

Board of Directors Meeting

- › **date:** Wednesday, April 30, 2014
- › **building:** 81 East 7th Street, St. Paul MN, 1st floor atrium
- › **time:** 1:00 to 4:00 pm
- › **members in attendance:** Brian Beutner, Peter Benner, Thompson Aderinkomi, Kathryn Duevel, Tom Forsythe, Phil Norrgard, Commissioner Lucinda Jesson
- › **staff in attendance:** Scott Leitz, Carley Barber, Erik Larson, David Van Sant, Christina Wessel

topics

Welcome and new business

Brian Beutner, Board Chair

The meeting was called to order by Brian Beutner, Board Chair, at 1:08 p.m.

Brian read MNSure's purpose: *The purpose of the organization is to ensure that every Minnesota resident and small business, regardless of health status, can easily find, choose, and purchase a health insurance product that they value and does not consume a disproportionate share of their income.*

Customer story

Kristy Wilke, Minneapolis

Kristy Wilke is the President of Data Media Solutions, a small family business specializing in serving the needs of enterprise clients in the hardware and software arenas. She is married to Jessica Kitzman, an art teacher at a charter school for students on the autism spectrum. They have a 10-month old son named Ronan, and live in South Minneapolis. Prior to MNSure, both Kristy and her wife were separately insured through their employers, with their son covered through Kristy's wife. They had not considered MNSure assuming they already had great coverage. Their combined high-deductible plans cost approximately \$600 per month. After the first of the year, Kristy decided to take look at the website just to see what additional options were available for her family. They were able to find a plan that saves their family roughly \$200 a

month with one-third the deductible as before. Kristy reported that parts of the enrollment process were challenging, but her family was enrolled by March 1.

The Board thanked her, welcomed her account, asked questions, and apologized for the difficulties she experienced.

Public comment

None.

Administrative items

[Brian Beutner, Chair](#)

- **Approve April 16 meeting minutes**

Commissioner Lucinda Jesson moved to approve the [draft April 16th meeting minutes](#). Thompson Aderinkomi seconded. All were in favor, and the minutes were approved.

- **Board Work Group updates**

[Brian Beutner, Chair](#)

Brian reported that the Board Work Groups are active and continue to meet. There will be further discussion about IT in this meeting. The Compliance Work Group is working on the development of a comprehensive compliance plan. Staff will be getting an RFP out next week for external professional expertise in plan development, training, ongoing compliance, and transitioning compliance expertise to staff.

- **Consumer and Small Employer Advisory Committee**

- **Committee update, Jin Johnson, Committee Vice Chair**

Jinny Johnson reported that the Committee is in the process of developing recommendations to the Board about the enrollment experience. The Committee has created subgroups to focus on different areas that are in the process of drafting reports. The Committee is working on a recommendations related to the Navigator program and have been coordinating with staff.

- **Membership**

Kathryn updated the Board on the review process of applicants for the open seats on the Advisory Committee. Kathryn noted that over 50 applications were received, and the review process was very similar to the initial process used to select members last fall. All applications were read by each of the selection committee members, who

then submitted their top picks. They met, reviewed their choices, and came to consensus on the four candidates they would like to recommend to the Board. Three of them are through the review and background check process and one is currently in the process.

Motion: Kathryn moved to appoint John Freeman, Gladys Chuy, and Fatema Haji-Taki to the Consumer and Small Employer Advisory Committee. Brian seconded.

All were in favor, no one opposed, and the motion passed.

All three new committee members were in attendance and were acknowledged.

CEO report

Scott Leitz, Interim CEO

Scott Leitz walked through the MNSure Board [discussion slides](#) and answered questions about the updated [metrics dashboard](#).

Updated numbers

As of the end of the day on Tuesday, April 29, MNSure had a total of 206,157 enrollments, including:

- 112,834 Medical Assistance
- 50,549 QHP
- 42,774 MinnesotaCare

SHADAC (State Health Access Data Assistance Center)

Staff continue to work with SHADAC and Minnesota health insurance companies on estimating the number of newly insured Minnesotans since the beginning of open enrollment in October 2013. This analysis will take into consideration potential shifts between different sources of coverage – for example between employer-sponsored coverage and MNSure, or between the non-group market and public programs.

Implementation of retroactive coverage, tax credits and cost sharing reductions

Yesterday MNSure announced implementation procedures for consumers eligible for a QHP to obtain retroactive coverage, tax credits, and cost sharing reductions. The procedures are in response to a federal government bulletin published February 27, 2014, that allows state-based marketplaces flexibility in addressing consumers with “exceptional circumstances”. These guidelines apply to people who:

- Have not been continuously enrolled in coverage since January 1, 2014, or
- Enrolled in coverage outside of MNSure but are eligible for tax credits and/or cost sharing reductions

Scott walked through the diagram within the discussion slides and explained the details, which are also posted on the website. A discussion by the Board was had about the process of developing this response to the federal government's bulletin. This program is a mechanism to ensure that all Minnesotans have an opportunity to enroll in affordable health insurance. MNSure worked closely with the carriers, state agencies and regulators who bear the risk associated with the new procedures. While MNSure was not required to offer these procedures, it was the consensus of all these parties working together to offer Minnesota consumers this additional opportunity to obtain health insurance.

