

beWellnm New Mexico Health Insurance Exchange
Board Meeting Minutes
Friday, May 20, 2016, 8:30AM-12:30PM
CNM Workforce Training Center
5600 Eagle Rock Ave
Albuquerque, New Mexico 87113

Board Members Present:

- Dr. J.R Damron
- Secretary Brent Earnest
- Ms. Terriane Everhart Via Phone
- Superintendent John Franchini
- Ms. Teresa Gomez
- Dr. J. Deane Waldman
- Dr. Larry Leaming Via Phone
- Ms. Patsy Romero Via Phone
- Mr. Kurt Shipley
- Ms. Lisa Lujan
- Mr. Dan Foley Via Phone

Board Members Absent:

- Mr. David Shaw
- Ms. Eva Fomalont

1. Welcome, Roll Call, & Confirmation of Quorum- Chairman J.R. Damron

The Meeting was called to order at 8:33 am. Roll call was taken and a quorum was established.

2. Approval of Agenda- Chairman J.R. Damron

Motion: Director Waldman

Second: Director Shipley

The motion passed by voice vote.

3. Approval of Minutes of the March 18, 2016 NMHIX Board Meeting- Chairman J.R. Damron

Motion: Director Gomez

Second: Director Earnest

The motion passed by voice vote.

4. Chairman's Remarks- Chairman J.R. Damron

Chairman Damron welcomed everybody and thanked all the guests for attending the meeting. Chairman Damron also thanked Lawrence Nylin with Molina Healthcare for supporting beWellnm since day one, and remarked that he will be moving to Sacramento. Chairman Damron introduced and welcomed Dr. Sanchez with the UNM School of Nursing. Dr. Sanchez recently completed his dissertation on the Affordable Care Act in San Miguel County.

5. Matters from the CEO- Ms. Amy Dowd, CEO

Ms. Dowd provided updates on enrollment and noted beWellnm hasn't received effectuated numbers from the Centers for Medicare & Medicaid Services (CMS). As of February 1, 2016 beWellnm had 54,685 individual plan selections. Ms. Dowd noted 32% of the enrollment is from the rural areas, 36% is from self-identified Hispanics, and 54% female. Ms. Dowd noted New Mexico is second for Hispanic enrollment, only behind Texas by one percentage point. Ms. Dowd stated the Medicaid enrollment is at 851,000 total enrollment and 750,000 with full benefits and the New Mexico Medical Insurance Pool enrollment is at 2,900.

Ms. Dowd provided an update regarding meetings that she has attended. One meeting was the Milbank Memorial Fund, where some of the current and former CEOs for Exchanges discussed lessons learned and recommendations to assist the next Presidential administration with history and important issues.

Ms. Dowd report the Office of Management and Budget (OMB) and CMS will be visiting beWellnm and New Mexico Health Connections to see New Mexico's operations first hand. They will be interviewing staff and a Board member. They will also visit the call center and Albuquerque Enrollment Center.

Ms. Dowd provided an update on the Healthcare.gov lease model. Currently, the 1.5% fee for 2017 is pending OMB approval and payment mechanisms are still being defined. Ms. Dowd noted CMS has established a user group for states using or considering this model. Ms. Dowd noted CMS also recently released an Interim Final rule that applies to Special Enrollment Periods and the health insurance co-ops.

Ms. Dowd noted three staff members attended the National Academy for State Health Policy (NASHP) meeting in Washington DC. Ms. Dowd noted all executive directors and CEO's of the Exchanges were invited to meet with HHMS and CMS leadership. Ms. Dowd noted that the Administration transition was discussed and how they want Exchanges can support that effort.

Ms. Dowd provided an update regarding the New Mexico Medical Insurance Pool Transition Advisory Committee (NMMIPTAC). The first meeting was on April 18, 2016, where it was discussed on how best to transition individuals on the Pool. Ms. Dowd stated the next meeting will be held on June 8, 2016 and the Committee will be looking at Pool population data.

