



MNsure Board of Directors Meeting Minutes

Wednesday, November 16, 2016, 1:00 – 3:00 p.m.
81 East 7th Street, St. Paul, MN, 1st floor atrium

Participants in attendance: Peter Benner – Chair, Martha Eaves, Lauren Gilchrist, 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 1:05 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

None.

Administrative items

Peter Benner, Board Chair

Approve October 19 meeting minutes

MOTION: Edgardo Rodriguez moved to approve the draft [October 19 meeting minutes](#). Phil Norrgard seconded. All were in favor and the minutes were approved.

Advisory committee appointments

Martha Eaves reported that she and Edgardo had worked with MNsure staff to review advisory committee applications, looking for applicants who were both qualified and would provide the right mix of perspectives with current members. The applicants for recommendation are found on slide 2 of the [slide deck](#). Martha noted biographies of the recommended members would be available on the MNsure website soon.

MOTION: Martha moved to adopt the advisory committee membership recommendations of the Application Review Committee. Commissioner Emily Johnson Piper seconded. All were in favor and the motion was approved.

Martha reported that advisory committee leadership terms were up, and the Application Review Committee had recommendations for chairs and vice chairs, as well. Martha recommended re-appointment of Jonathan Watson and Ghita Worcester to the chair and vice chair roles with the Health Industry Advisory Committee, and appointment of Richard Klick to the chair position of the Consumer and Small Employer Advisory Committee. She noted this would include holding the vice chair position open for the time being.

MOTION: Martha moved to appoint the advisory committee chairs and vice-chairs as recommended by the Application Review Committee. Edgardo seconded. All were in favor and the motion was approved.

CEO report

Allison O'Toole, CEO

Allison O'Toole, MNsure CEO, reported that since November 1 and as of end of day November 13, MNsure had enrolled over 35,000 Minnesotans. This includes nearly 24,000 QHP enrollees, over 8,500 Medical Assistance enrollees, and nearly 3,000 MinnesotaCare enrollees. Just over 60% of the QHP enrollees are new to MNsure.

Allison noted the Department of Commerce remains the final authority on when carriers reach their enrollment caps. She also noted that Medica reached its enrollment cap late last week, and MNsure removed their plans from the marketplace smoothly. Medica did agree with the Department of Commerce to continue offering their plans in five counties: Benton, Crow Wing, Mille Lacs, Morrison, and Stearns. Additionally, Medica enrollees currently in a 2016 plan can stay in their plans, and can also actively shop.

Allison next noted that, as had been reported, there was some suspicious activity on day one of open enrollment, with over 80,000 calls attempted to the MNsure hotline that day. However, not all these calls show up in the metrics deck. This is because at certain times of day, the call volume was so large that it outpaced the number of trunk lines MNsure has and the calls never made it into the system at all. It took investigation by MNIT in conjunction with MNsure's phone provider to determine the number of attempted calls.

Allison reported that the Health Care Financing Task Force met on Monday and had a productive meeting focused on stabilization of the individual market. The task force will reconvene on December 5 for further discussion.

Allison also noted that MNsure had received anecdotal reports from assisters that consumers are canceling appointments due to the uncertainty around the Affordable Care Act. She stated that if a consumer enrolls in coverage in 2017, that is a contract between the consumer and a carrier, and even if health insurance laws change, it will not effect that contract. MNsure remains

focused on providing high quality customer assistance to Minnesotans and to working with its statewide network of assisters to help consumers.

Finally, Allison thanked MNsire staff, as well as DHS and MNIT staff, for their tremendous effort during the first two weeks of open enrollment.

Board members also expressed gratitude to staff for their hard work.

IT and Executive Steering Committee update

Scott Peterson, MN.IT

Scott Peterson of MN.IT presented slides 15-18 of the [slide deck](#).

Scott reported that on the technical side, open enrollment has gone smoothly and the application has been stable. There have been over 30,956 complete applications since November 1.

Scott also reported that the Program Management Team is assessing the resource needs for open enrollment, renewals processing, 1095 work, and 834 work, and is re-assessing the winter release and 2017 releases in that light. This has led four winter release projects to be put on hold currently.

Scott noted that on the 1095 roadmap, MNIT is now going through a second trial run to guarantee timely delivery.

Scott also noted that steady progress continues on the ESOR roadmap. This includes recent accomplishments on batch transaction report enhancements. Additionally, the passive renewals project on this roadmap will be taken into account with the 2017 roadmap.

Scott noted that MNIT is working with DHS on the MinnesotaCare realignment, which is currently on hold.

Finally, Scott noted that the Program Management Team will be spending Thursday reviewing projects and developing a recommendation on the 2017 IT roadmap for the METS Executive Steering Committee that will also go to the board's Operations Work Group.

Wrap up and any new business

Peter Benner, Board Chair

None.

Adjourn

Phil moved to adjourn. Edgardo seconded. All were in favor and the meeting adjourned at 1:38 p.m.