



## MNsurance Board of Directors Meeting Minutes

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**Wednesday, December 9, 2015, 1:00 – 3:00 p.m.**  
**81 East 7th Street, St. Paul, MN, 1<sup>st</sup> floor atrium**

**Participants in attendance:** Peter Benner, Kathryn Duevel, Martha Eaves, Chuck Johnson (as designee of Commissioner Emily Johnson Piper), Phil Norrgard, Edgardo Rodriguez

**Staff in attendance:** Allison O'Toole, Aaron Sinner

### Meeting Topics

#### Welcome

*Peter Benner, Board Chair*

The meeting was called to order at 1:06 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.

Peter noted that Commissioner Lucinda Jesson has been appointed to the state Court of Appeals. He said she is one of the founding mothers of MNsure and will be missed. Peter also said that the Board looks forward to working with Commissioner Emily Johnson Piper, and noted that Chuck Johnson was present as the Commissioner's designee.

#### Public comment

None.

#### Administrative items

*Peter Benner, Board Chair*

#### *Approve November 18 meeting minutes*

**MOTION:** Edgardo Rodriguez moved to approve the [draft November 18 meeting minutes](#). Phil Norrgard seconded. All were in favor and the minutes were approved.

## County update

Marti Fischbach of Dakota County and Kim Johnson of Wright County presented for the counties. Marti noted that many of the enhancements made in recent months, such as the 911 case escalation line and streamlined life events changes, have made a huge difference for the counties. Nevertheless, counties desire that IT functionality that will aid the counties and public programs recipients be prioritized in the 2016 IT work on the MNSure system.

Marti and Kim reported that some of counties' largest issues are the inability to consolidate duplicate cases, difficulties processing a large volume of cases simultaneously, and interface issues between the MNSure system and the legacy system. These issues in particular have led counties to manage cases in a reactive rather than proactive mode.

## Work Group updates

**Compliance Work Group** – Peter reported the work group met and reviewed material presented by staff.

**Operations Work Group** – Kathryn Duevel reported the work group will meet tomorrow and is working with staff to discuss IT prioritization in 2016.

**Finance Work Group** – Edgardo reported that pursuant to statute, the MNSure Board's compensation changes beginning January 1, 2016. The statute directs the Board to adopt a policy that clarifies this compensation.

**MOTION:** Edgardo moved to adopt the [Board compensation policy](#) as presented. Phil seconded.

Kathryn commented that she was concerned about not reimbursing Board members who live outside of the Twin Cities for travel expenses associated with Board work beyond the activities listed.

**MOTION:** Kathryn moved to amend the draft policy so as to include travel expenses for work group meetings. Martha Eaves seconded. All were in favor and the motion was approved.

**MOTION:** Chuck moved to amend the policy so as to state that per diem and expense reimbursement for additional activities require "prior" approval by the Board Chair. Edgardo seconded. All were in favor and the motion was approved.

Peter called for a vote on the [Board compensation policy, as amended](#). All were in favor and the motion was approved.

## CEO report

*Allison O'Toole, CEO*

Allison O'Toole, CEO, reported that since November 1 and as of end of day December 8, MNSure has enrolled nearly 50,000 individuals. This includes over 17,600 QHP enrollees, over 22,000 Medical Assistance enrollees, and nearly 9,700 MinnesotaCare enrollees.

Allison noted that the QHP enrollment continues to split about one-third/two-thirds between those actively renewing and new enrollees. Many Minnesotans will need to be passively renewed as well; MNSure will begin to process those renewals after the enrollment deadline for January 1 coverage.

Allison reported that there had been an uptick in call volume, including over 5,000 calls the day before. Wait times had ticked up some, too, and both will likely tick up a bit more as the January 1 enrollment deadline approaches.

Allison also noted that MNSure's email marketing campaign has seen a high response rate to date. This includes two emails targeted to people who have "abandoned carts"—begun the enrollment process but stopped short of completion. MNSure is also reaching out to consumers with plans moving off-exchange.

Allison stated that SHOP enrollment is going well. To enroll for January 1 coverage, employers must sign up by December 15. To date, SHOP has seen enrollment from 52 new groups in addition to 154 existing groups.

