

## Board of Directors Meeting

- > **date:** Wednesday, August 13, 2014
- > **building:** 81 7<sup>th</sup> Street, St. Paul MN
- > **time:** 1:00 – 4:00 p.m.
- > **conference room:** 1<sup>st</sup> floor atrium
- > **participants:** Brian Beutner, Peter Benner, Thompson Aderinkomi, Kathryn Duevel, Phil Norrgard, Commissioner Lucinda Jesson, Tom Forsythe
- > **staff in attendance:** Allison O'Toole, Wes Kooistra, Katie Burns, Carley Barber, Aaron Sinner, Mike Turpin

### topics

#### Welcome and any new business

Brian Beutner, Board Chair

The meeting was called to order at approximately 1:10 p.m. by Brian Beutner, Board Chair.

Brian explained MNSure CEO Scott Leitz would not be participating in this meeting for a medical reason.

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.

#### Consumer story

Paul Omodt, St. Louis Park (phone)

Paul is currently a small business owner with a family that includes children in college. In January, his position with his previous employer was eliminated. He was granted insurance through COBRA, but the costs were prohibitive. Using MNSure, Paul was able to find better coverage than he had under his previous employer, and saved over \$1,000 a month. He found the MNSure Contact Center employees helpful and knowledgeable, and was able to accomplish what he needed with them in two 10-minute phone calls. Paul fully intends to use MNSure again this fall.

### Public comment

There were no public comments.

### Administrative items

Brian Beutner, Board Chair

- **Approve July 16 meeting minutes**

**MOTION:** Phil Norrgard moved to approve the draft July 16 meeting minutes. Kathryn Duevel seconded. All were in favor and the minutes were approved.

- **Approve July 30 meeting summary**

**MOTION:** Kathryn moved to approve the draft July 30 meeting summary. Phil seconded. All were in favor and the minutes were approved.

- **Approve August 5 closed meeting summary**

**MOTION:** Phil moved to approve the summary of the August 5 closed meeting. Kathryn seconded. All were in favor and the minutes were approved.

- **Work group reports**

- **Compliance work group**

Brian reported that the work group met and worked toward finalizing the contract with the vendor selected to assist in establishing a more robust compliance program. It also continues to monitor ongoing compliance issues and audits through a consolidated database of all external audits and reviews.

- **Finance work group**

Peter reported that the work group met and is preparing for CEO Scott Leitz's budget presentation in the fall. It also worked on determining financial reporting metrics the workgroup should be tracking.

- **Advisory committees**

Brian offered an update on navigator programs, data collection, and access. He suggested staff develop a forward-looking policy to provide additional structures for advisory committees in receiving and giving feedback to ensure the Advisory Committees' input on long-term issues as the Board shifts to considering such issues.

### CEO report

Wes Kooistra, Deputy Director of Operations, and Allison O'Toole, Deputy Director of External Affairs

Wes Kooistra discussed the preparations MNSure is making for fall enrollment, which include improved automation and a focus on preparing necessary manual processes for systems that will not be fully automated. MNSure is also ensuring it has a number of contingency plans in place. The goal is an improved user experience for fall 2015.

Wes also announced the selection of Katie Burns as MNSure's new Deputy Director of Operations and COO. Brian expressed his satisfaction with her selection and his belief that she was the best candidate and exceeded MNSure's needs for the position.

Allison O'Toole reported that MNSure continues to hold enrollment events across the state, including attending FarmFest the previous week. It will also have a booth at the State Fair. She also reported that contracts under the grants program are currently under negotiation, and an announcement is expected at the next Board meeting. Allison also touched on the launch of [MNSure Minute](#), an online series of 60 second testimonials that will be posted every few weeks. Brian commented on the critical importance of highlighting these success stories so that people understand the real impact that MNSure can have on the lives of Minnesotans.

Peter requested an update on the transitioning of MinnesotaCare enrollees into the MNSure system. Wes reported it is in process and being conducted conservatively to minimize coverage gaps.

The Board then asked questions about the Contact Center metrics, notably the recent increase in wait times and call abandonment rates. They reiterated the importance of ensuring proper staffing levels both currently and moving into open enrollment. Wes reported that MNSure has received vendor proposals and is moving toward selecting a contact center vendor for managing the peaks and valleys of demand. In response to Board questions about what can be done before that vendor is in place, Wes and Allison shared some of the ongoing projects to improve customer assistance through the Contact Center. He shared that the Contact Center is currently caught up on individuals requiring manual workarounds. MNSure has also improved in its ability to manage life event changes and believes it will complete the current outstanding accounts in the next 4-6 weeks.

### **Vendor contracts update**

[Wes Kooistra, Deputy Director of Operations, and Mike Turpin, General Counsel](#)

Wes presented on the state of vendor contracts. He explained that the original \$41 million contract with Maximus began in July 2012, and that the contract was developed without clear federal rules in place. The contract increased to \$46 million after amendments. The State of Minnesota assumed the role of directing subcontractors in February 2013, with Maximus's role then limited to managing payments to subcontractors. After an extension, the contract was to expire on June 30, 2014, with approximately \$15 million unpaid. That relationship has now been fully closed out.

MNSure has been working to better align its contractual relationships with vendors to support the continued work on the project. Going forward, MNSure has reached an agreement with MN.IT to develop System of Record and Reconciliation software. MNSure is adding \$6.5 million in "go forward" funding across several contracts, including a completed contract with Connecture. A contract with IBM, which requires CMS approval, is near completion. A contract with EngagePoint is currently under negotiation. These contracts include total cost increases of approximately \$5 million directed toward new functionality.

### **System performance update**

Tom Baden, MN.IT CIO, and Scott Peterson, MN.IT Information Systems Director

Tom Baden reported that the current MNSure infrastructure is stable, secure, and performing well within specifications. He shared that MN.IT is shifting into a “look-forward project mode” in preparation for open enrollment. The project is currently in red due to requirements running two days beyond schedule. However, MN.IT has accelerated its design work in order to mitigate the two days and return to schedule. MN.IT intends to use every day leading up to open enrollment to make things run as smoothly as possible and meet the requirements. MN.IT is working diligently on System of Record, knowing it is critical to success in open enrollment and it is currently on target to meet its testing schedule. IBM Cúram, a foundational piece of software for open enrollment, was recently upgraded, and is currently being adapted to MNSure’s specific configurations. MN.IT is doing everything possible to test the software in advance of open enrollment and to mitigate associated risks.

The Board asked follow-up questions regarding the availability of resources and whether the project was on schedule. Tom and Scott Peterson reported no surprises yet that would require an alteration of the schedule.

**Future framework**

Brian Beutner, Chair

Brian shared that he will ask a small group of Board members to form an ad hoc strategic advisory work group tasked with developing a framework for discussions regarding the long-term future of MNSure.

**Wrap up and any new business**

Brian Beutner, Chair

Pete Benner shared that Thompson Aderinkomi has been appointed by the Commissioner of Health to be a member of the All Payer Claims Database Work Group.

**Adjourn**

Peter moved to adjourn. There were no objections and the meeting adjourned at approximately 2:35 p.m.