



MNsurance Board of Directors Meeting Minutes

Wednesday, April 20, 2016, 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, Nathan Moracco (sitting in for Commissioner Emily Johnson Piper), Phil Norrgard, Edgardo Rodriguez

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

Meeting Topics

Welcome

Peter Benner, Board Chair

The meeting was called to order at 1:07 p.m. by Peter Benner, Board Chair.

Peter noted that Nathan Moracco was in attendance as Commissioner Emily Johnson Piper's designated substitute.

Public comment

Michael Sasko from hCentive offered public comment. He reported he had met with Allison O'Toole, MNsure CEO, and other MNsure staff earlier in the day to share how his organization is working with other state exchanges and to discuss what a partially-privatized exchange looks like, in response to recommendation 14 from the Health Care Financing Task Force. He reported hCentive does work managing exchanges in New York, Massachusetts, Colorado, Kentucky, and Arkansas. Michael said hCentive's goal in Minnesota would be to offer a product similar to hCentive's Massachusetts product, which provides both a SHOP and an individual market exchange and has the ability to enroll members in a basic health plan (like MinnesotaCare) and in a Medicaid program (like Medical Assistance). hCentive's goal would be to do this with a per member per month pricing method that would be priced at less than the federally-facilitated marketplace assessment.

Tom Forsythe asked if any of the states where hCentive was currently operating had involved conversions from an initially-built exchange. Michael reported that this was the case in Massachusetts.

Administrative items

Peter Benner, Board Chair

Approve March 9 meeting minutes

MOTION: Phil Norrgard moved to approve the [draft March 9 meeting minutes](#). Edgardo Rodriguez seconded. All were in favor and the minutes were approved.

Peter reported that Marti Fischbach of Dakota County was unable to attend today's board meeting to present for the counties, but had provided a [written update](#).

Work group updates

Finance Work Group – Tom reported MNsure is on track in its budget process and will be presenting a budget for board approval at a future meeting; in the meantime, the preliminary budget passed at the March board meeting still stands.

Operations Work Group – Kathryn Duevel reported that since its formation last fall, the Operations Work Group had spent most of its time on IT priority-setting. It has since moved to a focus on refining and tracking metrics across many business areas in order to enhance reporting and demonstrate continued improvement. Finally, Kathryn noted MNsure conducted focus groups to assess its advertising and marketing campaign and found consumers had moved from perceiving MNsure in a negative light to perceiving it in a more neutral light.

Strategy Work Group – Peter reported that the Strategy Work Group continues monitoring the legislative process and if clear direction from the board is necessary, will call a full board meeting to take a position and give direction to staff related to legislative proposals. He noted a clearer picture of what the Minnesota House and Senate are proposing should come into focus by the end of the week.

CEO report

Allison O'Toole, CEO

Allison reported that since November 1 and as of end of day April 17, MNsure has enrolled over 303,000 Minnesotans. This includes over 90,000 QHP enrollees, nearly 157,000 Medical Assistance enrollees, and over 55,000 MinnesotaCare enrollees.

Allison also reported that MNsure has moved into an annual evaluation phase, taking a comprehensive look at internal processes, talking with consumers about their experiences, gathering feedback from users in general, and connecting with stakeholders like the navigator and broker community.

Allison reiterated Kathryn's comments on evaluation of consumers' changing perceptions of MNsure, and noted that while neutral is not where MNsure aspires to be, it is evidence of moving the dial of public opinion in a short amount of time.

Allison also reported that MNsure's public website is now mobile-friendly, including MNsure's assister directory, calendar, and FAQ.

Phil asked about the inclusion of effectuated enrollment on slide two of the [slide deck](#), given the incomplete 834 EDI transaction work item from the 2015 IT release plan. Katie Burns, COO, clarified that while subject to some possible future revisions, the data used for this slide is considered trustworthy, as it involves aggregate reporting from the carriers that is not tied to the EDI transactions around individual enrollment files. Katie noted that in comparison to the premium withhold revenue projection associated with the preliminary fiscal year 2017 budget, average monthly premium is somewhat lower, while effectuated enrollment is trending higher than projected.

IT and Executive Steering Committee update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented slide 13 of the [slide deck](#).

Scott reported that the spring release went smoothly and was released on target, on time. He noted that the work in the light green off-cycle box on the slide is not synced with the scheduled releases. Some of these projects will be implemented apart from the major releases, and some will eventually be aligned to a release.

Scott also reported that MN.IT is working with the carriers to give them insight into the project plan for releases that directly affect them, and has begun discussions around timeline and process details for that work.

Wrap up and any new business

Peter Benner, Board Chair

Board members thanked Kathryn and Tom for their service on the MNsure Board, as their terms end in early May.

Adjourn

Kathryn moved to adjourn. Tom seconded. All were in favor and the meeting adjourned at 2:19 p.m.