Board of Directors Meeting
March 12, 2015

Discussion slides

Agenda

- Welcome and any new business
- Consumer story – Ricardo Callender, Brooklyn Center
- Public comment
- Administrative items
  - Approve February 18 meeting minutes
  - Consumer Assistance Program Policy Statement
  - Work Group updates
    - Legislative Work Group
  - Contact Center contract
- CEO report
- IT development
- Financials
- Market development proposals
- Wrap up and any new business
- Adjourn – next meeting is April 15

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Consumer Story

- Ricardo Callender, Brooklyn Center

Public Comment

- Please sign up for public comment at back table

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Administrative Items

- Approve February 18 meeting minutes
- Consumer Assistance Program Policy Statement
- Work Group updates
  - Legislative Work Group
- Contact Center contract

Consumer Assistance Program

- 2014 / 2015 Open Enrollment Review
  - Navigator Program Evaluation
  - Broker Enrollment Centers
- 2016 Open Enrollment Preview
  - Operations / IT Engagement / Outreach
  - Stakeholder Engagement
- 2017 Open Enrollment Options

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Navigator Evaluation
Successes and Accomplishments

Finding: Higher rates of insurance

- Navigators enrolled over 45,000 consumers during OE1 and the following year

  - Contributed to Minnesota's uninsurance rate dropping from 8.2% to 4.9% during and just after OE1

  - This shows a 40.6% decrease in number of uninsured Minnesotans

- Navigators provided additional assistance to many more: education, outreach, answering questions

Navigator Evaluation
Successes and Accomplishments

Finding: Trusted community liaisons

- Navigators' deep experience in their communities builds trust -- a major factor in successfully enrolling consumers

> **"Working with a familiar face takes away the fear. Because for many people...they're afraid of computers, they're afraid of systems. And that's true if they speak another language and have another culture, or if they've lived here their whole life."**
>
> **–MNsure Navigator**

Navigator Evaluation
Room for Improvement

Finding: Technical resources needed

- Most cited unresolved barriers for navigators were technical tools & insufficient training

  - Navigators recognize & appreciate the online application improvements being made--more is needed

Need:

