

## Board of Directors Meeting

- > **date:** Wednesday, February 26, 2014
- > **building:** 81 East 7th Street, St. Paul MN, 1<sup>st</sup> floor atrium
- > **time:** 1:00 to 4:00 pm
- > **members in attendance:** Brian Beutner, Pete Benner, Thompson Aderinkomi, Kathryn Duevel, Tom Forsythe, Phil Norrgard, Commissioner Lucinda Jesson
- > **staff in attendance:** Scott Leitz, Carley Barber, 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

The customer story presenter was unable to attend.

#### Administrative

Brian Beutner, Chair

Pete Benner moved to approve the [draft February 12 meeting minutes](#). Kathryn Duevel seconded. All were in favor, and the minutes were approved.

#### CEO report

Scott Leitz, Interim CEO

Scott referenced the updated MNSure [Metrics Dashboard](#) and [Discussion deck](#). He noted that the software supporting the MNSure website has become more stable.

### Enrollment

Scott reported that as of late last week, over 100,000 people have enrolled through MNSure. Additionally, enrollment has increased 50 percent since the end of December.

As of February 24, 2014:

- 174,269 accounts have been created
- 104,793 total enrollments by MNSure
  - 31,522 QHP
  - 51,678 Medical Assistance
  - 21,593 MinnesotaCare

Scott mentioned Minnesota's unique situation with MinnesotaCare, noting that because of Minnesota's higher income eligibility, people who are eligible for MinnesotaCare would likely be enrolled in QHPs in other states. Scott also referenced the updated metal level distribution chart, pointing out that enrollees are receiving good coverage, with nearly half selecting Platinum or Gold level plans..

### Contact center

Scott reported that 50 additional agents started taking consumer calls that morning under the recently executed contract with APAC.. Scott also reported that wait times this morning were running at 6 seconds, and the average for the week is 2 minutes and 54 seconds.

### System improvement

Scott noted that the system continues to improve and we have processes in place to help people who are having trouble, including 50 new staff assisting with manual enrollments.

### Outreach and media

Scott updated the Board on the new MNSure ad campaign launched last week. This new campaign is focused on spotlighting the stories of real Minnesotans who have used MNSure to find better, more affordable health coverage. These television and radio ads will run from February 18 through March 24 in communities across the state.

There was discussion about the customer experience with the current manual processes, particularly regarding life events and changes to coverage because of changes in family situations. Erik Larson, MNSure Chief Operations Officer, walked through examples and explained the different kinds of life events and varying levels of complexity. There was also discussion about these processes being inherently more difficult for MNSure because of the need to re-determine eligibility. Erik also explained that at present, most life events are processed within a couple of days.

### **Public comment**

None.

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### **2015 finance discussion**

Tom Forsythe, Lead Board Finance & HR Work Group Member

Per statute, the MNSure 2015 budget must be presented to the legislature by March 15, 2014. Tom Forsythe, Lead Board Finance and HR Work Group Member and Barb Juelich, MNSure CFO, walked through slides 16-21 of the discussion deck and the commercial plan [enrollment estimate](#) handout. Tom explained that the initial work of the Work Group focused on revenue, and the group will continue to work on the expense side. Tom and Barb also explained that revenue projections are based on 2015 commercial enrollment, which will need to be adjusted as additional information is available, particularly the completion of 2014 open enrollment and continuing enrollment through 2014. It was also noted that future guidance is forthcoming from HHS relating to flexibility in carrying over grant funds past 2014. It is also expected that DHS will soon be providing a new estimate of public program enrollments for 2014 and 2015, which will impact revenue to MNSure through the cost allocation agreement between DHS and MNSure. The Work Group will bring a budget to the next Board Meeting on March 12.

### **Lead vendor RFP: status update and next steps**

Mike Turpin, General Counsel

Mike walked through the process to date to select a new Lead Vendor to help manage phase 2 of the MNSure project. The RFP was posted February 8, and responses were due on February 21. MNSure received a total of seven responses. An initial evaluation team was formed with staff from MNSure, DHS, and MN.IT Services and representatives from counties, the private sector, and the MNSure Board Advisory Committees. This evaluation team did initial scoring related to content, cost, and contract term acceptance. Mike explained that in accordance with Minnesota procurement and data practices laws, the evaluation period extends through the execution of the contract, and as such, contract negotiation is part of the evaluation process.

Motion: Commissioner Jesson moved to close the meeting to discuss and provide direction on contract negotiations strategy. Phil seconded. All were in favor, and the motion passed.

Mike made the statement that this closed session is allowed under Minnesota Statute Chapter 62B. The Board will be into entering a closed session to discuss contract negotiation strategy related to proposals that have been submitted in response to the RFP for Lead Vendor for Phase 2 of the MNSure project.

### **Closed session: lead vendor contract negotiation strategy**

Brian Beutner, Chair

The Board entered a closed session to discuss contract negotiation strategy.

### **Wrap up and any new business**

Brian Beutner, Chair

The Board returned from closed session.

**Adjourn**

Commissioner Jesson moved to adjourn. There were no objections, and the meeting adjourned at 4:11 p.m.