Allison also reported that MNSure continues to let Minnesotans know about the increased tax credits available this year and the importance of shopping and comparing. This includes a recent trip to Austin, ongoing radio shows in greater Minnesota, an upcoming visit to the TwinWest Chamber of Commerce, and an upcoming enrollment event at Children's Hospital.

Allison thanked staff for their hard work during this busy time of year.

Finally, Allison mentioned that the Seamless Coverage Work Group of the Health Care Financing Taskforce is discussing exchanges, doing some modeling, and talk about MNSure's finances. Both MNSure and MN.IT are providing additional data to the Work Group. After examining the finances associated with a move to HealthCare.gov, Work Group members are finding that option less appealing. Allison noted such a switch would entail financial as well as opportunity costs. The full Taskforce will likely take action on recommendations in January.

## IT update

*Scott Peterson, MN.IT*

Scott Peterson of MN.IT presented on slide 11 of the [slide deck](#).

Scott reported that testing for the winter release continues to go well and the quality of the code is improving.

Scott noted on the 834 front that MN.IT had a productive meeting with carriers earlier in the day that has brought some clarity to the direction of IT work going forward.

Scott also noted that MN.IT has been making additional enhancements to the assister portal behind the dashboard, working on the MMIS interface with the MNSure system, and is making continued improvements to system infrastructure.

Scott also reported that staff will be engaging with the Board's Operations Work Group tomorrow to help shape the IT prioritization roadmap.

Scott noted on the Health Care Financing Taskforce front that the Taskforce has asked MN.IT to provide details around the 2016 functionality roadmap, as well as a comparison of when certain functionality will exist between MNSure and the Federally Facilitated Marketplace (FFM), and the level of effort associated with continued functionality improvements to MNSure versus a move to the FFM. These are still in process.

Board members asked questions about the financial and opportunity costs associated with a move to the FFM. Scott discussed the challenges associated with making the MNSure system function only for public program eligibility determination while moving the QHP and tax credit determination pieces under federal control. He noted a comprehensive assessment of financial costs associated with such a move has not yet been done, and has only been looked at narrowly to date. Allison noted that to date, Minnesota has leveraged federal grant dollars to build a single front door for eligibility determination. Scott noted a move to the federal exchange would also transfer IT priority-setting from the state to the FFM.

Allison thanked Scott for the hard work by the people of MN.IT and noted MN.IT is poised for additional progress with the upcoming winter release.

## Wrap up and any new business

*Peter Benner, Board Chair*

Peter raised Commissioner Jesson's departure from DHS and the MNSure Board, and noted Chuck Johnson and Commissioner Johnson Piper have big shoes to fill. Peter expressed his gratitude for the work Commissioner Jesson did to help MNSure through its worst days. He noted that without Commissioner Jesson's willingness to intervene, to let the Board offer the MNSure CEO position to Scott Leitz, and to put DHS staff to work on manual workarounds, MNSure would not be where it is today. Here wisdom and judgment will be missed.

Chuck echoed Peter's comments and noted that the work the Commissioner did around implementation of the Affordable Care Act and the leadership she provided put MNSure and DHS on a better course.

Allison reported that Joe Campbell, Deputy Director of External Affairs, will be departing at the end of the month. She said MNSure staff is very sad to see him go, and that he has done enormous work for MNSure in his two and a half years with the organization. She thanked Joe for his great sense of humor and noted he will be missed, but she is excited for him as he turns the page to the next chapter.

Peter noted that he's interacted with Joe much more frequently since assuming the role of Board Chair. He said Board members tend to see Joe in his media relations role, and he's very good in that, but Joe is in charge of the entire External Affairs side of the house, and he's gotten the organization much more disciplined and focused on getting all aspects of that work down. Peter wished Joe well in his new adventure, and noted he thinks Joe will find his two years with

MNsure to be two of the best in his life for accomplishing things that help a large number of people.

## **Adjourn**

Kathryn moved to adjourn. Edgardo seconded. All were in favor and the meeting adjourned at 2:28 p.m.