- Online Training Environment

- Assister Portal

- Improvements to Application

Broker Enrollment Centers

- 2015 Pilot: six centers across the state

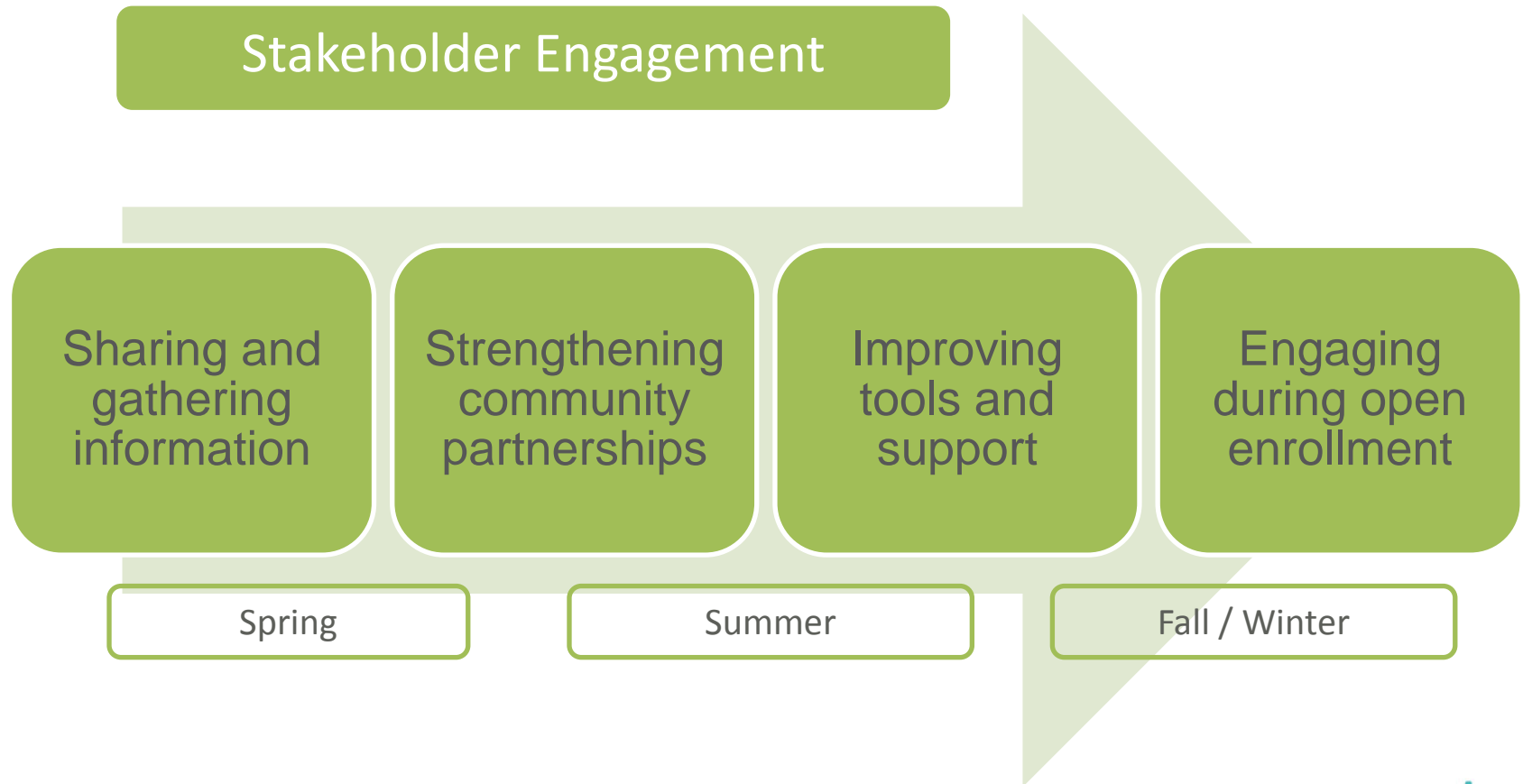| 2014 Enrollments	2015 Enrollments	% +/-
101	1736	1719%

  - Matching marketing funds
  - Navigator partnerships
- 2016 OE Expansion:
  - Increase number of centers
  - Focus on individual market, potential SHOP pilot

2016 Open Enrollment Preview

Operations	
Certification	Training
IT Engagement	
Stakeholder input	Phased 'Portal'
Web-forms	Dashboard
Outreach and Education	
Grants	Grassroots outreach

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2016 Open Enrollment Preview

Stakeholder Engagement

| Sharing and gathering information | Strengthening community partnerships | Improving tools and support | Engaging during open enrollment |

| Spring | Summer | Fall / Winter |

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2017 Open Enrollment Options – Sustainable Programs

- **Framework**
  - Federal Regulations - CFR 45 155
  - State Regulations - 62V.05
  - Board Policy / Administrative Rule - 7700
- **Opportunities**
  - Local solutions for local needs – leverage what exists
  - Coordination and partnerships – structured support and technology
- **Objectives**
  - No wrong door for consumers
  - Balance highly skilled partners with those that have a primary interest in serving their own clients

2017 Open Enrollment Options – Sustainable Programs

- **Development**
  - Continued stakeholder input and program analysis
  - Build stronger local networks
  - Better coordination across assister roles
  - Improved coordination with MNsure to enhance consumer experience
- **Options**
  - Option 1: role refinement and improvement
  - Option 2: tiered role integration

Next steps

- MNsure Board considers CAP policy statement
  - MNsure will maintain CAP policies and procedures according to current MN Administrative Rules through June 30, 2016
- MNsure staff continues gathering stakeholder input on CAP policies and procedures for fiscal year 2017
- MNsure Board establishes program policies and procedures in summer 2015
- MNsure staff begins administrative rule process late-2015/early-2016

