



Results of Topics Survey

April 23rd, 2019

Introduction

- A survey was sent to all committee members on April 3rd, 2019 with responses requested by April 8th, 2019.
- The purpose of the survey was to rank topics/recommendations that could be presented at the next MNsure Board meeting on June 19th, 2019 based on committee members preferences.
- There were 11 topics on the survey based on previous CSEAC discussions.
- It appears that voters did not rank “All” topics.
- Voting members were asked to rank topics as #1 for top priority through #11.
- A weighted average based on voting members was used to create the priority list.

Topics that were Surveyed:

- How to Improve Life Event Changes
- Executive Summary
- Health Literacy and/or Health Insurance Literacy
- Assisters for Employers
- Timeliness of Process, Appeals and Reviews
- Submitting Verification Documents Online
- Qualified Small Employer Health Reimbursement Accounts (QSEHRA)
- Creating Online Accounts
- Call Wait Times During Open Enrollment
- Active Selector
- Other -

Rankings based on weighted average:

- Executive Summary – 2.83
- Health Literacy and/or Health Insurance Literacy – 3.00
- Submitting Verification Documents Online – 3.60
- Assisters for Employers – 4.75
- How to Improve Life Event Changes – 5.17
- Timeliness of Process, Appeals and Reviews – 5.20
- Call Wait Times During Open Enrollment – 5.20
- Qualified Small Employer Health Reimbursement Accounts (QSEHRA) – 6.60
- Creating Online Accounts – 6.60
- Active Selector – 9.75
- Other – 11.00