MNsure Board of Directors Meeting Minutes

> **Wednesday, January 10, 2024, 1 – 3 p.m.**
> **Hybrid: Remote via WebEx and in-person**
> **355 Randolph Avenue, Suite 100, St. Paul, MN, Mississippi Conference Room**
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> **Participants in attendance:** John Connolly, David Fisher, Jessica Kennedy, Suyapa Miranda, Stephanie Stoffel, Daniel Trajano, Andrew Whitman
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> **Staff in attendance:** Angela Benson, Libby Caulum, Jon Domaas, Claire Hahn, Erika Helvick Anderson, Joel Ingersoll, Kari Koob, Mary Robinson, Dave Rowley, Linda Shoemaker, Christina Wessel, Morgan Winters, Mike Wright
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> **ASL Interpreters:** Robin Babb, Hannah Merren

Meeting Topics

Welcome

Stephanie Stoffel, Board Chair

The meeting was called to order by Chair Stephanie Stoffel at 1:08 p.m. MNsure's chief legal counsel, Dave Rowley, conducted a roll call and there was a quorum with six board members present at the start of the meeting.

Administrative Items

Stephanie Stoffel, Board Chair

MOTION: Dr. Daniel Trajano proposed a motion to approve the November 29, 2023, meeting minutes. Vice Chair David Fisher provided the second. Mr. Rowley conducted a roll call and the motion passed.

MOTION: Andrew Whitman proposed a motion to approve the 2023 Annual Report as presented to the board. Vice Chair Fisher provided the second. Mr. Rowley conducted a roll call and the motion passed.

MOTION: John Connolly proposed a motion to approve the fiscal year 2025 navigator grant program policy statement. Dr. Trajano provided the second. Mr. Rowley conducted a roll call and the motion passed.

CEO Report and Open Enrollment Update

Libby Caulum, Chief Executive Officer

MNsure's open enrollment (OE) period for plan year 2024 ends January 15, 2024. A comprehensive update on OE sign-up activity will be provided at the March board meeting.

Sign-up data for 2024 coverage shown reflects Minnesota Eligibility Technology System (METS) activity from November 1, 2023, through December 31, 2023:

- 137,285 qualified health plan (QHP) sign-ups

- 26,315 Medical Assistance (MA) applications

- 3,677 MinnesotaCare applications

Roughly 58% of enrolled households are receiving advanced premium tax credits (APTC) that lower the cost of monthly premiums. The average APTC is about $538 per household.

At the end of December 2023, MNsure had just under 111,000 QHP enrollees, over 8,000 more than we had at the end of 2022. MNsure typically sees a slight decrease in enrollments throughout the year; month-to-month enrollment maintenance or growth contrasts with the typical trends and may be attributed to the Medicaid unwinding. MNsure is tracking above forecasts for premium withhold revenue.

The MNsure Contact Center is continuing to see higher call volumes, with an increase of about 53% during the first eight weeks of open enrollment compared to the same time period in 2022.

The Contact Center will be closed over the Martin Luther King, Jr. holiday weekend, but consumers can continue to enroll through MNsure.org until 11:59 p.m. on Monday, January 15, 2024. MNsure has put a process in place to assist anyone who experiences issues enrolling over the weekend.

Continuous Coverage Unwinding

Coverage transition data as of January 8, 2024*:*

- 29,622 cumulative total QHP-eligible

- 10,575 cumulative total qualifying life events reported

- 8,226 QHP selections

To date, nearly 30% of the total newly QHP-eligible population have signed up for coverage through MNsure and selected a plan. Of this group, over 90% selected coverage for 2024 or coverage for both 2023 *and* 2024, indicating that many are successfully finding QHPs that meet their needs and are planning for 2024 coverage through MNsure.

2023 Goals and Measurement: Quarter 4 Update

Libby Caulum, Chief Executive Officer, Erika Helvick Anderson, Senior Director of Public Affairs, Morgan Winters, Chief Operating Officer, Christina Wessel, Senior Director of Partner Relations

The 2023 goal progress dashboard shows all goals have been completed, except for establishing a diversity, equity and inclusion program, which is in progress. This goal will carry over to the 2024 goals.

2024 Goals and Measurement

Libby Caulum, Chief Executive Officer, Erika Helvick Anderson, Senior Director of Public Affairs, Morgan Winters, Chief Operating Officer, Christina Wessel, Senior Director of Partner Relations

The 2024 goal progress dashboard shows that MNsure will be developing a strategic plan for the agency in 2024. Seven additional goals that will layer into the strategic plan were presented. Each goal has an executive sponsor.

IT and Executive Steering Committee Update

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

Processes and procedures in place have ensured stability and smooth operations through the open enrollment period to date. The QHP Eligibility System Transition project continues in the planning stage. The project team is working through design needs and when GetInsured will become the system responsible for determining QHP eligibility. There are no changes to the METS FFY 2024 roadmap that affect MNsure. The Curam upgrade is on track to deploy on June 23, 2024. Mr. Wright also introduced the new MNIT CBTO, George McNulty, to the board.

New Business

Stephanie Stoffel, Board Chair

None.

Adjourn

Stephanie Stoffel, Board Chair

MOTION: Vice Chair Fisher moved to adjourn the meeting. Mr. Connolly provided the second. Mr. Rowley conducted a roll call and the motion passed. The meeting adjourned at 3 p.m.