CEO Report

- Enrollments as of EOD March 8, 2015 and since November 15, 2014:
    - QHP   61,109
    - Medical Assistance   90,839
    - MinnesotaCare   31,070
    - **TOTAL   183,018**

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IT Update

- Focus Areas and 2015 Priority Initiatives
- Accomplishments and Planned Activities
  - ✓ Existing / Ongoing Projects
  - ✓ New Initiatives
  - ✓ SITE Contract Initiatives
- Stakeholder Communication/Collaboration
- Approach Strategies
- MNsure Staff Ramp-up Status

Focus Areas / 2015 Priority Initiatives

Focus Areas	Improvement Examples* *Not comprehensive; illustrative only*
Enhance Customer Experience	• *Faster, simpler renewals with pre-populated forms* • *Easier online plan comparisons & shopping*
Enhance Program Integrity	• *More timely and accurate generation of invoices and processing of payments* • *Ability to auto-process life event changes (births, divorces, etc.)*
Improve Case Management Functionality	• *County workers will not have to enter certain types of data multiple times on multiple forms* • *Brokers/Navigators able to provide enhanced customer service*
Enhance Back-Office Functions	• *Data reconciliation between MNsure and key state databases* • *Standardized system performance reports for management*

2015 Proposed Priority Initiatives

• Worker Portal Effective Dates	• PRISM Interface – Child Support System
• Worker Portal Change Wizards / Life Events	• Medical Assistance and MinnesotaCare Renewals – Phase II
• Worker Portal Case Management & Task Lists	• Notices – Limited Denial / Termination Reasons
• QHP Open Enrollment Period and Renewal Processing	• Notices – Infrastructure, Generating and Issuing Notices
• MinnesotaCare Premium Invoice Generation	• ESOR Phase II
• MinnesotaCare Payment Processing	• Broker / Navigator Portal
• MNsure / MMIS Interface Coverage Impact	• Citizen / Worker Portal Integration
• MNsure / MMIS Add'l Info. & Functionality	• Reports
• Multi-Factored Authentication	

This is a preliminary roadmap. The exact quantity, list and resulting functionality of 2015 MNsure IT projects will be finalized following a formal scoping of all projects.

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Accomplishments last 30 days//Planned Activities next 30 days

Existing / Ongoing Projects		
		Date
1095A Annual Tax Forms	• 100% of forms have been processed and mailed to consumers.	• Complete
Renewals MinnesotaCare and Medical Assistance	• The majority of January renewals (approx. 96,000) for MinnesotaCare and Medical Assistance (MA) have been mailed to enrollees, along with approximately14,000 February MA renewals. March MA renewals are being generated and are expected to be mailed over the next week. • The renewal process for April and May for MA will begin in next few weeks	• January & February mailed, March est. completion 3/20/2015 • Est start date: March
834 Electronic Data Interface	• Required system changes to enable transmission of 834 transactions • Processes have been developed to ensure correct data is transmitted	• Est completion: 3/28/2015 • Complete

Accomplishments last 30 days//Planned Activities next 30 days

- Worker portal
- Multi-factored authentication
- Infrastructure projects
- Other

Stakeholder Communication/Collaboration

- County service delivery
- Health/dental plans
- Navigator/Brokers

MNsure IT Staff Ramp-up Status

- **SITE Postings**
  - SITE = MN.IT vehicle to obtain contract resources
  - SITE Contracts
  - MN.IT State Staff postings

Financials

- See "MNsure 3-Year Financial Plan" hand-out

Market Development Work Group

- See "Market Development Work Group" deck

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Wrap Up and New Business

Adjourn

Next meeting date:

Wednesday, April 15 ● 1:00 pm

81 East 7th Street, St. Paul, MN

1st floor atrium