



Board of Directors Meeting

August 12, 2015

Discussion slides



Agenda

- Welcome
- Consumer story – Paul Nyquist and Theresa Gaylord, Bloomington
- Public comment
- Administrative items
 - Approve July 20 meeting minutes
 - County update – Marti Fischbach, Dakota County; Janet Goligowski, Division Director, Stearns County
 - Proposed amendments to MNsure appeal rules
 - Consumer and Small Employer Advisory Committee Recommendations
 - Strategic planning recommendations regarding outreach activities
 - Recommendation on improving the consumer experience through robust assister portals
 - Work Group updates
 - CEO Search Work Group
 - Market Development Work Group
- CEO report
- IT update
- Open enrollment preparations update
- Wrap up and any new business
- Adjourn – next meeting is September 16

Consumer Story

- Paul Nyquist and Theresa Gaylord, Bloomington

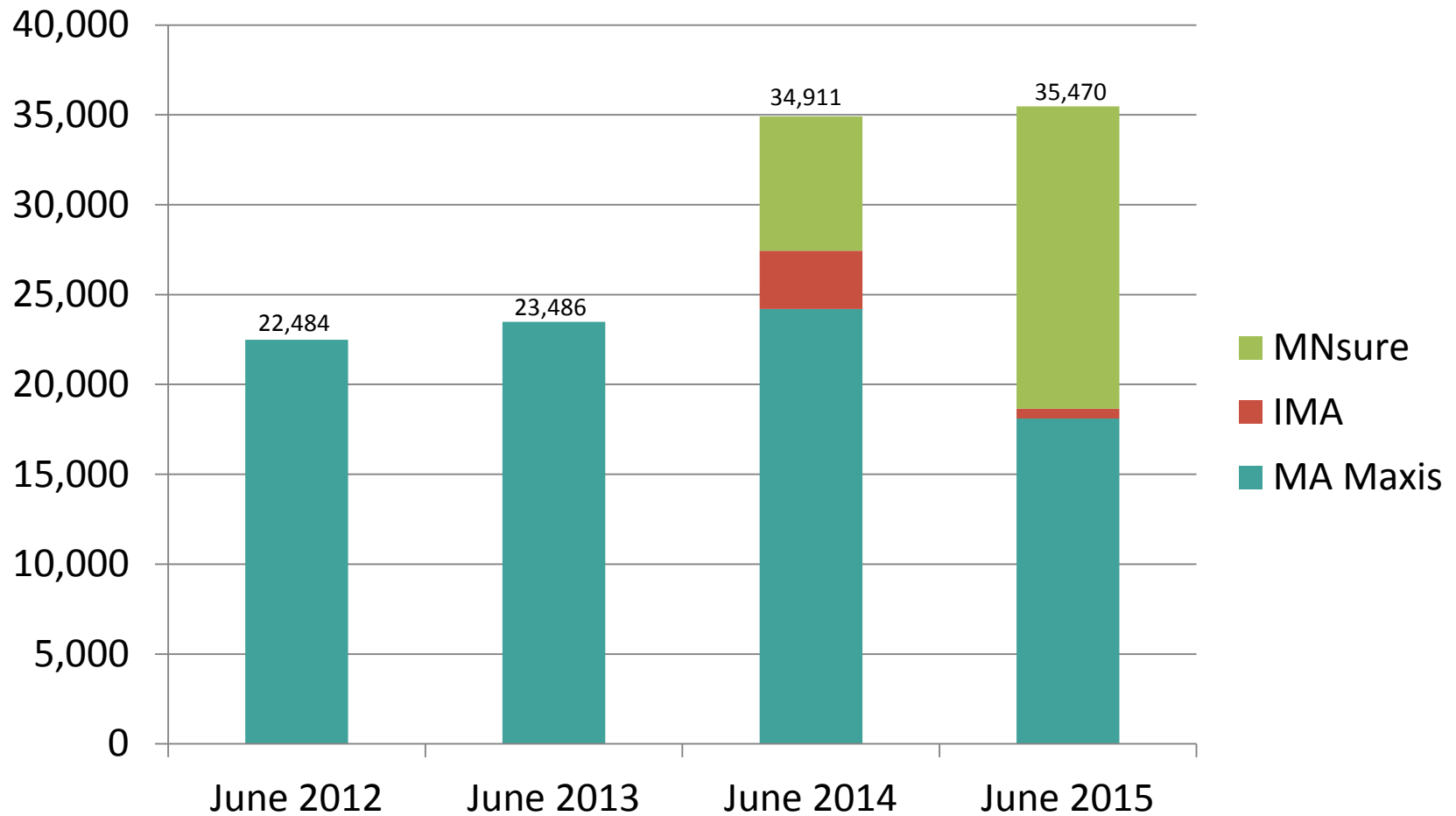
Public Comment

- Please sign up for public comment at back table

Administrative Items

- Approve July 20 meeting minutes
- County update – Marti Fischbach, Dakota County; Janet Goligowski, Division Director, Stearns County
- Proposed amendments to MNsure appeal rules
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- Work Group updates
 - CEO Search Work Group
 - Market Development Work Group

Dakota County Health Care Cases



CEO Report

- Enrollments as of EOD August 9, 2015, and since November 15, 2014:
 - QHP 69,059
 - Medical Assistance 203,190
 - MinnesotaCare 55,443
 - **TOTAL 327,692**

CHALLENGES

Acknowledgement of Limitations for Stakeholders

- Continue to press to develop back-end functionality that was expected in the initial release in 2013
 - ✓ Renewals
 - ✓ Streamlined life-event processing
 - ✓ Carrier integration
 - ✓ Navigator/Broker functionality

Meeting Minnesota's Needs with COTS (Commercial Off the Shelf)* Products

- Keeping COTS current with "manufacturer updates" complicates customizing COTS for local needs
- Knowledge-transfer time for state development staff hard to achieve in tandem with complex program needs

** As an example, eligibility for health care coverage is determined via a COTS product as part of the overall the MNsure IT system*

Staffing

- 58 MNsure IT staff (plus contract/vendor resources) added since January (funding via Federal & State grants)
