



MNsurance Board of Directors Meeting Minutes

Wednesday, November 15, 2017, 1:00 – 3:00 p.m.
81 East 7th Street, St. Paul, MN, 1st 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, Nate Clark, 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

None.

Administrative items

Phil Norrgard, Board Chair

Approve October 18 meeting minutes

MOTION: Edgardo Rodriguez moved to approve the draft [October 18 meeting minutes](#).

Commissioner Emily Johnson Piper seconded. All were in favor and the minutes were approved.

Advisory Committees

Health Industry Advisory Committee presentation of recommendation regarding

reporting metrics: Ghita Worcester, HIAC vice-chair, [presented](#) a [recommendation](#) suggesting modifications of MNsure reporting metrics and some possible additional metrics. Ghita noted the committee recognized major improvements in the MNsure Contact Center and

service model, and the recommendation was an attempt to capture what was happening in other states and Medicare call centers and compare MNsure to industry standards.

Allison O'Toole, CEO, thanked Ghita and the committee for their work and recommendations throughout 2017. She noted MNsure has put a lot of focus on its customer service and has seen vast improvements. Allison suggested the board and staff could more closely examine the recommendation in late January and February as they start gearing up for the open enrollment period in fall 2018.

Phil thanked Ghita for the recommendation and said he would refer it to the Operations Work Group to review and compare to present metrics. He also thanked Ghita for her years of service on the Health Industry Advisory Committee as she rotated off.

Appointments: Peter Benner reported that he and Lauren Gilchrist 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 recommended for appointment were listed on slide 2 of the [slide deck](#). Peter noted the Application Review Committee was recommending re-appointment of some current advisory committee members whose terms were up but who were eligible for second terms.

MOTION: Peter moved to adopt the advisory committee membership recommendations of the Application Review Committee. Edgardo seconded. All were in favor and the motion was approved.

Peter reported that advisory committee leadership terms were also up, and the Application Review Committee had recommendations for chairs and vice chairs, as well. He reported that the review committee recommended appointment of Denise Robertson as chair and Matt Steffens as vice-chair of the Consumer and Small Employer Advisory Committee, and of Hillary Hume as chair and Tom Hoffman as vice-chair of the Health Industry Advisory Committee, as seen on slide 3 of the [slide deck](#).

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

Peter acknowledged the excellent work of the departing chairs, Dick Klick and Jonathan Watson.

Operations Work Group update

Phi asked Nate Clark, COO, to provide an update on the IT RFP.

Nate reported MNsure had held several information exchange sessions with the IT vendor which had included a detailed examination of current METS capabilities, features and functions so as to determine integration needs. This information will be captured in a statement of work, which is considered part of the formal contract and describes roles, responsibilities, and required functionality. It also protects MNsure from unexpected development or customization

expenses down the road. Nate noted this process was taking more time than originally expected in order to be deliberate and thoughtful about the process.

Nate reported MNsure was working on a parallel track with MNIT to understand the state's level of effort necessary for integration of the intended IT vendor functionality.

Nate also noted MNsure still intended to have the design and development work begin before the end of 2017, with a target for the new software to be in place for the launch of open enrollment in fall 2018.

Commissioner Piper asked when the decision point would occur around any impact of IT RFP development to the 2018 IT roadmap and whether that would need to be accommodated.

Allison explained that any such decisions would go to the METS Executive Steering Committee (ESC), which would next meet December 5. She noted MNsure was working with MNIT to determine the level of effort and would then present the results to the broader group.

IT and Executive Steering Committee update

Greg Poehling, MNIT

Greg Poehling of MNIT presented slide 12 of the [slide deck](#).

Greg noted 15 days into open enrollment, things were going well from an IT perspective.

Greg reported MNIT's project teams were focused on the winter release, which was scheduled to deploy the first weekend in January. However, the carrier integration projects would deploy separately on December 18, because METS wouldn't need to come down for the deploy.

Greg noted the IT Roadmap now included the first two quarters of 2018, which had been approved by the METS ESC. These quarters would remain focused on key priorities, as well as streamlining project processes for notices, defects, and discovery.

