MNsure
Health Industry Advisory Committee (HIAC) & Consumer and Small Employer Advisory Committee (CSEAC)

July 10, 2017
Agenda

1. Welcome & Introductions
2. Public Comment/Operational Feedback Loop
3. MNsure Board & Staff Update
4. Assister Functionality Discussion & Recommendation
5. CSEAC & HIAC 2017 Workplan
6. Next Steps, Future Topics and Next Meeting
Welcome & Introductions
Public Comment & Operational Feedback Loop
MNsure Board & Staff update
Assister Functionality Workgroup
Preliminary Recommendations
Assister Functionality Workgroup

• **Problem Statement**
  • MNsure’s support and responsiveness for “assisters” does not meet the needs of assisters and ultimately the consumers that rely on them to assess and enroll in coverage.

• **Background**
  • MNsure staff has outlined plans to improve the functionality – both short-term and long-term
  • MNsure staff collect feedback from “assister survey.”

• **CSEAC/HIAC Task**
  • Recommendations to improve functionality beyond MNsure plans

• **HIAC**
  • Carrier – Brian Eck & Ghita Worcester
  • Broker – Heidi Mathson
  • Safety Net – Jonathan Watson

• **CSEAC**
  • Consumer – Matt Flory
  • Assister – Leigh Grauman and Richard Klick

• Meetings on June 20 and July 5
## HIAC Recommendations on June 29, 2017 (Before 2nd CSEAC/HIAC Workgroup Meeting)

<table>
<thead>
<tr>
<th>Information Technology</th>
<th>SHORT TERM Before Start of OE 2018</th>
<th>LONG TERM Before Start of OE 2019</th>
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<tbody>
<tr>
<td>#5 – MNsure submit agent of record documentation to carriers simultaneously with consumer information</td>
<td>#1 – Issues identified by MNsure to enhance portal + additional assisted portal training</td>
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<tr>
<td>#2 – Provide “read-only” access for all Assisters</td>
<td>#12 – Allow for “special characters” (e.g. Hyphens) in data fields</td>
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<thead>
<tr>
<th>Training &amp; Education</th>
<th>#12 – Train Assisters to not use “special characters” (e.g., Hyphens) in 2018 OE</th>
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<tbody>
<tr>
<td>#13 – Develop public campaign to prepare for OE and inform public that MA/MNCare is year-round.</td>
<td>#9 – MNsure allocate additional resources to Assister phone call center.</td>
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<td>#10 – MNsure increase ARC staff capacity</td>
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<tr>
<th>Operations</th>
<th>#3 – Allow portal access for direct sales staff from carriers</th>
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<td>#6 – Ensure all “life event changes” complete by start of OE2018</td>
<td>#14 – Develop “call-back” and secure messaging technology to alleviate long delays on phone.</td>
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<td>#8 – Resolve consumer administration issues (e.g., password) and develop public campaign</td>
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Summary of July 5th Workgroup Meeting

• Attendees In Person; Hillary Hume, Leigh Grauman, & Richard Klick
• Phone Conference; Ghita Worcester, HeidiMathson & Brian Eck
• Item 2 Assister Read Only Reemphasized
• Items 9 & 10 Moved to Short Term and further distinguish differences
• Item 5 Discussion on MNsure Process and verification and Carrier Time for Processing.
• Item 12 special characters discussion at presentations and recertification.
• Item 13 discussion of advertising with shortened enrollment time.
• Item 14 Development of better Assistor and Consumer call back system.
HIAC Workplan for 2017

• Taking stock of our work to date
• HIAC Member & Chair Turnover - November 2017
• After July, MNsure Board does not meet until October
• Other Topics

HIAC Recommendations

• Financing
• Literacy
• Open Enrollment
• Assister Functionality **

HIAC Potential Topics/Issue Areas

• SHOP
• Individual Market Stabilization
• MNsure Reporting Metrics
• Marketing/Communications
• Roles & Responsibilities (Brokers, Carriers vs. MNsure)
CSEAC Workplan for 2017

• SHOP New information referred to by Allison O’Toole & NAHU
• Flow Chart of Enrollment from consumer entry to consumer obtaining health card.
• IT “Stakeholder” testing on what subjects?
• MNsure Organization Chart
• Study/ Develop Pie Chart of Percentage Enrollments
  Direct Enrollment No Assistance
  Enrollment With Navigator Assistance
  Enrollment with Broker Assistance
  Enrollment with Direct Assistance
Upcoming Meetings

- July 26 – MNsure Board of Directors Meeting – Joint Recommendation
- August 15 – CSEAC Meeting, 2:30 – 5:00 pm
- August 17 – HIAC Meeting, 2:30 pm – 5:30 pm
- September 28 – Joint CSEAC/HIAC Meeting, 2:30 - 5:30 pm
- October 18 – MNsure Board Meeting
- October 24 – CSEAC Meeting, 2:30-5:00 pm
- October 26 – HIAC Meeting, 2:30 – 5:30 pm
- -------- NEW TERMS --------------------------
- November 15 – MNsure Board Meeting
- November 30 – Joint CSEAC/HIAC Meeting, 2:30 – 5:30 pm