



## MNsurance Board of Directors Meeting Minutes

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**Wednesday, April 19, 2017, 1:00 – 3:00 p.m.**  
**81 East 7th Street, St. Paul, MN, 1<sup>st</sup> floor atrium**

**Participants in attendance:** Peter Benner – Chair, Martha Eaves, Lauren Gilchrist, Nathan Moracco (sitting in for Commissioner Emily Johnson Piper), Phil Norrgard, Edgardo Rodriguez

**Participants not in attendance:** Kathy Sheran

**Staff in attendance:** Allison O'Toole, Christina Wessel, 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 noted Kathy Sheran might not be able to join the meeting.

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 welcomed Nathan Moracco, who was attending the meeting on Commissioner Emily Johnson Piper's behalf.

Allison noted that Peter and Phil Norrgard had been reappointed to a second term on the Board, and thanked them for their continued service.

#### Public comment

None.

#### Administrative items

*Peter Benner, Board Chair*

## **Approve March 8 meeting minutes**

**MOTION:** Edgardo Rodriguez moved to approve the draft [March 8 meeting minutes](#). Lauren Gilchrist seconded. All were in favor and the minutes were approved.

## **Operations Work Group update**

Phil reported that the Work Group had met recently to discuss the request for proposal (RFP) that had grown out of the fall 2016 request for information. He noted staff and Board members share enthusiasm about seeing what's available in the IT landscape, and the Work Group is comfortable with staff moving forward with an RFP when it makes sense to do so.

## **IT and Executive Steering Committee update**

*Jesse Oman, MNIT*

*Deb Tibstra, MNIT*

Jesse Oman and Deb Tibstra of MNIT presented slide 13 of the [slide deck](#).

Jesse reported that MNIT had nearly finished its first round of interviews to fill Scott Peterson's Chief Business Technology Officer role, and would then move to a second round of interviews.

Deb reported that the spring release had been successfully deployed the first weekend in April, with no notable issues coming out of the deploy.

Deb also noted that the summer release was progressing well and had been released into testing earlier than ever. She noted MNIT was tracking toward a June 17 deploy.

Deb reported that MNIT had also turned some of its focus to the fall and winter releases. She noted MNIT was working with MNsure to support whatever business decisions MNsure felt were necessary to support the next open enrollment period.

Phil asked if the 20% of development time set aside for defect work was proving to be the right amount. Deb noted that the decision was a business decision, but that MNIT had successfully aligned resources to match this goal for the spring release and would do so again for the upcoming releases in 2017 unless instructed differently.

Jesse commented that during the legislative session, there had been discussion around potential budget impacts to MNsure and DHS. Jesse noted MNIT is a chargeback agency and performs work based on the needs and funding of other agencies. He noted any cuts in MNsure's or DHS's IT budget would affect MNIT's ability to continue to make improvements to METS and to support METS.

## **CEO report**

*Allison O'Toole, CEO*

Allison reported that since November 1 and as of end of day April 16, MNSure had enrolled nearly 394,000 Minnesotans. This includes nearly 125,000 QHP enrollees, over 219,000 Medical Assistance enrollees, and over 50,000 MinnesotaCare enrollees.

Allison also noted that nearly 80% of Medical Assistance enrollees were now housed in METS, with the remainder in legacy systems.

Allison reported that MNSure was hard at work preparing for open enrollment 2018 with several improvement projects underway. Key focuses are continuing to improve the consumer experience, increasing operational efficiency, supporting key partnerships that serve MNSure consumers and drive enrollment, and enhancing IT functionality. Allison noted staff would work with the Operations Work Group to keep them up to date on details and progress, and would also report to the full Board as necessary.

Allison also reported that MNSure had issued an RFP for a contact center overflow vendor and intended to have a new contract in place before the end of May for the period July 2017 – June 2019.

Allison noted that navigator grants were proceeding in line with the Board-approved grant policy statement, and MNSure was currently evaluating grantees and beginning the contract negotiation process.

Additionally, Allison noted that MNSure was working to negotiate and renew contracts with Broker Enrollment Centers throughout the state.

Allison reported that CMS had released a new market stabilization rule, which would shorten open enrollment in fall 2017 to November 1 – December 15. However, CMS had also explicitly indicated state-based marketplaces have the flexibility to create a special enrollment period to extend open enrollment. Allison noted MNSure's focus was on doing what was best for Minnesotans, and was in conversations with assisters and carriers to receive their feedback on how MNSure should proceed.

Lauren noted that MNSure's flexibility to make a decision around extending open enrollment reinforced the value of having a state-based marketplace.

Finally, Allison noted that as in past years, the Minnesota legislature was considering a bill to eliminate MNSure and send the state to HealthCare.gov. The bill had passed the House but was not included in the Senate's proposal. Allison noted that from MNSure's improved IT system and operations work, from its investment in a statewide network of assisters, and from the relationships MNSure had built with partners, it was clear retaining local control over Minnesota's marketplace was in the best interests of Minnesotans. All of the uncertainty at the federal level only served to underscore this need.

Nathan noted that from a DHS perspective, moving to the federal marketplace would undo Minnesota's one-stop shop approach. He noted the agency also had concerns about how DHS would integrate services for public program and QHP enrollees under such a scenario. Nathan

also mentioned the House's proposed budget would cut deep into the DHS technology budget, which would impact DHS's ability to manage METS technology needs.

## **Wrap up and any new business**

*Peter Benner, Board Chair*

Peter noted that Phil had been awarded the University of Minnesota's Outstanding Achievement Award, the highest non-degree award conferred upon alumni by the university.

## **Adjourn**

Phil moved to adjourn. Edgardo seconded. All were in favor and the meeting adjourned at 1:42 p.m.