

## Health Industry Advisory Committee Meeting

- > **date:** Thursday, July 24, 2014
- > **building:** UCare, 500 Stinson Boulevard NE, Minneapolis, MN 55413
- > **time:** 2:30pm to 5:00pm
- > **members in attendance:** Reuben Moore – Chair, Forrest Flint – Vice Chair, Cassandra Beardsley (via phone), Kenneth Bence (via phone), Samuel Boadu, David Dziuk, Christopher Johnson, JoAnna Justiniano, Heidi Michaels, Charles Sawyer, Ed Shee (Representing Ghita Worcester), Jonathan Watson, Thompson Aderinkomi – Board Liaison, Kathryn Duevel – Consumer and Small Employer Advisory Committee Board Liaison, John Reich – Legislative Relations Director
- > **members unable to attend:** Jennifer Andrashko, Harlan Johnson, Stacey Ko, Samuel Moose, Michael Scandrett, Ghita Worcester (Represented by Ed Shee)

### topics

#### Call to order- Public Comments

Reuben Moore, Committee Chair

The meeting was called to order at 2:38 p.m. by Reuben Moore, Committee Chair.

#### Request to Allow Public Comments

There were no objections. Public comments occurred.

Consumer voiced her frustration about the website as well as contradictory information from Navigators and call center staff. Another concern was that she will have to go without insurance while her application is processed manually and thousands of others are experiencing the same issues. Thompson Aderinkomi promised to have MNSure staff look into her case.

#### Previous Meeting Recap & Agenda Review

Reuben Moore, Chair

- **Motion:** Reuben Moore moved to postpone the approval of the draft meeting minutes from the previous meeting. David Dziuk seconded. All were in favor.

#### Board Update

Thompson Aderinkomi, Board Liaison

Thompson Aderinkomi provided a Board update and took questions from Committee members. Topics included what type of board MNSure needs, indicated that board members intend to get more involved with the committees, and brief statement on subcommittees. A possible joint meeting with the Consumer and Small Employers Advisory Committee was discussed. An operational update was given on what to expect in the next enrollment period.

### **MNsurance Operational Readiness**

Reuben Moore, Chair

Reuben walked through the 30 IT priorities identified by Deloitte. The committee discussed the list and their priorities. Due to time and budgetary constraints, the lists of 30 issues has already been finalized by Deloitte. Due to the complex technical nature of the terms, Reuben will seek further input electronically following the meeting.

### **Discussion on Key Success Metrics**

Committee members

The committee discussed multiple ways to measure success. Two general ways to measure success were discussed; one using industry standards and the other using year-over-year performance. More holistic measurements were proposed, but it was suggested that these types of statistics will be done by 3<sup>rd</sup> party organizations (such as universities and non-profits) and will take longer to collect.

The committee decided, with Thompson's advice, to continue refining the list of measures and submit them to MNsure staff to determine if such information is possible to collect. The goal is to submit their final recommendation to the board by September.

### **Industry Updates & Adjournment**

Reuben Moore, Chair

Some Committee members expressed interest in having a representative from Deloitte join one of the Committee meetings to answer questions. Thompson Aderinkomi will look to see if this is possible/value adding.

Reuben moved to adjourn. There were no objections, and the meeting adjourned at 4:53 p.m.