



MNsurance Board of Directors Meeting Minutes

Wednesday, November 18, 2015, 1:00 – 3:00 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

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

Staff in attendance: Allison O'Toole, David Rowley, Kari Koob, Aaron Sinner

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:09 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.

CEO Search Work Group

Peter moved the CEO Search Work Group item to the top of the agenda. He stated that over the past several months, the work group has conducted a search for a CEO finalist.

Peter reported that the work group had a candidate it would like to recommend as a second finalist.

MOTION: Commissioner Lucinda Jesson moved to add the candidate as a second finalist for the CEO position. Phil Norrgard seconded. All were in favor and the motion was approved (Board Member Forsythe had not yet arrived).

Peter disclosed that the second finalist is Allison O'Toole.

In conjunction with Minnesota Statute 13D.05, subdivision 3, Peter moved the meeting into closed session to advance the CEO selection process at 1:13 p.m.

Closed Session – Summary

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

Staff in attendance: David Rowley

MOTION: Phil moved to approve Allison O’Toole as permanent CEO. Martha Eaves seconded. After discussion regarding the salary rate, a friendly motion was made to approve Allison O’Toole as MNSure’s permanent CEO “at a salary of \$150,000.” All seven board members were in favor and the motion was approved.

Peter left the closed meeting to make the offer of the permanent MNSure CEO position at a salary of \$150,000 to Allison, and returned to announce her acceptance of the offer on those terms.

Open Session

Peter reconvened the meeting in open session at 1:48 p.m. He reported that although Allison did not put her name forward to be considered for the permanent CEO position, the Board believes she is the best choice for the job. The Board approached her recently and asked her to reconsider her decision, and she has agreed to serve as permanent CEO of MNSure.

Allison thanked Peter and the entire MNSure Board. She noted MNSure has had a successful six months, with the introduction of a plan comparison tool, significant progress on the IT plan, and a successful open enrollment launch. She stated she is pleased to lead MNSure into the future.

Public comment

None.

Administrative items

Peter Benner, Board Chair

Approve November 4 meeting minutes

MOTION: Phil moved to accept the draft November 4 meeting minutes. Peter invited corrections, and seeing none, called for approval. All were in favor and the minutes were approved.

Health Industry Advisory Committee update

Ghita Worcester, Vice Chair of the Health Industry Advisory Committee (HIAC), congratulated the Board on its selection of Allison as permanent CEO.

Ghita reported that the HIAC had held several joint meetings with the Consumer and Small Employer Advisory Committee, which has been effective in bringing ideas forward. HIAC

members reviewed the Advisory Committee charter and the Board's policy on Advisory Committee Roles and Responsibilities, and is working to develop priorities in line with Board expectations. Additionally, Ghita stated that the HIAC would also like to know what topics the Board would like the HIAC's feedback on.

Ghita reported that at the most recent joint Advisory Committee meeting, members reviewed the Consumers' Checkbook tool. She shared that members are thrilled the tool exists and see it as a major step in making health insurance information more understandable, and noted that some brokers discussed how easy to use the tool is. In terms of ways the tools could be improved, Ghita shared that HIAC members would like to see the following improvements in the future:

- Languages besides English available
- Clearer definitions of the terms Excellent, Very Good, Good, Fair, and Poor in describing a person's state of health.
- The ability to filter by doctor
- The ability to filter by HSA and other kinds of high deductible plans

Ghita noted these are ideas for future options and HIAC members are very pleased with the direction MNSure has gone in adding this tool.

Operations Work Group

Kathryn Duevel reported that the Operations Work Group has begun meeting and is working to define its scope and set priorities.

CEO report

Allison O'Toole, CEO

Allison O'Toole, CEO, reported that since November 1 and as of end of day November 17, MNSure has enrolled over 23,000 individuals. This includes over 6,800 QHP enrollees, over 11,000 Medical Assistance enrollees, and over 5,000 MinnesotaCare enrollees. Allison also reported that earlier that morning, MNSure had gone over the 7,000 QHP enrollee mark.

Allison noted that to date, 72% of QHP enrollees have been eligible for tax credits. This compares to 55% last year.

She reported website traffic has been similar to last year. Additionally, Consumers' Checkbook is showing strong usage, with an average user session of over 9 minutes.

Allison stated that MNSure has sent out letters to the 6,500 Minnesotans enrolled in plans that were discontinued on MNSure. It's a simple letter, encouraging them to come back and shop to see if they're eligible for a tax credit or if they can find a better deal.

Allison also noted that SHOP open enrollment began on November 15. This year, MNSure is piloting SHOP lead agencies and hopes to grow the its number of SHOP enrollees.

Finally, Allison reported that MNSure has trained 55 assisters to use the MNSure assister portal as part of the pilot, and portal testing is beginning. It's still too soon for any results from the pilot, but as more assisters are trained on the portal and more complicated cases are tried through it, MNSure will be able to make decisions about a wider roll out.

IT update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented on slide 12 of the [slide deck](#). He reported that MN.IT deployed code for the December release into the test environment on November 17, as scheduled. It's too soon to evaluate how that is going, but the initial testing of core functionality is complete and it has been turned over to the testers.

Scott reported that the IT system continues to function well. During peak times, it has seen 700-1,000 people logging on per hour.

Scott also noted that MN.IT has begun planning and scoping around future releases. The calendar of future releases isn't set, but MN.IT has identified the functionality it knows must exist in 2016.

Finally, Scott noted that 834 testing continues to go well. The MNSure system is providing carriers with EDI files and the data in an alternative format daily, and the process has been very collaborative. MNSure is producing accurate 834s that meet federal standards, and carriers can choose to utilize whichever format they're most comfortable with.

Wrap up and any new business

Peter Benner, Board Chair

Allison noted that Kari Koob has begun work as MNSure's new Chief Financial Officer. She comes to MNSure with 17 years of experience in the private sector.

Adjourn

Tom Forsythe moved to adjourn. Commissioner Jesson seconded. All were in favor and the meeting adjourned at 2:24 p.m.