



## MNsurance Board of Directors Meeting Minutes

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**Wednesday, July 26, 2017, 1:00 – 3:00 p.m.**  
**81 East 7th Street, St. Paul, MN, 1<sup>st</sup> floor atrium**

**Participants in attendance:** Phil Norrgard – Chair, Kathy Sheran – Vice Chair, Peter Benner, Martha Eaves, Lauren Gilchrist, Commissioner Emily Johnson Piper, Edgardo Rodriguez

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

### Meeting Topics

#### Welcome

*Phil Norrgard, Board Chair*

The meeting was called to order at 1:04 p.m. by Phil Norrgard, board chair.

Phil 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

Maureen Marrin, navigator coalition coordinator, noted navigators are engaging in activities to prepare for open enrollment, including conducting community outreach, processing changes, and working on Medicaid migration. Maureen encouraged MNsure to engage in a robust marketing campaign to inform the community of any changes in the open enrollment period dates, significantly increase Assister Resource Center and Help Line staff, and make MinnesotaCare operations readily available and responsive to navigators.

#### Administrative items

*Phil Norrgard, Board Chair*

#### Approve June 21 meeting minutes

**MOTION:** Edgardo Rodriguez moved to approve the draft [June 21 meeting minutes](#). Lauren Gilchrist seconded. All were in favor and the minutes were approved.

### **Joint Advisory Committee presentation of recommendation regarding assister functionality**

Richard Klick, CSEAC chair, and Jonathan Watson, HIAC chair, [presented](#) a [recommendation](#) outlining short- and long-term assister functionality improvements the advisory committees recommend MNsure adopt.

Lauren asked MNsure staff to provide a response in the future outlining MNsure's plans around each recommendation. Allison O'Toole, CEO, said that MNsure staff would provide a formal, written response.

### **Work Group updates**

**Operations Work Group** – Phil reported MNsure was close to finalizing a Contact Center overflow vendor contract, which would begin in late August. The current vendor contract would conclude July 31. MNsure staff alone would fill the gap between contracts during MNsure's slowest time of year.

Phil also noted the deadline for technology RFP responses had been extended to August 4 due to the volume of questions received.

**Compliance Work Group** – John Nyanjom, compliance and program integrity manager, presented the [draft FY18 Compliance Program Strategic Plan](#).

**MOTION:** Commissioner Emily Johnson Piper moved to approve the Compliance Program Strategic Plan for fiscal year 2018, as written. Edgardo seconded. All were in favor and the motion was approved.

Aaron Sinner, board and federal relations director, presented a series of proposed amendments to the following board policies:

- [Charter and Bylaws](#)
- [Advisory Committees](#)
- [Delegation of Authority](#)
- [2014-2015 Open Enrollment Marketing Campaign](#)
- [Advisory Committee Roles and Responsibilities](#)

**MOTION:** Edgardo moved to adopt the slate of proposed changes to the MNsure board policies and bylaws, as written. Peter Benner seconded. All were in favor and the motion was approved.

### **Fiscal Year 2018 budget**

*Kari Koob, CFO*

Edgardo welcomed Kari Koob, CFO, to present the [draft MNsure FY18 budget](#). He noted that as with the preliminary budget in March, the proposed FY18 budget reflected the updated cost allocation methodology agreement with DHS.

Allison thanked Finance Work Group members and MNsure staff for their hard work on the budget.

Kari presented the draft budget. She noted enrollment year 2017 projected premium withhold revenue had been increased to align with revenue received through the first half of the year; however, revenue projections for future years had not been updated.

Kari also noted that overall, the customer service budget had increased by \$1.8 million over the March preliminary budget.

Phil asked about the cause of the extra carryover of the CCIIO establishment grants into FY18. Kari noted that MNIT had a plan to spend the funding in the time allowed, but would defer to MNIT for specifics.

**MOTION:** Edgardo moved to approve the fiscal year 2018 budget as presented and recommended for approval by the MNsure Board of Directors' Finance Work Group. Lauren seconded. All were in favor and the motion was approved.

## IT and Executive Steering Committee update

*Bill Pal-Freeman, MNIT*

*Deb Tibstra, MNIT*

Bill Pal-Freeman and Deb Tibstra of MNIT presented slide 13 of the [slide deck](#).

Bill reported that MNsure, DHS, and MNIT were tracking the remaining CCIIO grant funding to ensure it would be spent before it expired.

Deb reported that at the time of the summer release deploy, the Supervisor Workspace/Org Location Structure component had been held back. That component had now been successfully deployed.

Deb noted the fall release was in active testing. It included a release on September 16 that would include notices, carrier integration, and FTR trigger process. It also included a release the evening of October 31 to move from special enrollment to the re-opening of the marketplace.

Peter asked if MNIT had a mechanism in place to protect the integrity of the MNsure phone system. Bill reported MNIT has been actively working to develop a good fallback plan in case of unusual call volume.

Commissioner Piper noted that the 2017 legislature had booked HHS savings by moving up the start date for periodic data matching. Despite consistent negative feedback from counties, periodic data matching would be included in the winter release, with rollout moved up from July to April.

