



MNSure Board of Directors Meeting Minutes

Wednesday, September 27, 2023, 1 – 3 p.m.

Hybrid: Remote via WebEx and in-person

355 Randolph Avenue, Suite 100, St. Paul, MN, Mississippi Conference Room

Participants in attendance: John Connolly, David Fisher, Jessica Kennedy, Suyapa Miranda, Stephanie Stoffel, Daniel Trajano, Andy Whitman

Staff in attendance: Angela Benson, Libby Caulum, Claire Hahn, Erika Helvick Anderson, Joel Ingersoll, Kari Koob, Mary Robinson, Dave Rowley, Christina Wessel, Morgan Winters, Mike Wright

ASL interpreters: Becky Lukkason, Judy Mermelstein

Meeting Topics

Welcome

Stephanie Stoffel, Board Chair

The meeting was called to order by Chair Stephanie Stoffel at 1:07 p.m. John Connolly, assistant commissioner for Health Care Administration, joined the MNSure board as the new Minnesota Department of Human Services (DHS) designee for Commissioner Jodi Harpstead. MNSure’s chief legal counsel, Dave Rowley, conducted a roll call and there was a quorum with six board members present.

Public Comment

Stephanie Stoffel, Board Chair

Stephanie Radtke presented on behalf of the Minnesota Navigator Coalition. Chair Stoffel thanked Ms. Radtke and acknowledged that many of the issues raised in the presentation involve DHS and addressing them would require continued partnership between DHS and MNSure staff.

Administrative Items

Stephanie Stoffel, Board Chair

MOTION: Dr. Daniel Trajano made a motion to approve the August 18, 2023, meeting minutes. Andy Whitman provided the second. Mr. Rowley conducted a roll call and the motion passed.

CEO Report

Libby Caulum, Chief Executive Officer

MNsire CEO Libby Caulum introduced MNsire Senior Director of Public Affairs Erika Helvick Anderson, who began in her new role in September. Ms. Caulum also reported that MNsire has signed a new five-year contract with GetInsured for just over \$11 million for development and ongoing maintenance and operations work for the QHP Eligibility System Transition (QEST) project.

Sign-up Activity

Sign-up data shown reflects Minnesota Eligibility Technology System (METS) activity through the end of August 2023:

- 149,280 qualified health plan (QHP) sign-ups
- 108,249 Medical Assistance (MA) applications
- 13,339 MinnesotaCare applications

The average monthly advanced premium tax credit (APTC) is \$510.69 per household. At the end of August, MNsire had almost 111,000 effectuated enrollments — an increase compared to the end of July — and premium withhold revenue projections are stronger than forecast.

Open Enrollment Readiness

MNsire is in the process of redetermining eligibility for current enrollees and automatically renewing coverage into 2024 plans. Consumers will be able to preview 2024 plans starting in mid-October. In September, MNsire hosted four in-person trainings for navigators and brokers to prepare for the upcoming open enrollment period.

Continuous Coverage Unwinding

DHS is continuing to allow public health care program enrollees more time to turn in their renewal paperwork and working on plans to help more Minnesotans retain coverage. MNsire has seen an increase in calls to the Contact Center and an increase in life event changes reported.

Coverage transition data as of September 25, 2023:

- 13,038 cumulative total QHP eligible
- 3,480 cumulative total qualifying life events reported
- 2,295 QHP selections

Approximately 17% of those who are newly QHP-eligible have signed up for a plan through MNsire. Chief Operating Officer Morgan Winters added that of the 13,000 who are newly QHP-eligible about 4,200 self-reported that they have access to affordable employer-sponsored insurance.

MNsure Strategic Plan

In early September, the strategy work group met with staff and later recommended to explore options to engage in a limited contract with an outside facilitator to create a strategic plan.

2023 Goals and Measurement: Quarter 3 Update

Libby Caulum, Erika Helvick Anderson, Christina Wessel and Morgan Winters

See the Goal Progress Dashboard in the board slide deck for progress updates across all seven agency goals.

Ms. Helvick Anderson reported that MNsure has presented its 2024 legislative proposals to the board's strategy work group; the policy proposals are currently under review by the Governor's office. Ms. Wessel shared that the Assister Assemblies had high turnout and provided valuable networking opportunities for brokers and navigators to develop application and enrollment partnerships. MNsure has also added five new broker enrollment centers throughout the state.

Dr. Trajano asked questions about the consumer experience and outcomes of broker-assisted versus non-assisted enrollments. Ms. Kennedy said that she would hope to see more broker-related goals in future years.

Ms. Caulum shared that MNsure is developing a solicitation for a vendor to assist with establishing a diversity, equity and inclusion program, which will be sent to six potential vendors. MNsure is hoping to have a contract in place by early 2024.

The Quarter 4 update is planned for the November board meeting.

IT and Executive Steering Committee Update

Mike Wright, MNIT Interim Chief Business Technology Officer for DHS and MNsure

Open Enrollment Update

Mr. Wright confirmed that the virtual command center will remain open and staffed after the MNsure Contact Center closes each day until the call queue is cleared.

QHP Eligibility System Transition (QEST) Update

The project is in progress and currently in a planning phase, which is estimated to take several months. Mr. Wright reiterated that this project is a top priority for MNIT, and they are working to ensure MNsure gets the support required to make this successful.

METS Roadmap

The METS FFY 2023 roadmap is included in the board slide deck.

New Business

Stephanie Stoffel, Board Chair

None.

Adjourn

Stephanie Stoffel, Board Chair

MOTION: Dr. Trajano moved to adjourn the meeting. Mr. Whitman provided the second. Mr. Rowley conducted a roll call and the motion passed.