Greg reported the METS Project Management Team continued its work on planning the final two quarterly releases for 2018. He noted discussions were underway on the MNsure IT RFP and would be incorporated into discussions and the decision-making process for 2018 roadmap planning.

Edgardo asked if Greg had any concerns from an IT perspective regarding open enrollment that the board should be aware of. Greg reported he didn't have any concerns from an IT perspective, and that MNIT was closely monitoring METS, the MNsure website and MNsure phone activity for any signs of issues.

Edgardo asked if 1095-A forms were on track. Greg reported that they were.

Martha Eaves asked for additional details on the improvements MNIT was making in streamlining the notices project. Greg reported there were several issues related to notices and defects, and that MNIT hadn't been taking the time to properly bundle the like issues and properly examine the size of each issue. He explained that the project team is making an effort

now to correct their approach so that they can better prioritize the work as well as work similar issues as part of the same project. Greg also noted the new vendor would likely be taking over some of the notices work, and so MNIT intended to complete work in advance of that transition so the same mistakes wouldn't carry over into the vendor's work.

Peter asked if this notices work referred to both MNsure and DHS notices. Greg reported that was correct.

Lauren asked which vendor would be taking over more responsibility for notices. Greg explained that EngagePoint was currently doing notice work, and so the new vendor once named would likely take over some of this work.

CEO report

Allison O'Toole, CEO

Allison reported that with a large renewal population processed prior to the start of open enrollment, MNsure had 91,263 Minnesotans enrolled into 2018 coverage. She noted this represented 5% growth so far.

Allison noted that MNsure had seen strong engagement from consumers while maintaining an average Contact Center wait time of one second. During the first two weeks of open enrollment, MNsure had seen 400,000 website visits and over 23,000 phone calls.

Allison also reported that MNsure had introduced a new courtesy callback function to improve the level of service offered to consumers. She explained that when a consumer is transferred to a specialist for a particularly complicated call and there is a wait, the feature gives consumers the option of holding on the line or receiving a call back. Consumers are then called back in the order in which their calls were received. Allison noted MNsure was averaging a 90% completion rate with that function, meaning MNsure is connecting with 90% of individuals who request a callback.

Allison noted that as anticipated, the number of MNsure-certified assisters continued to increase leading up to open enrollment, resulting in over 1,800 certified assisters.

Allison thanked the staff at MNsure as well as at MNIT and DHS for their hard and work preparing for open enrollment that was already paying dividends.

New business

Phil Norrgard, Board Chair

None.

Draft MNsure Manager Compensation Plan

Phil Norrgard, Board Chair

Pursuant to Minnesota Statutes, Section 13D.03, subdivision 1(b), Phil moved the board into closed session at 1:45 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

Board members discussed the proposed updated MNsure Manager Compensation Plan.

MOTION: Peter moved to approve the proposed 2017-2019 MNsure Manager Compensation plan as submitted with the following:

1. The General Salary Increase effective date(s) and/or percentage increase(s) match the State Managerial Plan when submitted to the Legislative Coordinating Commission, Subcommittee on Employee Relations and/or Legislature by Minnesota Management and Budget.
2. The Performance Based Increase percentage effective eligible date(s) and/or increase(s) amounts match the State Managerial Plan when submitted to the Legislative Coordinating Commission, Subcommittee on Employee Relations and/or Legislature by Minnesota Management and Budget.
3. Paid Parental Leave as adopted by the State Managerial Plan and adopted by reference in the MNsure Manager Compensation Plan.

Kathy Sheran seconded. All were in favor and the motion was approved.

Open Session

Phil reconvened the meeting in open session at 2:29 p.m.

Phil reported that the board unanimously approved an updated draft MNsure Manager Compensation Plan that would bring its plan more in line with the state's manager plan. He noted that the board understood a long process remained, as the compensation plan would still need to receive legislative review and approval.

Adjourn

Peter moved to adjourn. Edgardo seconded. All were in favor and the meeting adjourned at 2:30 p.m.