## CEO report

*Allison O'Toole, CEO*

Allison reported that since November 1 and as of end of day July 23, MNsire had enrolled over 556,000 Minnesotans. This includes over 129,000 QHP enrollees, over 361,000 Medical Assistance enrollees, and over 65,000 MinnesotaCare enrollees.

Allison reported that MNsire had extended navigator grantee contracts for an additional year, with \$4.2 million funding 52 organizations.

Additionally, Allison noted MNsire would be hosting nine assister assemblies around the state during the month of September to give assisters an opportunity to get information they would need for open enrollment, have a chance to meet MNsire staff, and be able to network with other assisters in their community.

Allison also noted that the Department of Commerce would be releasing preliminary rates on Monday, July 31. MNsire does not have a role in the rate setting process. These preliminary rates represent a starting point for negotiations between the health plan issuers and the Department of Commerce—and this year, these rates should be considered especially preliminary, as Minnesota was waiting to hear back from the federal government on its 1332 waiver request. Final rates would be available in early October.

Allison noted that MNsire was still working toward a decision on the length of open enrollment for 2018 coverage. She noted MNsire had received feedback from a wide range of stakeholders, and was working to balance the many desires it had heard in the way that best served Minnesotans.

Allison also reported that MNsire was continuing its preparations for open enrollment, including several open enrollment readiness projects. These projects were identified based on lessons from prior open enrollment periods, surveys of external stakeholders, and MNsire analysis that identified opportunities to improve customer service and the consumer experience.

Additionally, Allison noted that MNsire was keeping a close eye on activity at the federal level. Allison noted that MNsire would be open for business in the fall, offering plans, comparison shopping, and tax credits. Additionally, MNsire was concerned about any federal proposal that would make health insurance less affordable and less comprehensive than what was currently available.

Lauren noted MNsire was also watching for administrative and regulatory changes that could affect its work. She acknowledged the importance of having a state-based exchange in Minnesota, which had been underscored by federal activity such as defunding of the federal marketing campaign.

Kathy Sheran asked if she was correct to understand MNsire's numbers indicated enrollees were paying their premiums each month. Allison agreed that MNsire showed no dramatic change or decrease in its monthly effectuation.

Senator Sheran noted nearly 73% of MNsure enrollees were receiving tax credits under current law, though various federal proposals would reduce the percentage of Minnesotans eligible for APTC.

Senator Sheran asked about the level of federal commitment to funding cost-sharing reductions (CSR. Allison noted that because of MinnesotaCare, CSR funding in Minnesota had a larger impact on DHS than on the individual market. Commissioner Piper noted that CSR funding was critical to supporting MinnesotaCare, and that CSR and APTC funding accounted for 88% of MinnesotaCare's budget.

Allison closed by thanking MNsure staff for all their hard work during open enrollment preparations, as well as MNIT and DHS for their support.

## **New business**

*Phil Norrgard, Board Chair*

Board members presented Peter with a Statement of Gratitude for his service as MNsure board chair.

Peter noted Simon Tom, who had provided technical support to MNsure, had taken a promotion with MNIT Central. Board members expressed their gratitude to Simon for his work with MNsure.

## **CEO performance evaluation & MNsure compensation plan**

*Phil Norrgard, Board Chair*

Pursuant to Minnesota Statutes, Chapter 13D.05, subdivision 3(a), and Chapter 13D.03, subdivision 1(b), Phil moved the board into closed session at 2:27 p.m.

### ***Closed Session – Summary***

**Participants in attendance:** Phil Norrgard – Chair, Kathy Sheran – Vice Chair, Peter Benner, Martha Eaves, Lauren Gilchrist, Commissioner Emily Johnson Piper, Edgardo Rodriguez

**Staff in attendance:** David Rowley

Phil Norrgard introduced Allison O'Toole's performance review, performed by Peter Benner as the former board chair.

**MOTION:** Lauren Gilchrist moved to approve the performance review as written. Kathy Sheran seconded. All seven board members were in favor and the motion was approved.

**MOTION:** Senator Sheran moved to grant Allison O'Toole a salary increase based on the positive performance evaluation to the top of her applicable salary range, resulting in a 0.6% salary increase. Martha Eaves seconded. All seven board members were in favor and the motion was approved.

Phil raised the issue of the MNsure Compensation Plan possibly being updated, as other state employee labor plans were currently being negotiated and agreed to, and MNsure's compensation plan had not been updated for four years.

After some discussion, the board decided not to move forward with a vote on updating the MNsure Compensation Plan. Phil asked Peter to assess opportunities to advance a revised MNsure Compensation Plan at some time prior to April 2018.

### ***Open Session***

Phil reconvened the meeting in open session at 3:24 p.m.

He reported that the CEO performance evaluation was positive and Allison continued to have the full and unanimous support of the Board. He also reported that the board had approved a salary increase to the top of the applicable pay range, resulting in a 0.6% salary increase for Allison.

Phil also noted that the board spent some time discussing the MNsure Compensation Plan, and concluded it would need more time to discuss.

### **Adjourn**

Edgardo moved to adjourn. There were no objections and the meeting adjourned at 3:28 p.m.