



Consumer and Small Employer Advisory Committee Meeting Minutes

August 22, 2023, 2:30 – 3:30 p.m.

Virtual meeting via Cisco Webex

Members in attendance (via Webex): Neal Steffl – Chair, Ann Warner – Vice Chair, Lana Barskiy, Richard Klick, Cheryl Scheer

Members not in attendance: Harvey Perle, Jonathan Vagle

Staff in attendance: Joel Ingersoll, Eva Groebner, Christina Wessel

Meeting Topics

Welcome and Roll Call

Neal Steffl, Chair

Neal Steffl, chair, called the meeting to order at 2:36 p.m.

MNsure Updates

Christina Wessel, Senior Director for Partnerships

Christina Wessel, Mnasure staff, introduced herself to the committee. Christina shared that Mnasure has announced dates for the upcoming open enrollment period. Open enrollment will begin on Wednesday, November 1, 2023, and will run through Monday, January 15, 2024. Consumers will have to select a plan by December 15, 2023, in order to have coverage begin on January 1, 2024. Plan selections made between December 16, 2023, and January 15, 2024, will begin coverage on February 1, 2024.

Mnasure is currently hiring up to 60 temporary employees for the Contact Center and will be hosting in person (and online) assister assemblies to provide pre-OE training for brokers, navigators, and certified application counselors in September.

Mnasure marketing messages and strategies are also being finalized for open enrollment and the renewal process for QHP eligible consumers is expected to begin on September 18, 2023.

Christina shared that an update to the METS application experience was deployed on August 6, 2023. While the application question flow and information collected remains the same, the “look and feel” of the application has changed substantially to improve the visual experience. As a result of these changes, the full process, from account creation through plan enrollment, can

now be completed using a mobile device. Christina shared a few screenshots to show what the consumer and assister experiences will look like after these changes.

Christina also shared an update on the unwinding process for health coverage renewals after the continuous coverage rules from the public health emergency ended. She stated that the deadline for the July and August cohorts were extended by one month. As of July 24, 2023, approximately 8,800 individuals were determined QHP eligible and 1,420 have selected a plan through MNSure.

MNSure is also kicking off the QHP Eligibility System Transition Project (QEST) this month. This is the project to move MNSure from the METS system to a GetInsured IT platform. The project is anticipated to take two years, with implementation coming for the 2026 open enrollment period.

Joel Ingersoll, MNSure staff, displayed a sample document with the committee of what is sent to consumers who have an individual in their household who will be turning 65 and will become eligible for Medicare coverage.

Neal Steffl brought up the MNSure document created to remind individuals of potential Medicare coverage. Neal asked whether or not MNSure has a responsibility to further act on reminding individuals of their Medicare eligibility. Committee members did not seem that MNSure would need to take any further actions to notify individuals of Medicare eligibility.

Neal asked if there are one or two main issues that the committee should be aware of as open enrollment approaches while we are going through the renewal process. Christina stated that MNSure was able to work with DHS to create a report that shows who have become QHP-eligible after completing their public program renewal so MNSure can reach out to them directly. Neal stated that navigator organizations have been getting an increased volume of individuals looking to enroll through MNSure.

Public Comment

No public comments.

No operational feedback.

Review and Approval of Previous Meeting Minutes

CSEAC Members

Motion: Dick moved to approve the draft July 25 meeting minutes. Neal seconded. All were in favor and the minutes were approved.

Advisory Committee Discussion

Neal Steffl, Chair

No discussion topics

Adjourn

Motion: Dick moved to adjourn. Neal seconded. All were in favor and the meeting adjourned at 3:27 p.m.