Board of Directors Meeting
February 18, 2015

Discussion slides

Agenda

- Welcome and any new business
- Consumer story – Margaret Lett, Woodbury (phone)
- Public comment
  - Three-year financial plan
  - Other
- Administrative items
  - Approve January 28 meeting minutes
  - County update – Marti Fischbach, Dakota County; Tina Curry, Ramsey County
  - FY 2016 Outreach and Enrollment Grant Program Policy Statement
  - Advisory Committee update
  - Work Group updates
    - Market Development Work Group
    - Finance Work Group
    - Legislative Work Group
    - Strategy Work Group
- CEO report
- IT Priorities
- Wrap up and any new business
- Adjourn – next meeting is March 12

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Consumer Story

- Margaret Lett, Woodbury (phone)

Public Comment

Please sign up for public comment at back table

- Three-year financial plan
- Other

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Administrative Items

- Approve January 28 meeting minutes

- County update – Marti Fischbach, Dakota County; Tina Curry, Ramsey County

- FY 2016 Outreach and Enrollment Grant Program Policy Statement

- Advisory Committee update

- Work Group updates

  - Market Development Work Group

  - Finance Work Group

  - Legislative Work Group

  - Strategy Work Group

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FY 2016 Outreach and Enrollment Grant Program Policy Statement

- Total amount: $4 million
- Grant period: July 1, 2015 – June 30, 2016
- Key dates:
  - January/February – Public input gathered on draft policy statement
  - February – Policy statement presented to MNsure Board for consideration
  - March 2 – RFP issued
  - April 6 – Grant proposals due
  - July 1 – Grant awards announced publicly, grant contracts begin

CEO Report

- Enrollments as of EOD February 15, 2015 and since November 15, 2014:

  - QHP   60,092
  - Medical Assistance   72,017
 - MinnesotaCare   26,891
  - **TOTAL**   **159,000**

CEO Report

MNsure Contact Center Call Volume
Jan. 28 – Feb. 17, 2015
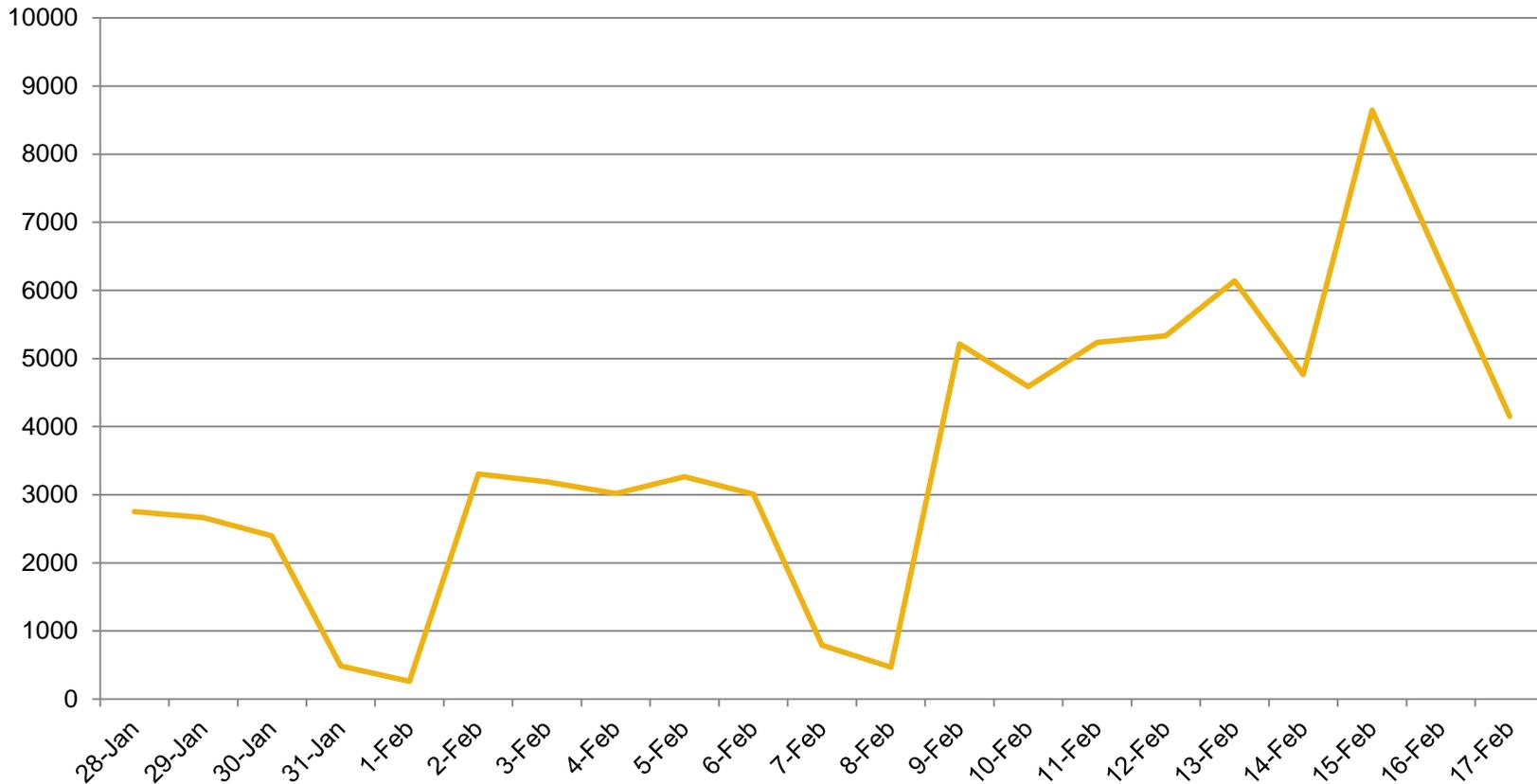
CEO Report