Ms. Dowd provided an update on upcoming Board meeting items. In July, the Board will review a letter of intent for SBM-FP '17. Ms. Dowd noted additional information from the Market Assessment will be presented. Ms. Dowd stated beWellnm will release an RFP for the Referral Call Center and they will be looking to reduce cost and maintain service and quality. BeWellnm will be preparing the 2017 budget for presentation at the September Board Meeting. Ms. Dowd noted a preview of the Open Enrollment 4 Marketing and Outreach plan will also be presented in September.

Ms. Dowd indicated staff is sending a reminder out to Governor Martinez for Board appointments. These directors will stay in place until appointments are made.

Ms. Dowd recognized two staff members, Karen Galbreath, IT Analyst, and Teresa McLane Operational Specialist. Ms. Dowd stated Ms. Galbreath has helped implement security and technology to the new enrollment center while Ms. McLane has received a lot of positive feedback regarding her excellent customer service and leadership of the Presbyterian rate correction effort. Ms. Dowd also introduced beWellnm's newest employees. Maureen Manning, Broker Relations Liaison, has 26 years of experience in the health insurance industry working in operations and sales supporting the commercial Medicare & Medicaid lines of business. Monica Marthell, Native American Program Coordinator, was born in New Mexico and raised on the Alamo Navajo Indian Reservation. Juliet Yazzie, Enrollment Counselor, is a member of the Navajo Nation and worked with New Mexico Voices for Children and began working as an Enrollment Counselor in 2013 with Native American Professional Parent Resources (NAPPR). Miranda Tso, Enrollment Counselor, has over 20 years of Health Insurance Experience in Customer Service Claims, Provider network and Government Programs.

6. Matters from the Executive Committee- Chairman J.R. Damron

Chairman Damron stated per Section 4.4 of the Plan of Operation the Board shall consider revisions to the Plan of Operation. Chairman Damron stated proposed changes were reviewed and approved at the March Board Meeting, and then the revised Plan of Operation was initially posted to beWellnm's website for the public comment period on April 1, 2016 to April 30, 2016. This timeline was then extended to May 6, 2016 to provide additional time for comment. During that time beWellnm received comment from Health Action New Mexico (HANM). Chairman Damron noted the suggestions were

- Commitment to the Consumer Assistance Program
- Continued robust Native American Outreach Program
- Staff and other representation at Advisory Committee Meetings

Chairman Damron stated the staff has incorporated the proposed edits into the Plan of Operation in response to HANM'S input. Chairman Damron noted that while Exchange and New Mexico Medical Insurance Pool staff are already on the New Mexico Medical Insurance Pool Transition Advisory Committee, language has been added to reflect their participation.

Chairman Damron noted the language was also added to section 7.1, regarding how beWellnm will establish and maintain its Consumer Assistance Program.

Chairman Damron then gave the opportunity for the public to comment on the Plan of Operation at that time, which the Board would consider and approve.

Mike Wallace with Delta Dental and Vice Chair of the Stakeholder's Advisory Committee (SAC) stated the SAC agrees with the comments but had concerns about considering the beWellnm staff to be members of the Stakeholder Advisory Committee. Mr. Wallace noted the intent was to have more of a presence from the beWellnm staff at the committee meetings. Mr. Wallace asked if beWellnm staff are included as members of the committee, would they have voting rights and be part of the overall membership limit.

Jeffery Bustamante with beWellnm stated that the language is back in its original format, addressing Mr. Wallace's concern. Mr. Wallace stated he had no concerns as a result.

Motion: Chairman Damron moves that the Board accept the recommended changes to the Plan of Operation as presented today.

Second: Director Shipley

The motion passed by voice vote.

7. Matters from the Vision, Mission, & Goals Committee- Secretary Earnest, Chair

Secretary Earnest stated the Vision, Mission, & Goals Committee met from February to April of that year to review the vision, mission, and goals for beWellnm. After those meetings, all sub-committees plus the SAC reviewed the proposed changes. Secretary Earnest provided an update on the proposed changes.

For goal #1, "Interface with all urban, rural, and Native American communities across the state," Mr. Bustamante stated that the Finance Committee discussed only mentioning urban and rural communities. Directors stated that they did not want any individual populations feeling left out, and if one is listed, all should be listed.

