

Board of Directors Meeting September 17, 2014

Discussion slides



Agenda

- Welcome
- Consumer story Angela Dougherty, Duluth (phone)
- Public comment
- Administrative items
 - Approve August 13 meeting minutes
 - Board work group reports
 - Advisory committees
 - Policies for Board consideration: advisory committee policy and legislative policy
 - County update, Scott Leitz, CEO
 - Broker update, Ken Harpell, Director of Broker Relations
 - Board action: carrier business agreement,
 Katie Burns, COO
 - Board action: contact center frontline overflow vendor, Katie Burns, COO

Agenda (continued)

- CEO report, Scott Leitz, CEO
- Expectations for open enrollment, Scott Leitz
- Conversion update, Chuck Johnson, Deputy Commissioner for Policy and Operations, DHS
- Wrap up and any new business
- Adjourn next meeting October 15, 2014



Consumer story

Angela Dougherty, Duluth (phone)



Public comment

Please sign up for public comment at back table



Administrative items

- Approve August 13 meeting minutes
- Board work group reports
- Advisory committees
 - Board action: Consumer and Small Employer Advisory Committee Chair and Vice Chair, Kathryn Duevel, Board Liaison
- Policies for board consideration
 - Advisory committee policy, Kathryn Duevel and Thompson Aderinkomi
 - Legislative policy, John Reich
- County update, Scott Leitz, CEO



Administrative items (continued)

- Broker update, Director of Broker Relations, Ken Harpell
- Board action: carrier business agreement, Katie Burns,
 COO
- Board action: frontline overflow vendor, Katie Burns,
 COO



Broker relations update



Purpose

- Strengthen the relationships and improve communication between insurance brokers/agents and MNsure
- 2014-15 Initiatives and Activities Underway
 - Two-way Communication: open dialog and communication
 - Stakeholder groups, broker support team, specialized website
 - Innovative Partnership Opportunities: Statewide Pilot Project
 - Consumer Assistance Directory: Highlighting brokers/agents
 - Specialized Training



CEO report

- Scott Leitz, CEO
- Enrollment as of end of day Tuesday, September 16:
 - 330, 211 total enrollments
 - 202, 935 Medical Assistance
 - 72,552 MinnesotaCare
 - 54,724 QHP



Expectations for Open Enrollment



Scott Leitz

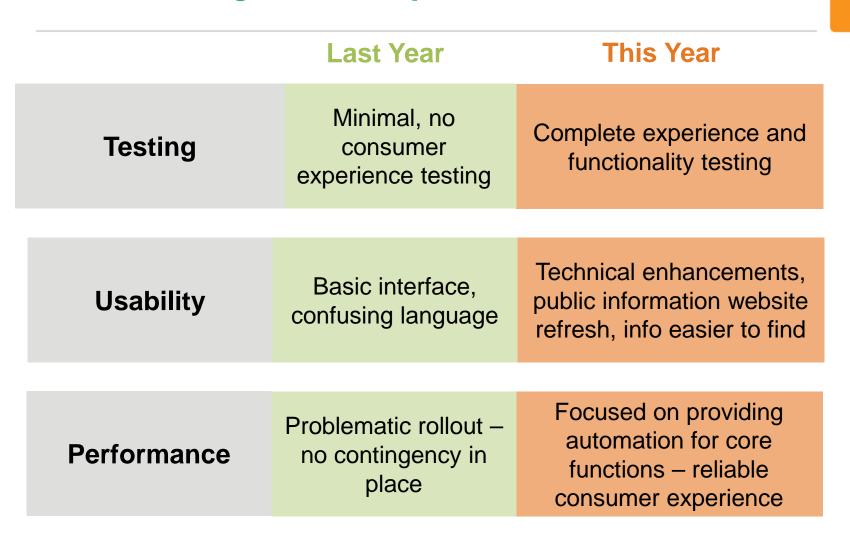


Introduction

- Outline system improvements
- Explain contingency planning
- Highlight changes to customer service