MNsure Contact Center Average Wait Time
**Jan. 28 – Feb. 17, 2015**
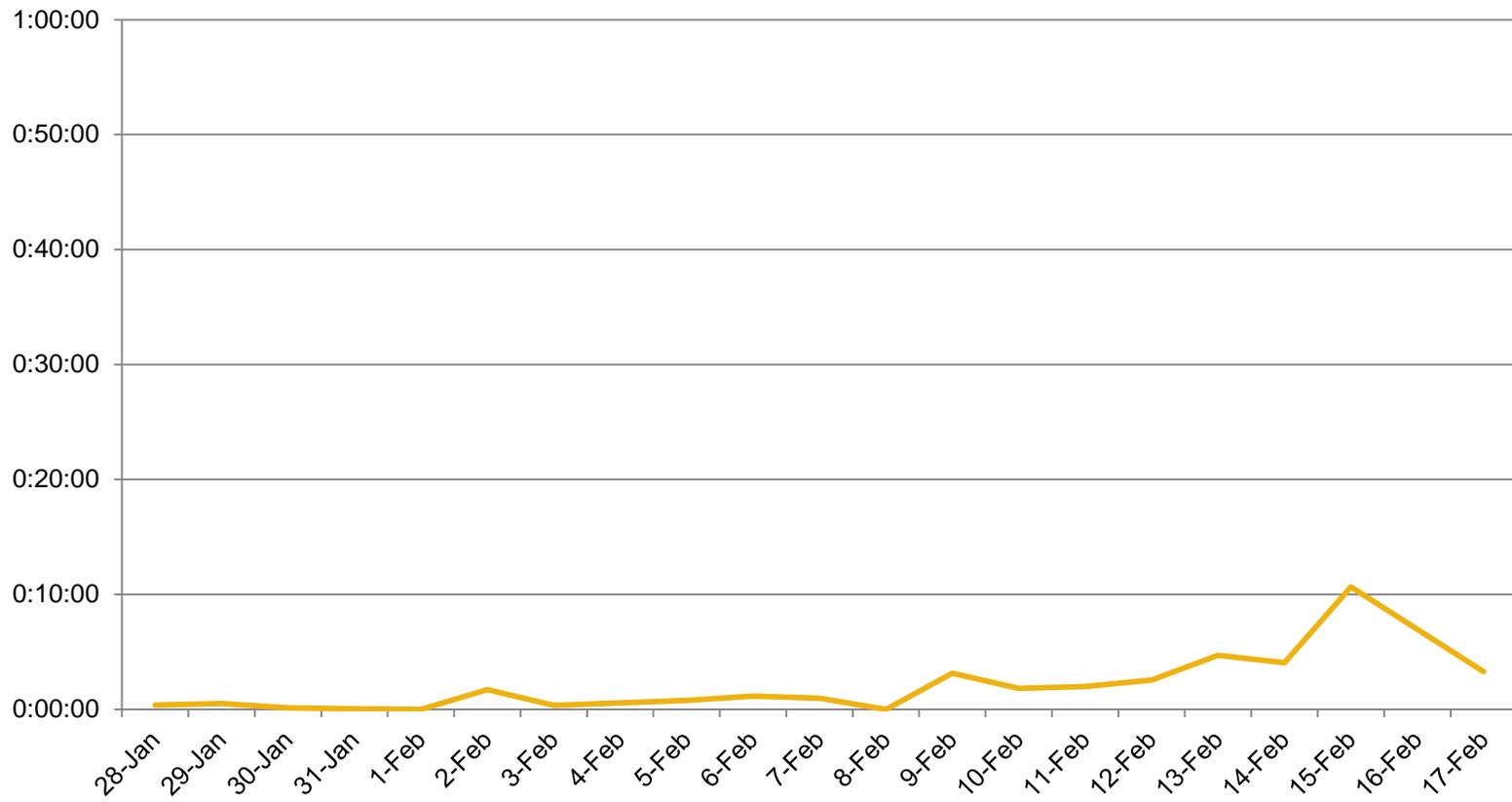
CEO Report