IT planning

Scott wanted to mention before the IT portion of the meeting that the thoughtful prioritization of IT development is crucial to near term and long term success and an important focus of the Board IT Work Group. We look forward to Deloitte's assistance. Our immediate priorities must focus on fundamental capacity for efficiently processing applications and eligibility. The past 6 months have focused resources on patching in short term fixes to support 2014 open enrollment and creating and managing the paper and manual work-around processes required in the absence of expected systems functioning. Due to the length and challenges of the 2014 enrollment period, we face a shortened window to address improvements for 2015 open enrollment. Efforts need to focus on developing the basic functionality that we lacked last enrollment period.

MNSure CFO

Scott thanked and acknowledged the work of Barb Juelich, MNSure's first CFO, for her service as she attends her last MNSure Board meeting before moving on to the Minnesota Department of Natural Resources. In September 2011, Barb was hired as MNSure's third employee agreeing to take on the significant challenge of being the CFO of a startup organization and responsible for the financial and administrative components of setting up a State agency.

Scott introduced Marty Cammack from DHS who will be serving as MNSure's Interim CFO for the next six months. Marty will lead MNSure through a significant transition period as we restructure our financing model from startup and development to ongoing operations, and in doing so consider how to best organize financing relationships, financial work, and business office operations. Scott thanked Marty for agreeing to this commitment and thanked DHS for their cooperation and commitment to making interagency arrangements work.

Board Q&A

Tom Forsythe inquired about the action taken in reference to the retroactive coverage decision with the thought that this is a policy decision that should have come to the Board prompting a discussion. Scott explained that this action stemmed from the release of a Federal bulletin. MNsure staff worked with health insurance companies and consumer organizations to get input on the process. Given the requirement of health insurance coverage, there was the belief that there should be some opportunity for those consumers who attempted to get into coverage. He is not aware of any upcoming Federal guidelines that should be discussed now as policy.

Erik Larson, MNsure COO, addressed metrics questions and clarifications about call abandon rates during the April 22 deadline, agency of record, pended cases, and additional call center staff.

Outreach and enrollment grants policy for Board consideration

[Scott Leitz, Interim CEO](#)

Scott walked through background information on the outreach and enrollment grants policy, highlighting successes of the 2013 grant program and the inclusive process used in the planning of the 2014 grants program. Scott also walked through the [draft outreach and enrollment grant policy](#) being presented to the Board for consideration.

David Van Sant, MNsure Navigator Broker Manager, answered questions about Navigator surveys, grant process, and contracts. It was noted that the review team for the 2014 grants program will include both agency staff and external representatives of the communities served. There were some questions about the contracting process with grant recipients, and David explained they are looking at streamlining this process, and hiring a new staff member to provide additional support to the program. Christina Wessel, MNsure Director of Navigator Relations, answered questions about the evaluations for organizational effectiveness, reporting, federal fund grant timing, and parameters for evaluation. Scott explained that it is the intention to issue an RFP for outside evaluation to be done by a vendor with expertise in those areas and will present it to the Board for input first.

Motion: Peter Benner moved to approve the draft outreach and enrollment grant policy as presented. Phil Norrgard seconded.

All were in favor, no one opposed, and the motion passed.

IT prioritization discussion

Erik Larson, COO

Erik, MNsure COO, walked through a [high level framework](#) of IT development, including the current status of where we are and where we want to go. There was discussion about determination of priorities, the process, decision-making, and the SHOP program. Erik explained that Deloitte is helping put the governance structure in place for decision making and identifying short-term, mid-term, and long-term roadmaps.

Steve Dahl, Project Partner and Sally Fingar, Project Manager, of Deloitte joined Erik to provide an update about their work so far. Steve indicated that the contract was signed yesterday and the project is staffed up. He explained that they are starting with taking the lead role on project management. They are looking at the processes around release management and defect testing, and the planning and management of user acceptance testing will continue through the end of the calendar year. Steve provided an overview of the critical deliverables in the next 30- and 60-day periods, highlighting five separate reports, assessments and workplans to be delivered to the Board by June 24, 2014. The full contract, including key dates and deliverables is available on the MNsure [website](#).

CEO appointment discussion

Brian Beutner, Chair

Brian noted that it is coming to the end of Scott's three-to-six month commitment in the Interim CEO role. After consideration the Board members each expressed their appreciation of Scott's leadership and support in appointing him to CEO.

Motion: Phil moved to remove "interim" from Scott's CEO title. Peter seconded.

All were in favor, and the motion passed.

Wrap up and any new business

Brian Beutner, Chair

None.

Adjourn

Phil moved to adjourn. There were no objections and the meeting adjourned at 3:29 p.m.