



## Consumer and Small Employer Advisory Committee Meeting Minutes

- > **date:** January 14, 2014
- > **building:** MnSure Office, 81 East 7th Street, Suite 300 St. Paul, MN 55101-2211
- > **time:** 2:30 – 4:30 p.m.
- > **attendees:** Anna Odegaard, Claudette Moran, James McClean, Jin Johnson, Joan Carchedi, Julia Johnson, Luis Ortega, Michael Jones, Patrick Lochwood

### topics

#### **Call to Order and Approval of December 2, 2013 meeting minutes**

Anna Odegaard, Chair

The meeting was called to order at 12:45 by Anna Odegaard, chair.

Luis Ortega moved to approve the draft December 2 meeting minutes. Patrick Lockwood seconded and the minutes were approved.

#### **Update: Active Purchaser**

Kathryn Duevel, board liaison, provided an update on the board's active purchaser decision and MnSure operations.

Kathryn requested the group think about what "big picture" things the committee should discuss, such as:

- What kind of things happened within your stakeholder groups during the enrollment process that can be improved?
  - Continue to report individual issues via [gethelp@mnsure.org](mailto:gethelp@mnsure.org).
- What qualities should the new CEO have, from a consumer perspective?

Kathryn will send the committee a short summary following board meetings, including a link to the recorded meeting.

#### **New Business: Enrollment Experience**

Anna Odegaard, Chair

The board has asked for committee input on the enrollment experience. Email Anna if you would like to do a presentation on the enrollment experience at the February 18 meeting.

- Please note: the role of the committee is to advise on policy issues and design ideas. For example, web tools that might enhance the user experience. That will be useful more so than communicating technical glitches and things staff are already aware of.

## **Presentation: Overview of Consumer Enrollment Experience topics**

Sarah Greenfield, TakeAction Minnesota

Anna introduced Sarah Greenfield from TakeAction Minnesota. TakeAction is a network of people and organizations working on issues related to social justice. Sarah is the program manager for healthcare reform work. The work she does in this role gives her a broad perspective on the enrollment experience.

Sarah shared broad categories related to the enrollment experience, then provided examples of things she has heard within each category before opening it up for committee discussion. The broad categories included:

- Website design and usability (not the technical issues)
- Language access (how does it work for populations for which English is a second language?)
- Navigator training and support (and Brokers and other assisters)
- Feedback loops (engagement of community)

## **Group Discussion: Robert's Rules**

Committee members

Anna introduced the possibility of using Robert's Rules to provide a structure to enable all committee members to pose a question and have a vote.

The committee discussed the positives and negatives, as well as how to accommodate Julia Johnson being on the phone.

The committee voted on using some version of a "Roberts Rules light" as a tool to facilitate discussion and decision making. The proposal passed with the following votes:

- Aye: Patrick Lochwood, Joan Carchedi, Julia Johnson, Jinny Johnson, Claudette Moran, Anna Odegaard.
- Nay: Michael Jones

## **Update: Social Media**

Julia Johnson and Joan Carchedi

Julia and Joan are the committee's social media liaisons. They are currently looking for material to tweet (140 character limit). They'd like suggestions for specific questions related to the enrollment experience, such as "How well did the MNsure website help you understand the product you bought?" and "What would have helped you better understand the process?"

The following question was suggested: What kind of information should MNsure provide to help consumers make decisions about plans? For example, what income levels purchased which plans?

Michael Jones raised a question about appeals, which will be handled outside of the meeting.

## **Wrap-up and Adjourn**

Anna reminded the committee to email her if interested in doing a 5-10 minute presentation about the enrollment experience at the next meeting.

Anna would also like to feature one member at the beginning of each meeting to talk about who their constituency is, or who they have in mind when participating in committee work. Those interested should send an email to Anna.

The meeting adjourned at 4:31 p.m.

The next meeting will be February 18, 2014.