**MNsure Contact Center Percent of Calls Answered in Five
Minutes or Less
Jan. 28 – Feb. 17, 2015**
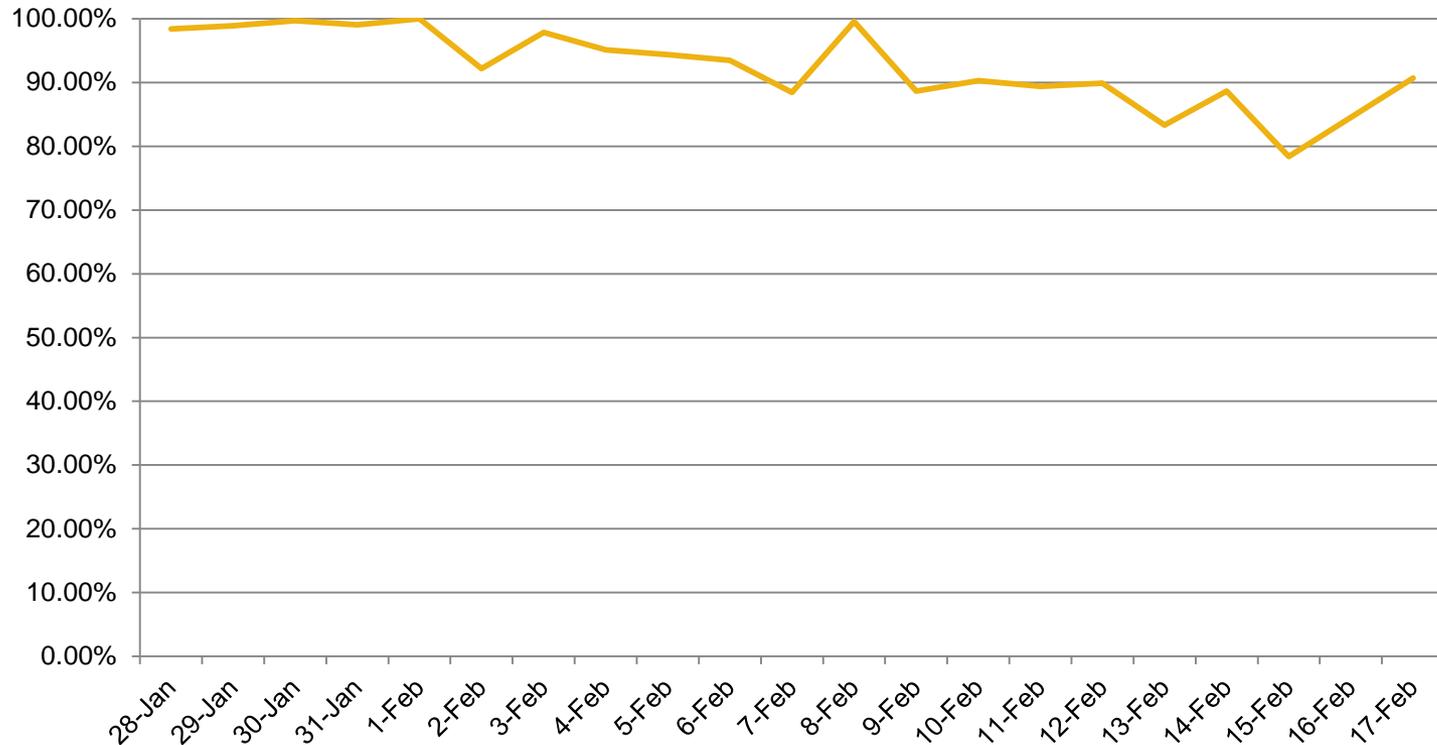
CEO Report

