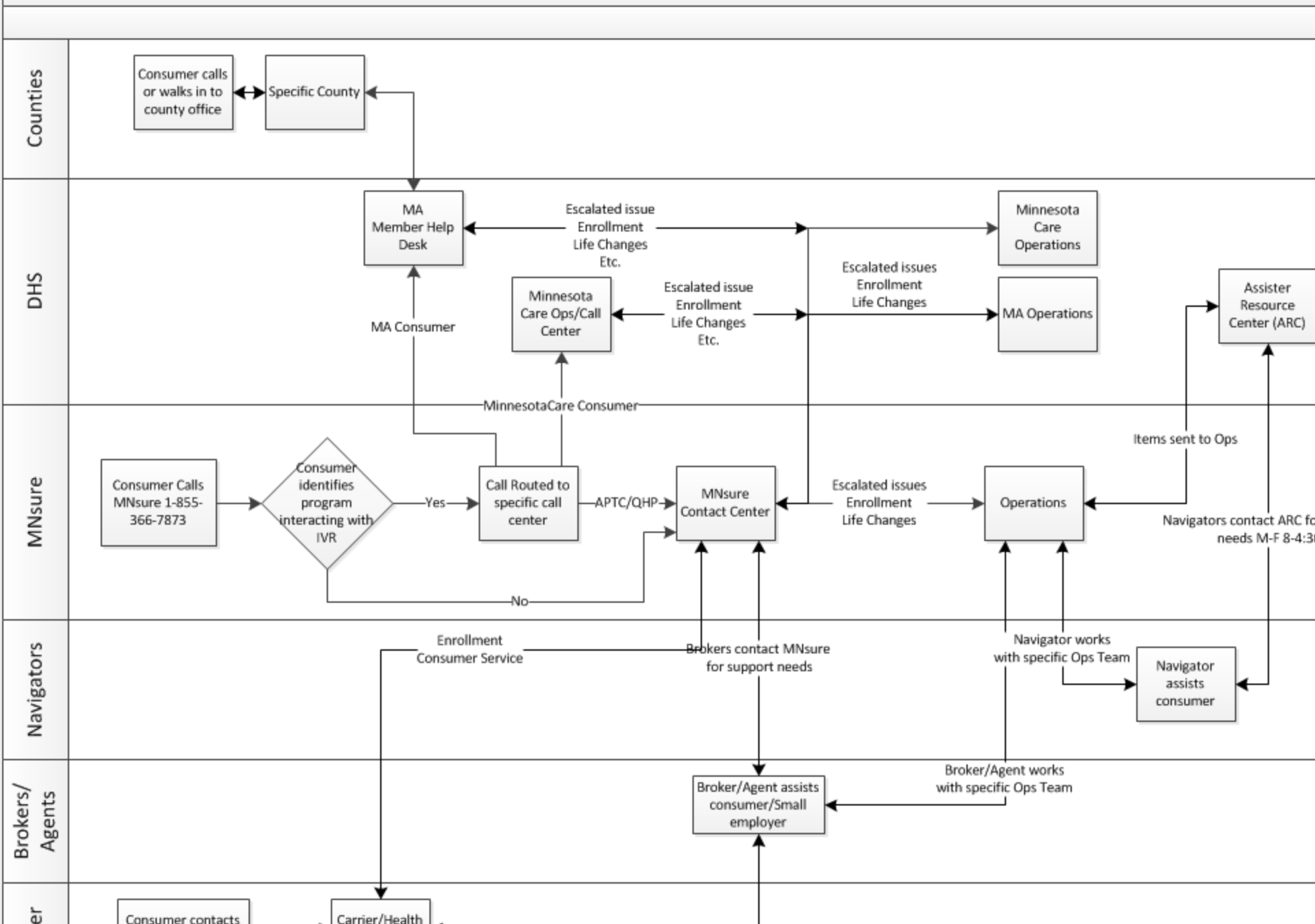
Overview of MNsure business process flows and interagency dependencies



- Erik Larson, MNsure Chief Operating Officer and Chuck Johnson, DHS Deputy Commissioner for Policy and Operations



MNsure Interaction Swim Lane



Closed Session: Lead Vendor Contract Negotiation Strategy

- As allowed under Minnesota Statutes, Chapter 62V, the Board will enter a closed session to discuss contract negotiation strategy related to the proposals submitted for the RFP for Lead Vendor for Phase 2 of the MNsure Project

Wrap Up and Any New Business

Adjourn

Next meeting date:

April 16, 2014, 1-4 pm

81 East 7th Street, St. Paul, MN

1st floor atrium