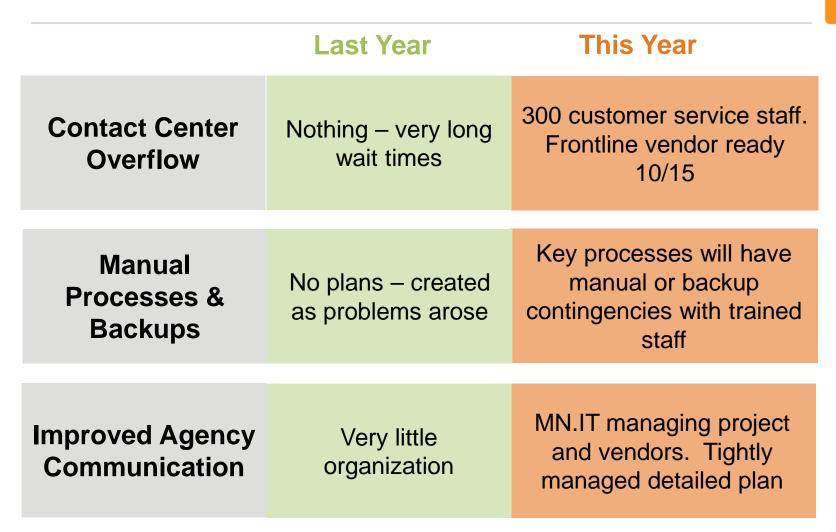


Essential system improvements





Contingency planning





Robust customer service

Last Year This Year Mon-Fri TBD – will include regular Increased schedule as well as 7:30 a.m. – 8 p.m., **Contact Center** expanded times as key Sat-Sun Hours deadlines near 9 a.m. – 4:30 p.m. **Improved** Disorganized and Updated, searchable – Calendar & glitchy; search and easier to find help near user experience **Assister** you, more consumer focused difficult **Directory**

Extensive
Network of
CommunityBased Assisters

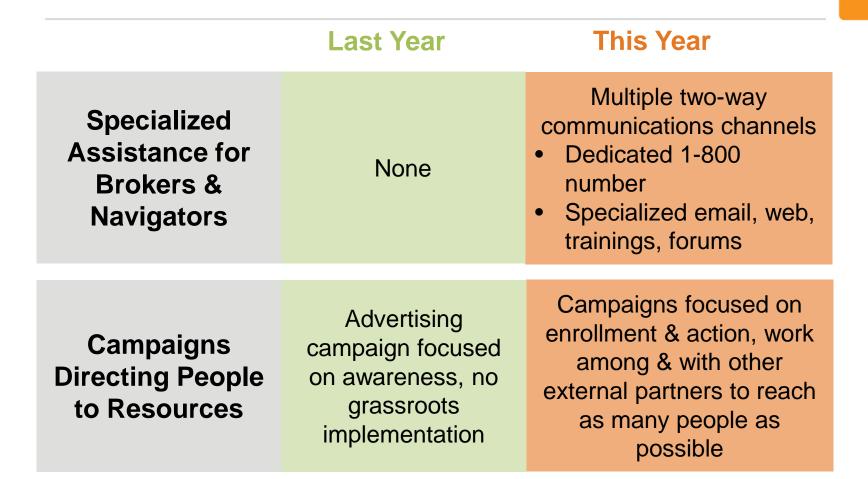
Late start, no coordination

More robust technical information and training materials. Ready to go by

11/15.



Robust customer service (continued)





Summary

- Improved overall system functionality
- Enhanced customer service
- MNsure is the <u>ONLY</u> place where consumers can get financial help
- Consumers should shop, compare and get help



Conversion update

Chuck Johnson, Deputy Commissioner for Policy and Operations, DHS



Wrap up and any new business





Adjourn

Next meeting date:

October 15, 2014, 1-4 pm 81 East 7th Street, St. Paul, MN 1st floor atrium