**MNsure.org Sessions and Unique Page Views,
Jan. 28 – Feb. 17, 2015**
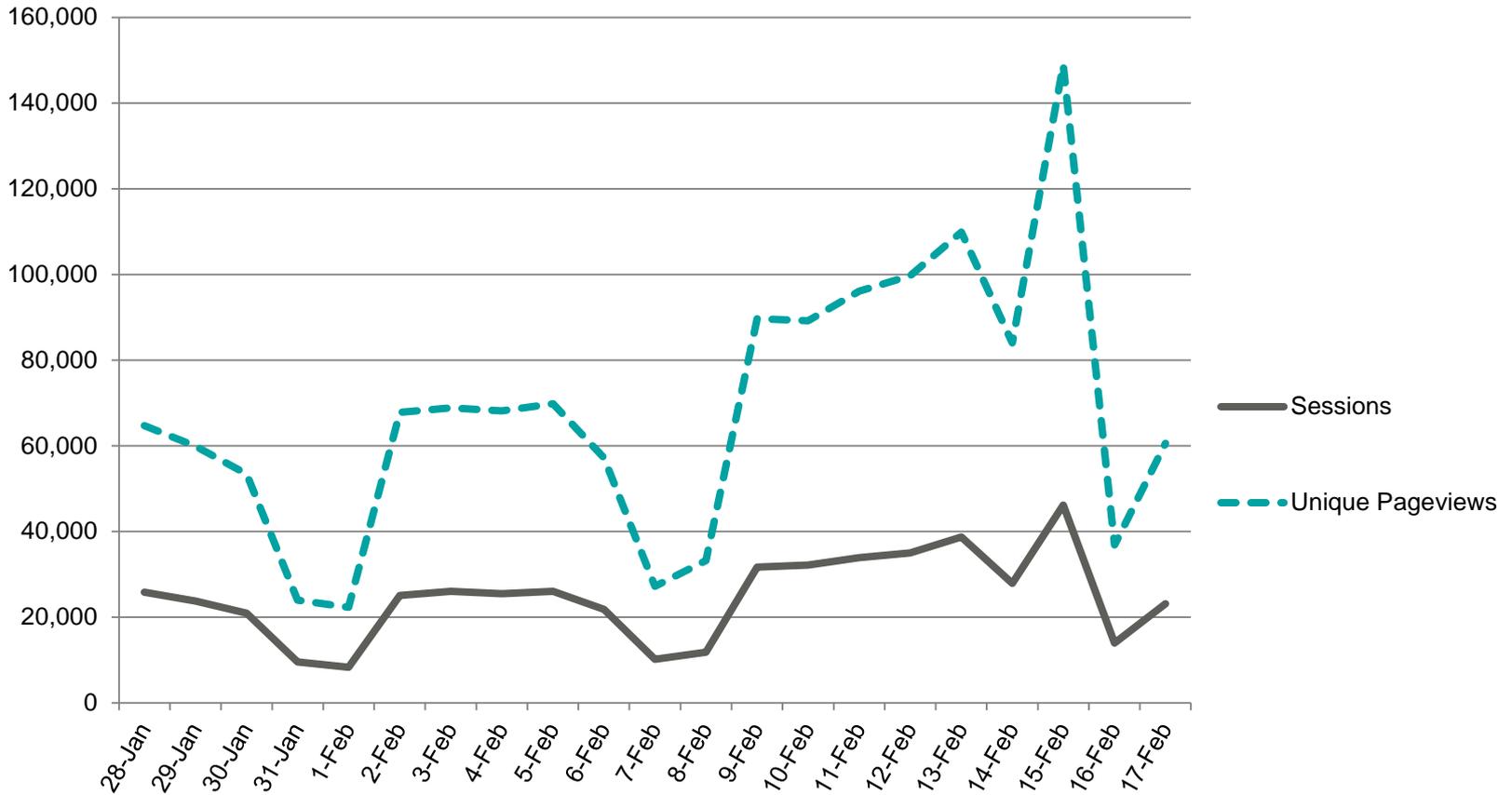
New Special Enrollment Period