- Time needed for onboarding / training is significant
- Increased testing has strained Quality Assurance team – staff difficult to obtain (both contract & state)

Vendor Management

- Code quality concerns persist but are being addressed and improving (17-point improvement plan in place with IBM/Curam)
- State managing demand for code development on tight timelines against capacity and quality concerns
- High program complexity requires integration of overall project plan (including all milestones) and all elements of support

CHALLENGES, cont.

Renewals – MinnesotaCare and Medical Assistance

- Backlog of Renewals cases: January – May, ~180,000 cases, significant impact on Counties
- Cause: Data transfer issues involving both Fed Hub and MNSure (now resolved)
- Plan for IT fix is in place:
 - ✓ Executing against a roadmap that prioritizes the needed functionality
- Corrective actions underway:
 - ✓ Communication with enrollees
 - ✓ DHS/County working to close or renew cases
- Downstream impacts of Renewals issue:
 - ✓ MN.IT technical staff and DHS business staff time:
 - Diversion of staff time to address this issue reduced capacity to work on future releases
 - ✓ Active case issues related:
 - Life event changes could not be processed
 - Financials accounts were not created for a limited number of MinnesotaCare enrollees resulting in a gap in invoicing

ACHIEVEMENTS

MN.IT: Now in Primary Position – MNsure IT Program Management, Oversight / Execution

- Assumed full project responsibilities starting February, 2015 (Deloitte departure)
- MN.IT assumed responsibility for integration between COTS systems (Engagepoint departure)
- Diversifying our vendor pool so that we are not reliant on a single vendor for IBM Cúram work

Stakeholder Engagement Shaped 2015/16 MNsure IT Projects

- Stakeholder input “mapped” against required functionality improvements to determine 2015/16 projects
 - ✓ Counties
 - County representative on MNsure IT Executive Steering Committee (ESC)
 - County members embedded in MNsure IT project team
 - County Advisory Committee meets bi-weekly with ESC
 - ✓ Carriers
 - Multiple meetings; Carrier Technology Advisory Group formed
 - ✓ Navigators / Brokers
 - Group meetings and other outreach efforts

