



Health Industry Advisory Committee Meeting Minutes

May 25, 2023, 2 – 4 p.m.

Virtual meeting via Cisco Webex

Members in attendance: Nancy Molenda – Chair, La Sheenlaruba Tyacke – Vice Chair, Deb Kersten, Kathy Jo Rodester

Members not in attendance: Michael Boho, Gretchen Morris, Matthew Schafer

Staff in attendance: Christina Wessel, Eva Groebner

Meeting Topics

Welcome and Attendance

Nancy Molenda, Chair

Nancy Molenda, chair, called the meeting to order at 2:08 p.m.

Review and Approval of Prior Meeting Minutes

Motion: Kathy Jo Rodester moved to approve the draft March 23 meeting minutes. Deb Kersten seconded. All were in favor and the minutes were approved.

Public Comment and Operational Feedback

No public comments.

No operational feedback.

MNsurance Update

Christina Wessel, Senior Director of Partner and Board Relations

Christina Wessel, MNsure staff, began that Minnesota legislature recently passed a Health and Human Services bill. She described the provisions most important to MNsure: IT modernization to be fully funded, the Health Insurance Easy Enrollment program implementation, and additional marketing funds for the Minnesota Insulin Safety Net program.

Christina elaborated the IT modernization would move MNsure off the Minnesota Eligibility Technology System (METS) to an eligibility system better integrated with MNsure’s enrollment system, GetInsured. Updates would be made to portions of the application and eligibility

determinations with tools to remove barriers to access MNSure, such as offering self-service options as well as allow MNSure more policy flexibility to adapt its tools more quickly when there are changes to laws and policies. Overall, the funding will allow MNSure to improve the consumer experience and ultimately lower costs in operations that currently make processes difficult and expensive. Christina explained this transition will require soliciting vendors for coding, testing, therefore implementing dull technology modernization will take multiple years. She added, however, that in the short term MNSure hopes to update its application system to a mobile-friendly version as soon as August to prepare for the 2024 open enrollment period beginning November 1. She explained this update is in final stages of testing, so the updates had been planned using other agency funding.

Next, the Health Insurance Easy Enrollment Program which would allow Minnesotans to check a box on their state income tax forms indicating they, or a family member, were seeking health insurance. This would authorize the Department of Revenue to forward to MNSure relevant information about the household. MNSure would then take information about household size and adjusted gross income to make a preliminary determination about what benefits the household may be eligible to receive. That information would be sent to the household that requested it, along with information on how they can find an assister to help get them through the application and enrollment process.

Christina continued that the initial funding for the Minnesota Insulin Safety Net program ran out, so legislature's bill to provide additional funding meant that MNSure can continue its public awareness campaign to ensure Minnesotans have access to the critical medication.

Christina explained that included in the bill was an increase in navigator payments, from \$70 to \$100 per enrollment into Medical Assistance or MinnesotaCare coverages. This does not directly impact MNSure, but aids to incentivize a wealth of navigator organizations to work with the Minnesota health exchange.

Christina updated the committee on the latest with the public health emergency (PHE) unwind. Renewals for July were processed, and DHS began the process for August renewals on May 24, sending them renewal notices. She explained that MNSure gets weekly reports of consumers newly eligible for qualified health plans (QHP) so that outreach can be directed toward that group through any assister they previously worked with. There are extended special enrollment opportunities for those new QHP enrollees, extending the average 60-day special enrollment period (SEP) to 90 days with some retroactive enrollment options available, so MNSure intends to provide consumers continuous coverage enrollment opportunities.

Nancy asked whether MNSure has seen trends or statistics on SEP enrollments for the newly QHP eligible population. Christina replied that although MNSure has seen the first enrollments trickle in, there is a lag before data is collected, so there was no trend to speak of yet.

Finally, Christina confirmed to the group that on May 3, the MNSure board officially appointed Libby Caulum as the permanent MNSure chief executive officer following her six-week interim role. Libby has been with MNSure for four years and shares a depth of knowledge in the operational and business sides of MNSure. Christina commended Libby's vision and leadership style as an asset to MNSure, adding the staff is excited with the seamless transition.

Legislative Update

Nancy Molenda, Chair

Nancy briefly added to Christina's update about the legislature. She mentioned there are several benefit mandates for 2024 and 2025 that will impact products offered on MNsure. Nancy also mentioned the MinnesotaCare buy-in proposal that will allow Minnesotans to opt into MinnesotaCare coverage beginning in 2027. She noted there will be a lot of work needed by state agencies leading up to that, though MNsure may not see much of an impact until implementation. The program developments would be good for the committee to keep on its radar.

2023 Advisory Committee Focus Discussion

Nancy Molenda, Chair & HIAC members

Nancy recalled a previous committee discussion surrounding assisters' experience: how will they know when their clients become QHP-eligible, and will they receive additional training about the renewal process? Christina confirmed that MNsure, Portico Health and DHS partnered in April to provide additional webinar training to assisters. Christina shared that over 800 assisters attended the training, remaining engaged in the full two-hour course. She added there was a great mix of navigators, certified application counselors (CAC) and brokers in attendance and MNsure has published the PowerPoint for assisters to have as a continued resource. Additionally, MNsure and DHS are working on a more specific training that will benefit navigators and CACs with public program renewals.

Kathy Jo shared that she attended the April training and found the complete health care renewal life cycle to be directed more toward navigators and CACs. She explained that as a broker she found the full session informative, but not necessarily helpful to the work she and colleagues do. Christina acknowledged that public program renewals are further out of brokers' typical focus but MNsure and Portico intended to remove some of the mystery involved. Moving forward, assisters can reference the information most relative to them. Kathy Jo mused that MNsure and DHS have an overwhelming number of acronyms. Christina confirmed there is a shorthand used between the agencies, noting DHS offered a list on their first presentation slide.

Adjourn

Motion: Kathy Jo moved to adjourn. La Sheen Tyacke seconded. All were in favor and the meeting adjourned at 2:36 p.m.