



MNsurance Board of Directors Meeting Minutes

Wednesday, October 14, 2015, 1:00 – 3:00 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner, Kathryn Duevel, Martha Eaves, Tom Forsythe, Commissioner Lucinda Jesson, Phil Norrgard, Edgardo Rodriguez

Staff in attendance: Allison O'Toole, Katie Burns, Joe Campbell, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:02 p.m. by Peter Benner, Board Chair.

Peter read MNsure's purpose: 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.

Public comment

Heidi Mathson and Bob Stein, president and president elect of the Minnesota Association of Health Underwriters (MAHU), offered comments regarding the broker portal. They expressed concern that many brokers will not have access to a portal this open enrollment period, while it is piloted.

Administrative items

Peter Benner, Board Chair

Approve September 16 meeting minutes

MOTION: Phil Norrgard moved to approve the [draft September 16 meeting minutes](#). Tom Forsythe seconded. All were in favor and the minutes were approved.

County update

Marti Fischbach of Dakota County reported that renewals will continue to be a large part of the county workload through the end of 2015. Additionally counties are working closely with the state to provide input on 2016 IT improvements.

Advisory Committees

Kathryn Duevel reported that the Board is accepting applications for new Advisory Committee members until 5 p.m. on Thursday, October 15, and anticipates recommending members for appointment at the November 4 Board meeting.

Work Group updates

CEO Search Work Group – Peter reported the work group is in the final stages of reviewing applicants and intends to present a list of finalists at the November 4 Board meeting. Public interviews of the finalists will likely follow at the November 18 Board meeting.

Finance Work Group – Tom reported the work group will be reviewing enrollment forecasts over the coming weeks.

Additionally, the work group is proposing amendments to the Fiscal Policy. Tom noted most of them are housekeeping to keep the Board and policy in sync, and in some places to move accountability from the CFO to the Executive Director.

MOTION: Tom moved approval of the [amendments to the Board Fiscal Policy](#). Commissioner Jesson seconded. All were in favor and the motion was approved.

CEO report

Allison O'Toole, Interim CEO

Allison O'Toole, Interim CEO, reported that since November 15, 2014, MNSure has enrolled over 393,000 individuals. This includes over 71,000 QHP enrollees, over 258,000 Medical Assistance enrollees, and nearly 64,000 MinnesotaCare enrollees.

Allison noted that she has been traveling the state to meet with MNSure-certified brokers and navigators, thank them for their work, and find out more about their open enrollment plans. These visits will continue between now and November 1.

Allison also reported that the Department of Commerce announced rates on October 1. While the release included significant premium increases, which are always unfortunate, MNSure offers a real solution with tax credits that can shrink or even eliminate these increases.

Allison also noted that staff is working extremely hard to implement the Consumers' Checkbook comparison tool. MNSure is still targeting a launch near the start of open enrollment.

Next, Allison mentioned that the Health Care Financing Taskforce continues to meet. It has a meeting next Friday, October 23 in Rochester that will include preliminary recommendations from each work group.

Finally, Allison acknowledged the large amount of work currently underway in preparation for open enrollment, and thanked MNSure's assister partners, partners at DHS and MN.IT, and internal staff for their hard work.

IT update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented on slide 11 of the [slide deck](#). He reported that a deployment had occurred the previous weekend that had gone well, and noted there are a few loose ends in the fall release that will be deployed before November 1.

Scott reported that MN.IT is confident going into open enrollment this year. They have implemented enhancements to the application, made performance improvements, increased memory CPUs, and identified and treated bottlenecks. Additionally, load testing has occurred to ensure the system is well-prepared for the volume of users that occurs during open enrollment. MN.IT will have staff on site for the launch of open enrollment on November 1 and will be prepared to address any issues that might arise.

Open enrollment preparations update

Joe Campbell, Deputy Director of External Affairs; Katie Burns, COO

Joe Campbell, Deputy Director of External Affairs, and Katie Burns, COO, presented on slides 12-27 of the [slide deck](#).

Katie reported that MNSure has seen vast improvements since its first open enrollment period and even since its second, which went relatively smoothly. MNSure has matured over these open enrollment periods, knows its business better, and is better prepared than in previous years.

Joe reported that MNSure is conducting messaging to key audiences utilizing both broad and targeted messages, and across a hierarchy of messaging. Additionally, MNSure is bringing a new focus to promoting its SHOP program this year, including broad advertising and a SHOP Lead Agency pilot modeled on the Broker Enrollment Center initiative.

Joe also noted that MNSure will continue to rely on its navigator grantee and Broker Enrollment Center partners to assist in outreach across the state. He reported that the assister portal is live and in a micro-pilot that will move into a full pilot program over the next couple of weeks. The pilot will determine readiness for a full portal launch in 2016.

Katie reported that MNSure is sending renewal notices to consumers explaining that passively renewing in a plan that has moved off-exchange will mean the loss of any tax credits.

Katie also reported that as in the past, the MNSure Contact Center will feature extended hours and be open seven days a week. On Sunday, November 1, MNSure will begin taking calls at 8 a.m.

Wrap up and any new business

Peter Benner, Board Chair

None.

Adjourn

Peter moved to adjourn. There being no objections, the meeting adjourned at 2:55 p.m.