Program Governance Structure in Place and Staffed

- New Program Manager and Support Team
- Project teams (23) in place
 - ✓ Project Champions
 - ✓ Project Managers
 - ✓ “Leads:” Technical, Business Analysis, Quality Assurance
 - ✓ Team members from MNsure, DHS, other stakeholders
- Ongoing stakeholder involvement – all phases of projects (Counties, Carriers, MNsure & DHS)

ACHIEVEMENTS

Specialty Resources / Processes Enhanced

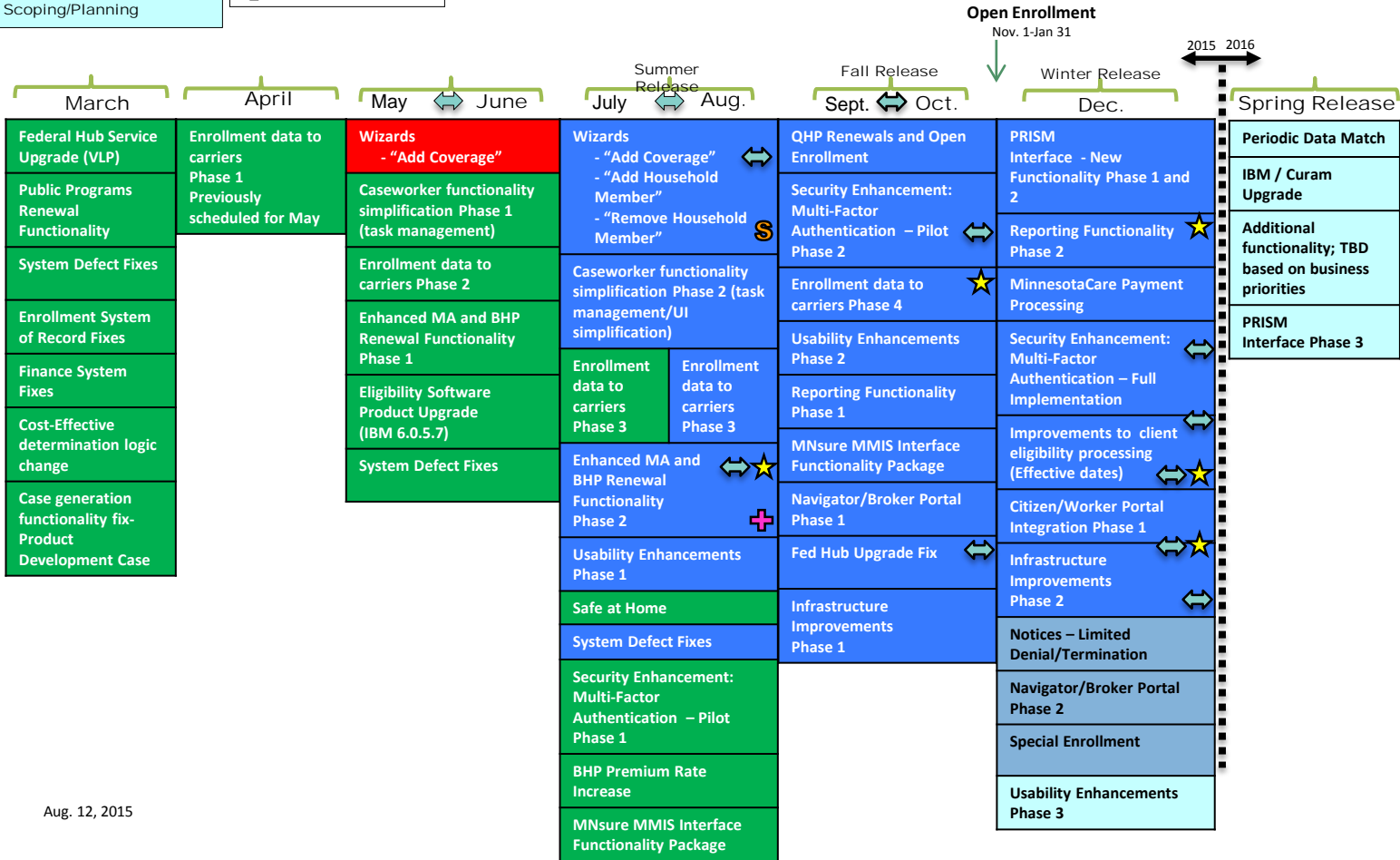
- Improved Quality Assurance
 - o Earlier detection, assessment, corrective work on defects, errors
- More disciplined Release Management
 - o Defined release action steps and schedules; quarterly releases in 2016
- Dedicated team working on 834 EDI transaction improvements
 - o Data transmissions to/from carriers regarding enrollments
- Infrastructure team addressing technical maintenance and operational issues
 - o Security enhancements, additional IT testing environments, etc.