Director Gomez stated the proposed change came from the Native American Standing Committee, and their preference was to have language retained mentioning Native American communities.

Director Earnest, and the Board suggested the document read, "Interface with communities across the state," and below it, "Interface with Native American entities."

Director Earnest stated goal four has two proposed changes. The first change was to state, "Fiscal responsibility with operating funds" as opposed to, "Prudent use of New Mexico dollars." The second was to state, "Effective organizational structure."

Motion: Secretary Earnest moves that the Board accept 2016-2017 Vision, Mission, and Goals for beWellnm as presented today.

Second: Director Waldman

The motion passed by voice vote.

8. Matters from the Finance Committee- Director Kurt Shipley, Vice Chair

Director Shipley stated the Finance Committee had a thorough discussion with REDW regarding the final audit for the New Mexico Health Insurance Alliance (NMHIA). Director Shipley stated the final audit resulted in an unmodified clean opinion, no disagreements with management, and all net assets have been transferred to the Exchange.

Motion: Director Shipley moves that the Board accept the 2015 New Mexico Health Insurance Alliance final audit report.

Second: Secretary Earnest

The motion passed by voice vote.

Director Shipley provided an update regarding the RFQ for the Investment Manager. The Investment Workgroup reviewed, evaluated, and scored the RFQ responses. The Investment Workgroup consists of Director Romero, Director Shipley, the CFO, the CEO, and consultants. Director Shipley stated the Investment Workgroup recommended the Bank of Albuquerque as the finalist.

Motion: Director Shipley moves that the Board authorize the CEO to enter into contract with the Investment Management finalist.

Second: Director Waldman

The motion passed by voice vote.

Ms. Schwing stated in the Finance Committee the Directors requested an estimate of what grant funding beWellnm will have unspent at the end of June. Ms. Schwing noted there is a possibility that beWellnm would leave in the range of \$600,000- \$800,000 of unspent grant money. However, Ms. Schwing and Ms. Dowd also pointed out that this number changes daily, some of the funding is being used for contingency planning, and beWellnm continues to identify opportunities to use the money that is allowable by CMS.

Ms. Schwing provided an update on Operating Funds. Ms. Schwing stated beWellnm has invoiced the 2016 assessments and all carriers paid.

9. Matters from the Operations Committee – Director Kurt Shipley, Vice Chair

Ms. Miles provided an update on beWellnm for Small Business. Ms. Miles stated enrollment is steady, and beWellnm for Small Business currently has 1,400 members and 198 groups. Ms. Miles provided an update regarding small business enhancements and social media. Ms. Miles stated a new website will be provided for small business. Ms. Miles noted all of the enhancements will be completed by June 30, 2016. Ms. Miles stated social media, TV, and billboards will also be used as a way to engage people.

Ms. Miles provided an update regarding Independent Verification & Validation Services (IV&V). Ms. Miles stated IV&V Services are required by CMS and beWellnm has awarded a contract to POD, Inc. a local IV&V service vendor. Ms. Miles stated a contract was executed in the amount

of \$94,000 for a portion of the deliverables. Ms. Miles stated that, as discussed at the last Board Meeting, beWellnm will need additional grant funding in the amount of \$66,000 which is necessary to ensure all deliverables are completed, which includes \$10,000 of operational funding as contingency dollars. Ms. Miles noted this additional \$10,000 will only be used in the event that additional time is required to complete the verification and validation work in accordance with CMS requirements after June 30, 2016.

Motion: Director Shipley moves that the Board authorize the CEO to increase the Internal Verification & Validation services contract by \$66,000 for a total not-to-exceed amount of \$160,000, with \$10,000 of the total allotment being funded from operational funding and to be used as contingency funds.

Second: Director Farrell-Lujan

The motion passed by voice vote.

