



Draft MNsure Health Industry Advisory Committee Meeting Minutes

July 23, 2015, 2:30 – 5:00 p.m.

500 Stinson Boulevard NE, Minneapolis, MN 55413

Participants in attendance: Reuben Moore – Chair, Forrest Flint – Vice Chair, Kate Johansen (sitting in for Ken Bence), Samuel Boadu, Christopher Johnson, Harlan Johnson (via phone), Stacey Ko, Heidi Michaels, Jonathan Watson, Ghita Worcester; Kathryn Duevel – MNsure Board Member, Martha Eaves – MNsure Board Member, Aaron Sinner – Board and Federal Relations Policy Specialist, Marie Harmon – Communication Specialist, Stephanie Grisell – Digital Communication Analyst

Not in attendance: Ken Bence, David Dziuk, Melissa Larson, Andy McCoy, Charles Sawyer

Meeting Topics

Welcome – Previous Meeting Recap & Agenda Review

Reuben Moore, Chair

The meeting was called to order at 2:40 p.m. by Reuben Moore, Chair. Reuben thanked UCare and Ghita Worcester for the use of their facilities.

MOTION: Heidi Michaels moved to approve the [draft May meeting minutes](#). Forrest Flint seconded. All were in favor and the minutes were approved.

MOTION: Heidi moved to approve the [draft June meeting minutes](#). Forrest seconded. All were in favor and the minutes were approved.

Board Update

Kathryn Duevel, Board Member

Kathryn Duevel reported that the Governor had appointed two new MNsure Board members, Martha Eaves and Edgardo Rodriguez.

Kathryn also noted the CEO search is underway. The Board hopes to make a decision by September or October.

Kathryn said that at the previous Board meeting, the counties reported as usual. Counties are waiting on the new wizards that were not able to be included in the previous IT release, and which should be included in the September IT release. The IT project timeline does appear to be on track, dependent on things going well in the test environment. Kathryn also noted that the

Board meeting included an update on the Broker Lead Agency program, which is expanding both in numbers and in adding a SHOP Lead Agency program.

Martha Eaves introduced herself. Martha said she has worked for 38 years in legal aid for Legal Assistance of Ramsey County and retired one and a half years ago. Martha said her expertise is in benefits programs with low-income families and legal aid for people with mental or physical impairments.

Kathryn reported that the Board meeting included a discussion of the budget. The budget is a balanced budget and is based on conservative enrollment projections. Kathryn noted CCIIO has indicated they will permit state-based marketplaces to use grant funding later into the future, and that is a major cause of changes to the budget.

Committee members asked questions about how MNSure is reaching out to young invincibles. Kathryn noted outreach to young invincibles is a frequent topic of conversation and there are several strategies out there, but MNSure continues to look for more effective ways to reach them.

Heidi Michaels asked about the funding sources for MNSure. She suggested relying on QHP dollars is unsustainable. Kathryn responded that funding decisions are out of the Board's hands, but noted there have been shifts in mindset due to the success in public program enrollment compared to QHPs and that she does think there is potential for a better funding mechanism.

Kate Johansen inquired if there had been any discussion of lawsuits with MNSure's IT vendors, noting Maryland just reached a settlement for \$45 million for contracted IT. Kathryn said some contract renegotiation had already occurred. She mentioned that most IT complications have been due of the melding of the public programs and private insurance.

Open Discussion – Pulse Survey & MNSure Recommendations

Reuben Moore, Chair

Reuben led a discussion on possible recommendations to the Board based on the eight strategic imperatives found on Slides 13 and 14 of the [HIAC Operating Model & Strategic Focus Areas Survey Results](#). Reuben suggested MNSure had to date put a strong focus on imperatives #1 and #2, and had done well on imperatives #7 and #8. He commented imperatives #3-6 could be worth discussing as priorities for 2016-18.

Reuben asked if the Board would be accommodating to these strategic recommendations. Kathryn said the Board sees these as priorities. Kathryn noted the Board continues to prioritize a stable and robust IT and business system, and it's difficult to prioritize other things at the expense of that. She mentioned the Board had passed three recommendations from the Market Development Work Group, and had selected those three recommendations largely because they could be implemented immediately without detracting from the IT build.

Ghita noted the difficulty in fitting innovative plans into the metal level structure and explaining them to consumers so that consumers would purchase plans based on more than simply price.

She noted the importance of explaining to consumers the products that they're buying in simple terms, and the importance of doing that in collaboration with providers, agents, and the health care community. Ghita also mentioned the benefits of video technology and the use of common terms to aid in communication.

Committee members discussed the difficulty in providing price transparency to consumers due to the wide range in costs from facility to facility.

Reuben suggested conducting another pulse survey of Committee members to discuss MNsure's activities so far and to suggest top priorities in their focus areas and categories. He mentioned the possibility of MNsure thinking differently about its partnerships and the need for meaningful data.

Kathryn suggested when supplying recommendations, the Board would like to see concrete, actionable suggestions as opposed to simply feedback on what has already occurred. She said the Board appreciates creative solutions. Kathryn also noted the resource restrictions MNsure must confront and suggested recommendations should include an ideal course of action and a lower resource (low cost, low IT) course of action.

Industry Updates & Adjourn

Reuben Moore, Chair

MOTION: Reuben moved to adjourn. Christopher Johnson seconded. All were in favor and the meeting adjourned at 4:28 p.m.