2015: Three Major Releases Completed, Three Additional Scheduled

- Multiple “back-end” fixes to IT system
- Functionality improvements for both public program and commercial (QHP) stakeholders

Work Incomplete	★ = Change in Status
Work Completed	📄 = Change in Scope
Work Currently Underway	↔ = Change in Timing
Work in Planning Phase	⬅ = Project Addition
Work Scheduled for Scoping/Planning	

Release Plan Project Status



Aug. 12, 2015

Summer Release Functionality – Already Delivered

Name	Description
Multi-factor Authentication	Provides an extra layer of security for the MNsure IT system. In addition to user name and password, an additional one-time “token” password is required for system access.
Form 834 Enhancements	Reconciles and aligns 834 (enrollment data) with 1095 (tax credit/filing data). Also fixes data transfer issues between two state systems.
Safe At Home	Provides enhanced data security for public program enrollees who are victims of domestic abuse (e.g. masking of contact information).
MinnesotaCare Premiums	System changes to automate premium increase mandated by 2015 Legislature.
MMIS* / MNsure Interface *Medicaid Management Information System	System enhancements/fixes between two state IT applications, e.g. cross-referencing of SSN, transmit date of death (end coverage date to MMIS), etc.

Summer Release Functionality – Delivery on Aug. 22

Name	Description
Tasks* (Worker Portal) *Tasks serve as “to-do” lists for workers.	Creates new tasks to aid workers in handling cases. Creates ability to filter / sort / group tasks based on the type / category.
Wizards	Streamlines and automates life event changes for three items: Add Coverage, Add a Household Member, Remove a Household Member.
Medical Assistance and MinnesotaCare Renewal Functionality	Establishes Timely Renewal Processing functionality. Fixes a critical bug regarding Projected Annual Income evidence.
User Experience	Updates the online application to bring Minnesota in compliance with federal requirements; additional user enhancements are also being planned.
System Defects	A collection of improvements to the IBM Cúram portion of the application to correct a variety of critical defects.
834 Transmissions to Carriers	Additional functionality for enrollment data transmission to carriers.

“Wizards”**WHAT**

- Three new Change in Circumstance wizards will streamline and automate life event changes
 - Data is input once, then auto-populated into multiple fields in the online form
 - Reduces potential for data input errors; eliminates redundant entries; increases worker efficiency
 - Complex requirements, code development, quality assurance testing

WHEN

- Scheduled for Summer Release (weekend of Aug. 22)

Wizard Capability	Objective / Ideal End Result	Vs. MAXIS (old system)
<ul style="list-style-type: none"> • Add a person to the household 	Reduce data entry from 25-30 minutes to 5-10 minutes	Average data entry: 5-8 minutes
<ul style="list-style-type: none"> • Add coverage for a family member* • *Included in June release; corrections needed 	Reduce data entry from 10 minutes to 5 minutes	Average data entry: 8-10 minutes
<ul style="list-style-type: none"> • Remove a person from the household 	Reduce data entry from 45-60 minutes to 25-30 minutes	Average data entry: 15-20 minutes

