

Board of Directors Meeting

- > **date:** Wednesday, February 12, 2014
- > **building:** 81 East 7th Street, St. Paul MN, 1st floor atrium
- > **time:** 1:00 to 4:00 pm
- > **members in attendance:** Brian Beutner, Thompson Aderinkomi, Pete Benner (via phone), Kathryn Duevel, Tom Forsythe, Phil Norrgard, Commissioner Lucinda Jesson
- > **staff in attendance:** Scott Leitz, Carley Barber, Katie Burns, Barb Juelich, Erik Larson, Mike Turpin

topics

Welcome and new business

Brian Beutner, Chair

The meeting was called to order by Brian Beutner, Chair, at 1:15 p.m.

Brian read MNSure's purpose: *The purpose of the organization 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.*

Customer story

Sinda Nichols, Minneapolis

Sinda is young and healthy, but had a hard time finding private health insurance before the ACA because of minor abnormality found in blood work a few years ago that subsequently disappeared. She could only afford catastrophic coverage, so she has been uninsured for a few months since finishing her graduate program and therefore losing her school's insurance coverage. She was able to enroll in MNSure and was thrilled at the plans she was eligible for, finding that she was able to find a lower premium, lower deductible, and better coverage than she ever could before.

Phil Norrgard thanked her for her patience and persistence and asked about the time reference of when enrolled and when insurance cards were received. Sinda went onto the website in October but then stopped because of questions she had with respect to her income next year. She went back in mid-December and completed the application.

The Board thanked her, and apologized for the difficulties she experienced.

Administrative items

[Brian Beutner, Chair](#)

Approve February 5 meeting minutes

Commissioner Jesson moved to approve the [Draft February 5 Meeting Minutes](#) with the correction noted by Thompson Aderinkomi on page 6: “four hours per week” changed to: “four hours for one week”. Phil Norrgard seconded the motion. All were in favor, and the minutes were approved.

Discussion of Board Work Groups

As referenced at the last Board Meeting, Board Members revisited the idea of creating Board Work Groups. These Work Groups are intended to provide Board Members an opportunity to work with MNsure staff on key areas. The proposed Work Groups are:

- Technology – information technology infrastructure supporting overall operations
- Finance & HR – financial, budget, and personnel strategies and policies
- Compliance – internal and external and required reporting with State and Federal, audits, and risk assessment

Commissioner Jesson shared her support of creating these Work Groups, as it is a good way to develop Board expertise and to streamline communication with staff. She moved to establish three Work Groups noted above. Kathryn seconded. All were in favor, and the motion carried. Brian will connect with each Board Member individually to get feedback on preferred Work Group membership.

CEO report

[Scott Leitz, Interim CEO](#)

Brian and Scott thanked staff for development of the [MNsurance Metrics Dashboard](#) and noted that it was also shared with the MNsure Legislative Oversight Commission at their meeting earlier in the day.

Contact center

Scott shared that as of this afternoon, there are 50 new staff trained and on the phones, and the rest will be fully in place by February 19. These new staff will put MNsure in a better position for the March 31 deadline rush.

MNsurance staff

Scott introduced Wes Kooistra, new Deputy Director for Operations and Chief of Staff. His time will be split with Metropolitan Council until February 24th when he will be full time at MNsure for up to eight months. Alison O’Toole, Deputy Director for Communications and Public Affairs will also be on board on February 24th.

Metrics

Scott walked through a number of new metrics that were added to the dashboard this week, per the Board's request:

- Paper applications (slide 12)
- Call center types of calls received in rank order with percentages (slide 17 and 18)
- Pended cases in eligibility determination (slide 20)
- Error rates by week and by percentage (slides 22 and 23)

Enrollment

Scott recapped updated enrollment as of February 8, 2014:

- 161,589 accounts have been created
- 92,498 total enrollments by MNsure
 - Medical Assistance: 41,591
 - QHP: 29,493
 - MinnesotaCare: 21,414

There was discussion about “projected enrollment” figures in the Dashboard. It was noted that those figures are not projections, but goals estimated in the Gruber analysis performed long before the MNsure launch. It was suggested that in the future the MNsure should be using projections based on actual enrollment data and experience since market launch.

Brian inquired about customers getting answers to their inquiries during their first call. Scott and Erik believe this rate is quite high and will add a metric about this.

Public comment

None.

Note that Brian suggested the order of the next two topics be flipped when referencing the meeting agenda in order to discuss budget prior to functionality.

Financial review: 2014 budget and 2015 outlook

Scott Leitz, Interim CEO and Barb Juelich, CFO

Barb Juelich, MNsure Chief Financial Officer, walked through slides 12 -15 in the [Discussion Deck](#) and answered questions from Board Members.

Phil asked about dates by which certain grant funds must be spent. Barb explained that all but the Level 2 Grant needs to be spent by September 26th, 2014, unless a 3-month extension is arranged. Additional discussion continued about encumbered and unencumbered funds, grant levels, and re-budgeting. There was also discussion about reassessing the grant funds after open enrollment is complete.

Kathryn inquired about staffing levels, including call center staff, executive staff, and operational staff. Scott shared that this is something that Connie Jones, Director of HR at DHS, will be helping with over the coming weeks. She will be meeting with managers and directors to evaluate staffing needs and help get positions filled.

Commissioner Jesson commented on how this is such a unique type of budget, and expressed her desire to see an operating budget by category that could be tracked by quarter. Brian reminded the group that per MNSure's enabling legislation MNSure is required to present a 2015 budget to the Minnesota legislature by March 15, 2014. The Finance Work Group will work on this and will be ready to discuss it further at the next Board Meeting.

Continued discussion of functionality

[Brian Beutner, Chair](#)

Erik Larson, MNSure Chief Operating Officer and Tom Baden, DHS Chief Information Officer walked through the [Technical Infrastructure Functionality document](#) and took questions from the Board.

The Board walked through the document, starting with items classified as "replicated", meaning that such functionality likely already exists in the marketplace, but it is being replicated for MNSure. Thompson Aderinkomi noted that he reformatted the document and found that some vendors appeared to have more "replicated" functions than others. He also noted possible revenue generating opportunities, and that replacing software doesn't always require payment.

There was additional discussion about how to further assess the components. This conversation will continue in the Technology Work Group, as well as at future Board Meetings.

Wrap up and any new business

[Brian Beutner, Chair](#)

Scott announced that the RFP for the prime vendor was posted Sunday night. The due date for questions and answers was extended to February 13, 2014. Proposals are due by 3pm on Friday, February 21, 2104.

Adjourn

Phil moved to adjourn. There were no objections and the meeting adjourned at 3:46 p.m.