John Renzelman provided an update on Project Management Services. Mr. Renzelman stated Accenture has helped beWellnm with creating a Vendor Management Plan to meet CMS guidelines, and has assisted the Exchange with a Blueprint. Mr. Renzelman stated the Blueprint is pending a few items that should be completed by June 30, 2016. Mr. Renzelman stated the Financial Modeling for the Lease model has been provided to Ms. Schwing and her team for future use once Accenture leaves. Mr. Renzelman stated phase one data has been uploaded to Tableau.

Mr. Renzelman stated upcoming items that need to be completed include finalizing the Investment Management Services and the Business Continuity Plan for the Exchange Blue Print. Mr. Renzelman stated Accenture would like to add a budget to the Cash Forecasting for Ms. Schwing's team. Mr. Renzelman stated Accenture will also be available to support beWellnm with CMS in regards to regulations as needed.

Motion: Director Shipley moves that the Board authorize the CEO to extend the term of the Project Management Services contract through June 30, 2016 and increase the contract value by \$158,000.

Second: Director Waldman

The motion passed by voice vote.

10. Matters from the Marketing & Outreach Committee – Director Terriane Everhart, Chair

Ms. Wedeen provided an update regarding the enrollment centers, which have been very successful. Ms. Wedeen presented that beWellnm staff and the Marketing & Outreach Committee are recommending that the enrollment centers have their services continued through December 30, 2016. Ms. Wedeen noted beWellnm has received positive feedback from New Mexicans, and Congressional Delegates. Ms. Wedeen noted New Mexico Primary Care Association helps staff these enrollment centers.

Ms. Wedeen noted that New Mexico Primary Care Association has staffed all of the enrollment centers and they have done an exceptional job.

Motion: Secretary Earnest moves that the Board authorize the CEO to have the current enrollment centers in Las Cruces, Gallup, Farmington, and Santa Fe open through December 31, 2016.

Second: Director Romero

The motion passed by voice vote.

Motion: Secretary Earnest moves that the Board authorize the CEO to increase the not-to-exceed amount of the New Mexico Primary Care contract by \$375,000, for a total not-to-exceed of

\$3,027,904, for the additional staffing costs for the Enrollment Centers.

Second: Director Gomez

The motion passed by voice vote.

Ms. Wedeen provided an update regarding beWellnm's surveys, which have helped with marketing and outreach efforts. Awareness levels have increased, and more information will be presented on the hard to reach population at the July Board Meeting.

11. Matters from the Native American Committee – Director Teresa Gomez , Chair

Director Gomez stated beWellnm has a full team that will continue education, outreach and enrollment for Native Americans. Director Gomez introduced the Native American Outreach team: Scott Atole, Native American Liaison; Monica Marthell, Program Coordinator; and Juliet Yazzie and Miranda Tso Enrollment Counselors.

Mr. Atole welcomed the new staff members and noted the team has already hit the ground running, with staff out in the field and visiting areas that have proven difficult to reach. Mr. Atole noted the awareness levels have increased in Tribal Communities since the team started.

Mr. Atole noted New Mexico Primary Care Association (NMPCA) has collaborated with beWellnm, including a recent training that was held with all beWellnm staff and enrollment counselors from NMPCA. Mr. Atole noted the appointment software has been set up with access for beWellnm and New Mexico Primary Care Association.

Mr. Atole provided an update regarding the Enrollment Center in Albuquerque. The address is 6403 Menaul Blvd Albuquerque, NM 87110, and it will have a grand opening for the Public.

Mr. Atole stated the Native American Advisory Committee will be scheduled for late July, and they are currently awaiting new appointments from Tribal leadership.

12. Matters from the Research Committee- Director Deane Waldman, Chair

Director Waldman stated beWellnm hasn't received the final deliverables from Lovelace AIR. Director Waldman noted Lovelace AIR had 281 respondents. Dr. Waldman stated some key recommendations are affordability, understandability, and trust. Dr. Waldman noted beWellnm needs to do a better job at providing more information in plain language, and make the beWellnm website more user friendly.

Director Waldman discussed next steps will be receiving the deliverables that will be provided in late June. Chairman Damron noted beWellnm would like to have a session in late summer 2016 to evaluate the deliverables. BeWellnm would like to invite Centers for Medicare & Medicaid Services, Indian Health Services, Congressional Delegates, and other stakeholders to discuss the results.