Open Enrollment Period 3: Process Improvements & New Initiatives

Project Name	Status
Growing and Supporting Partnerships	
Pre-OE kick-off with partners	Delayed
Better networking opportunities for partners	On track
Streamlined curriculum for outreach grantees	On track
Board engagement survey	On track
Achieve Carrier approval of Individual Market SEP Verification procedures	On track
Achieve Carrier approval of Individual Market retro QHP termination and APTC adjustments procedures	On track
Trainings Coordinate with counties and navigators	On track
Share/preview shopping experience with carriers	On track
Deliver the MNsure Curriculum	On track
NAB payment improvements	On track
New partnerships	On track
Improved new partner application process	Complete
Training and Development for Network Grantees	Complete
Improving Customer Service	
Enhanced eligibility screener/calculator for consumers	On track

Project Name	Status
Improving Customer Service (cont.)	
SHOP lead agencies program	On track
Customer chat	On track
Web sharing between call center and consumers	On track
improve service - contact center quality training	On track
DHS and MNsure call center coordination – warm transfers, etc.	On track
Website tutorials, launched ahead of open enrollment	On track
Q/A video segments aimed at younger populations	On track
Increasing problem resolution efficiencies	On track
Customer satisfaction survey	On track
SHOP marketing and communications	On track
Process map	On track
Code of customer service - QA	Pending
More efficient caller routing/faster service	Pending
Fast track critical cases	Pending
Post-call consumer survey	Pending
CEO inbox /Chair inbox & voice mail	Complete
Increasing lead agencies - Broker Enrollment Center Initiative	Complete

Project Name	Status
Improving MNsure back office functions	
AOR process for OE16	On track
SHOP Employer and SHOP Employee Web forms for Enrollment	On track
Tridion migration	On track
Notification improvements	Pending
“S” drive clean-up	Pending
Retroactive AOR process development and implementation	Complete
Master Calendar	Complete
Improving contracting efficiencies	Complete
IT Development outside ESC plan	
Formalization of ESC/MNIt structure	Delayed
Automated process for lead generation utilizing MNsure’s existing CRM system	On track
SHOP functionality improvements	On track
Public-Facing Events Calendar	On track
Consumer decision support tool	On track

Key	
On track	Green
Pending	Purple
Complete	Blue
Delayed	Red

Public-Facing Events Calendar

The screenshot shows a web browser window displaying the MNSure website. The page title is "UPCOMING EVENTS". Below the title, there is a description: "Find events that can help you get more information about MNSure, start the enrollment process or get help with your enrollment. Click on the filters below to find events that meet your specific needs." On the left side, there is a "FILTERS" sidebar with several input fields: "ZIP" (with a location pin icon), "Date Range" (with "FROM" and "TO" date pickers), "I WANT TO..." (a dropdown menu), "Organization / Agency Name" (a text input field), "LANGUAGE" (a dropdown menu), and "ASSISTOR TYPE" (a dropdown menu). At the bottom of the sidebar is a "FIND EVENTS" button. On the right side, there is a "SELECTED FILTERS" section showing "55418" and "Another Filter Here" (with a close icon), and a "CLEAR ALL" button. Below this, the first event listed is "ACME Company Healthcare" with the subtitle "Getting to know your benefits". The event details are: "Event Date: Thursday, July 31, 2015", "Event Time: 8.00pm - 10.00pm", and "Location: Ramsey County Public Library - Roseville, MN". A note states "Requires Appointment and Registration - Please Call (612)555-5555." and there is a "GO TO THIS EVENT" button. The second event listed is "Thompson Richmond Healthcare Systems" with the subtitle "How MNSure can help you". The event date is "Thursday, July 31, 2015".

Consumer Checkbook

Consumer Decision Support Tools

- Agreement Finalized – Development Underway
- Individual and SHOP Applications
- Complement to MNsure Website Information
 - Shopping and plan selection support
 - 2016 focus on out-of-pocket cost calculator
- Carriers Will Preview Before Tools Go Live
- Planning for Early November Readiness

Wrap Up and New Business

Adjourn

Next meeting date:

Wednesday, September 16 • 1:00 pm

81 East 7th Street, St. Paul, MN

1st floor atrium