

MNsure

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

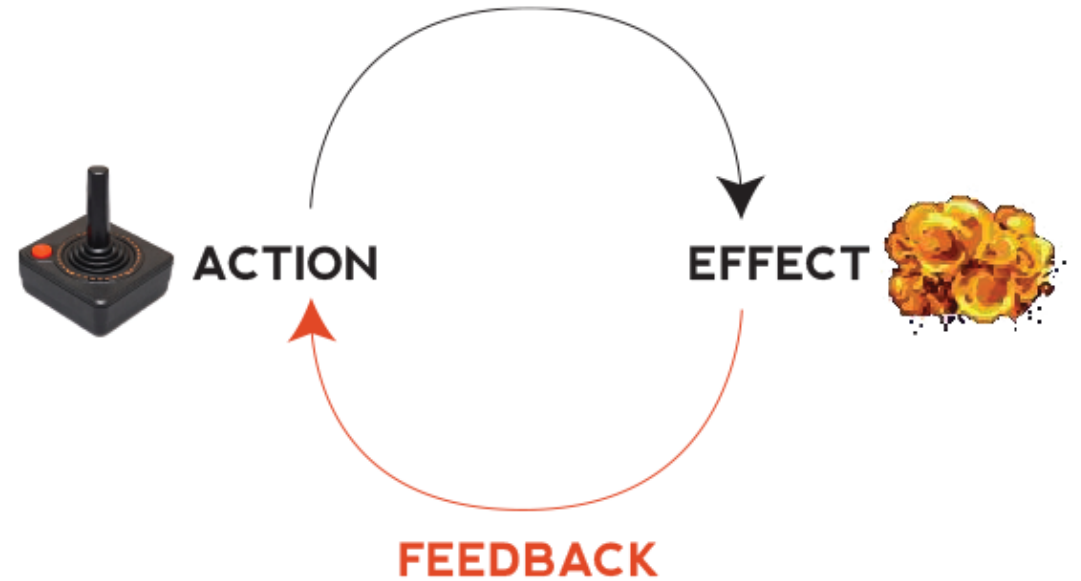
July 10, 2017

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)

	SHORT TERM Before Start of OE 2018	LONG TERM Before Start of OE2019
Information Technology	#5 – MNsure submit agent of record documentation to carriers simultaneously with consumer information	#1 – Issues identified by MNsure to enhance portal + additional assisted portal training #2 – Provide “read-only” access for all Assisters #12 – Allow for “special characters” (e.g. Hyphens) in data fields
Training & Education	#12 – Train Assisters to not use “special characters” (e.g., Hyphens) in 2018 OE #13 – Develop public campaign to prepare for OE and inform public that MA/MNCare is year-round.	#9 – MNsure allocate additional resources to Assister phone call center. #10 MNsure increase ARC staff capacity
Operations	#3 – Allow portal access for direct sales staff from carriers #6 – Ensure all “life event changes” complete by start of OE2018 #8 – Resolve consumer administration issues (e.g., password) and develop public campaign	#14 – Develop “call-back” and secure messaging technology to alleviate long delays on phone.

Summary of July 5th Workgroup Meeting

- Attendees In Person; Hillary Hume, Leigh Grauman, & Richard Klick
- Phone Conference; Ghita Worcester, Heidi Mathson & 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