- MNsure will offer a Special Enrollment Period for individuals who are required to pay penalty for being uninsured in 2014 as they file 2014 taxes

- Available from March 1 through April 30

- This will help eliminate or minimize 2015 tax penalties for those who enroll

- Coverage would begin April 1, May 1 or June 1 depending on timing of enrollment

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IT Priorities

Input from Partners

- Back end functions of MNsure are critical for partner and MNsure success

- Priorities are generally on track with partner needs

- Ensure IT back office functions are solid before building "bells and whistles"

- Need for partner involvement throughout scoping and requirements process

Critical Work Requiring Completion

- 834 enrollment transactions

- Processing of carrier enrollment effectuation files
  - Will enable MNsure to have a clear, current picture of enrollee population in private coverage

- Complete Enrollment System of Record for QHP enrollees

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Proposed Functionality for 2015

1. Enhance Consumer Experience	2. Enhance Program Integrity	3. Improve Partner Capability to Provide High Quality Service	4. Enhance Critical "Back Office" Infrastructure
• Improved written "notice" process for enrollees • User experience / usability improvements	• Worker portal effective dates • MNCare premium invoices • PRISM child support interface • Special enrollment period • MNCare payment processing • MA renewals Phase 2	• Processing of life events for caseworkers • Caseworker portal task list and caseload management • Navigator / broker portal	• Fully automated QHP renewals • MNsure / MMIS interface – coverage impacts and more complete data transfer • QHP Enrollment System of Record Phase 2 • Improved reporting • Portal integration across "caseworker" and "citizen" portal • Security: multi-factored authentication

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Work Is Beginning

- We are starting work on three critical areas this week

    - Effective dates for caseworker portal

    - Life events in caseworker portal

    - Case worker portal task list/management

- Counties are participating in the workgroups

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Next Steps

- Complete work on critical 2014 work still "in flight"

- Scope all 18 new items for 2015

- Proceed with contracting, hiring and staff augmentation activities

- Devise preliminary release plan

- Keep partners, Board and legislature informed

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Wrap Up and New Business

Adjourn

Next meeting date:

Thursday, March 12, 2015 • 12:00 pm

81 East 7th Street, St. Paul, MN

1st floor atrium

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