Motion: Chairman Damron moves that the Board authorize the CEO to extend the term of the Market Assessment contract through September 30, 2016 and increase the contract by an amount up to \$ 50,000 for market analysis.

Second: Director Waldman

The motion passed by voice vote.

13. Matters from the Stakeholder Advisory Committee- Mike Wallace, Vice Chair

Mr. Wallace provided an update on the Charter and the Membership of the Stakeholder Advisory Committee (SAC). With support of the Committee, Mr. Wallace was named the Vice Chair of the Stakeholder Advisory Committee. Mr. Wallace stated the changes for the Charter will indicate a capacity of no more than 23 members while identifying the represented groups, but no longer prescribes specific numbers for representation to each group. Membership has also been updated.

Motion: Chairman Damron moves that the Board approve the updates and revisions to the Stakeholder Advisory Committee Charter and Membership.

Second: Director Gomez

The motion passed by voice vote.

14. Matters from the Office of the Superintendent of Insurance (OSI)- Superintendent John Franchini

Superintendent Franchini requested that Lisa Reid provide an update on the applications and renewals for carriers to be on the Exchange for the upcoming Open Enrollment 4.

Ms. Reid provided the audience and the Board of Directors with the proposed 2017 rate increases from carriers which are weighted averages. Ms. Reid noted that individuals can go to www.nmhealthraterreview.com to view and comment on the proposed rate increases.

Ms. Reid stated all carriers must provide a silver and a gold plan. April 28, 2016 was the deadline for carriers to submit rates and plans to the Office of the Superintendent of Insurance.

Ms. Reid stated Carriers will have a secondary period to adjust rates or plans, and OSI will have the final rates and plans that will be offered on the Exchange at the end of August.

Ms. Reid noted a reason New Mexico sees strong rural enrollment is because all carriers have to offer a state wide coverage plan in New Mexico.

15. Matters from New Mexico Human Service Department (HSD)- Secretary Brent Earnest

Secretary Earnest provided an update regarding the Medicaid budget. Secretary Earnest noted the Human Services Department has continued to make progress regarding the budget gap, which includes proposals for rate reductions to providers. Secretary Earnest noted the Human Services Department has additional subcommittees in place that range from reviewing the benefit packages to exploring other long term strategies for the Medicaid program and further information can be found on the Human Services Department website.

16. Matters from the New Mexico Medical Insurance Pool (NMMIP)- Superintendent John Franchini

Superintendent Franchini requested that Kristina Campbell from New Mexico Medical Insurance Pool provide an update in regards to the transition.

Ms. Campbell stated the Pool currently has 2,900 Enrollments and has seen very minimal enrollment during the Exchanges closed enrollment period. The New Mexico Medical Insurance Pool Board met on April 28, 2016 and the Board intends to move forward with the transition plan.

17. Public comment (1-2 minutes/participant)

BeWellnm had no participants for public comment.

18. Other Board Business- Directors & Ms. Amy Dowd, CEO

No further discussion was held.

19. Next NMHIX Board Meeting- July 22, 2016 at the CNM Workforce Training Center

Chairman Damron announced that the next Board of Director Meeting will be July 22, 2016 at CNM Workforce Training Center.

20. Executive Session

Chairman Damron moved that the Board move into Executive Session for discussion of threatened or pending litigation in which the NMHIX is or may become a participant, pursuant to NMSA 1978, § 10-15-1(H)(7)

Chairman Damron requested that Ms. Dowd call a roll call vote to approve moving into Executive Session.

Roll Call: Chairman Damron, Secretary Earnest, Director Everhart, Superintendent Franchini, Director Gomez, Director Waldman, Director Learning, Director Romero, Director Shipley, Director Farrell Lujan.

Absent: Director Foley, Director Shaw, Director Fomalont

The Board reconvened and Chairman Damron noted that no action was taken during Executive Session.

21. Adjournment

Motion: Chairman Damron moved that the Board adjourn.

Second: Director Waldman

The motion passes by voice vote.