



Board Meeting
 Friday, July 25, 2014
 Courtyard Marriott
 Santa Fe, NM
 8:30 a.m. to 4:00 p.m.

Facilitator:	Jason Sandel			
	Jason Sandel Sidonie Squier, NM Human Services Department, Cabinet Secretary, represented by Matt Kennicott John Franchini, Superintendent of Insurance Gabriel Parra Terriane Everhart Patsy Romero David Shaw (via telephone) Dr. Martin Hickey Teresa Gomez Kurt Shipley Dr. Larry Leaming (via telephone) Dr. J. Deane Waldman			
Absentees:	Dr. J.R. Damron			
Quorum	Yes			
Agenda Topics:	Welcome, Roll Call and Confirmation of Quorum, Vice Chairman, Jason Sandel			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
The meeting was called to order at 8:31 a.m., Roll call was taken a quorum was established.				
Agenda :	Approval of the Agenda			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
Mr. Mike Nunez requested that item #4 with regard to the NMHIA Audit be postponed until the August 15 th Board meeting due to miscommunication in scheduling.		A motion was made by Dr. Deane Waldman to approve the agenda. The motion was seconded by Dr. Martin Hickey. The motion carried.		
Agenda Topics:	Approval of the Minutes of the June 13, 2014 Special Board Meeting and the June 27, 2014 Regular meetings of the Board of Directors, Vice Chairman, Jason Sandel			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
		A motion was made by Ms. Patsy Romero to approve the minutes of the June 13, 2014 Special Board Meeting and the June 27, 2014 Regular meeting of the NMHIX Board Meeting. The motion was seconded by Ms.		

		Teresa Gomez. The motion carried.		
Agenda Topic:	Matters from the NMHIA – Ms. Claudia Vargas-Sitrick			
Discussion	Conclusions:	Action Items:	Responsibility:	Due:
<p>a. Annual Audit Review and Approval</p> <p>This item will be on the agenda for the August 15, 2014 board meeting.</p> <p>b. Approval of proposed Assessments Ms. Claudia Vargas-Sitrick provided an overview of the 2013 Assessments totaling \$7,421,321 and requested approval from the Board.</p>		A motion was made to approve the NMHIA Assessments by Ms. Patsy Romero. The motion was seconded by Dr. Martin Hickey. The motion carried.		
Agenda Topic:	Matters from the Superintendent of Insurance – Superintendent John Franchini			
	Conclusion:	Action Items:	Responsibility:	Due:
Superintendent Franchini reported that the rate review for the five carriers coming to the Exchange is almost complete. The group rates will be done after the individual rates are completed. They should be out by the end of August.				
Agenda Topic:	Matters from HSD – Secretary Sidonie Squier			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Matt Kennicott, on behalf of Secretary Sidonie Squier, reported the following enrollments: 148,260 newly eligible for Medicaid for a total of 630,000 to date as of 7/1/2014.				
Agenda Topic:	Matters From the Operations Committee – Director, Gabe Parra, Chair			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Gabe Parra reported that at the most recent Operations Committee meeting they did an analysis of the NMHIX Statute in order to clarify what authority the NMHIX has. This work is being performed by NMHIX counsel. The conversations were very productive. They will move forward with that analysis. In addition, they requested counsel review regulations related to the ACA. They discussed contractual obligations that NMHIX is committed to under our grants. They will perform an inventory of these contracts. At the conclusion of the analysis, the Committee will bring the results back to the Board and compare them with the established Goals and Objectives. The Committee is still working to determine the scope of the Operations Committee. Mr. Kurt Shipley is now a part of both the Finance and Operations Committees. He will				

<p>be a liaison to ensure continuity and understanding between the two committees.</p>	<p>Mr. Jason Sandel asked for and received consensus from the Board to task the Operations Committee with clarifying the terms of each board member, to develop rules of procedures on how officers are elected and how meetings are governed.</p> <p>Mr. Parra agreed to take these tasks to the Operations Committee and report back at a future meeting.</p>			
<p>Agenda Topic:</p>	<p>Matters from the IT Subcommittee – Director, David Shaw, Sub-committee Chair</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Tony Curatola of PCG participated by phone. He provided an overview of the information presented in the slide presentation for the NMHIX Dashboard. He indicated that they are working towards an 11/15 deadline.</p> <p>Mr. Mike Nunez reported that there has been difficulty getting the attention needed in order to complete the EDI Testing. They will step-up their efforts in order to accomplish this. If they are unsuccessful, they will look to the board for assistance.</p>	<p>Mr. Sandel asked that contractors appear before the Board in person when offering updates on their projects.</p> <p>Dr. Waldman asked “When does the go, no-go decision need to be made?” He is concerned about making a decision without evidence that the system will work or that only parts of it work.</p> <p>Mr. Jason Sandel responded that the topic would be taken up later in the agenda.</p> <p>Mr. Nunez indicated that there have been a series of checkpoints that demonstrate what works and what does not work. There are six total. Three checkpoints have been conducted according to schedule. The entire process is not yet complete.</p> <p>Ms. Patsy Romero asked for an explanation as to why there have been delays in the testing and what the plan is to address the delays.</p> <p>Mr. Raj Shethia explained that there was an initial delay due to differences in</p>			

	<p>timelines with HSD and GetInsured. As testing began, there were initial blocker issues which prevented them from making a majority of the progress. Once these issues were resolved, the pace has increased and GetInsured has submitted all account transfers. HSD is 58% complete and has changed their project status from red to yellow.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Marketing, PR and Outreach Committee – Director, Martin Hickey, MD, Chair</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>a. BVK Update and Marketing Approach</p> <p>Dr. Hickey reported on the status of subsidies. He confirmed that subsidies for New Mexicans are the same whether or not we are a State-Based Exchange. This was from the call he had the day prior with CMS/CCIO. He indicated that it is important to move forward with Marketing and Outreach due to the availability of subsidies. He further reported that last year there were a number of questions regarding the effectiveness of our Outreach and Marketing and BVK. There is concern that BVK is a firm outside of New Mexico and did not understand the culture of New Mexico. He reported that there have been ongoing discussions with BVK with regard to billing issues through the Finance Committee. The Committee has requested metrics and accountability. BVK has agreed to provide a local resource in New Mexico to better understand New Mexico's culture. They have also agreed to send a supervisor, a social media person and their creative director to be "on the ground". The scope of work is not yet completed.</p> <p>Dr. Hickey requested from Presbyterian, Blue Cross Blue Shield and Molina to get their HIPPA Compliance completed so it can be provided to NMHIX in order to complete the research being conducted by Research & Polling.</p> <p>The Marketing Committee is working with the Finance Committee. They are recommending to continue working with BVK with the caveat that they are monitored more closely.</p> <p>Ms. Monica Griego provided the following update:</p>	<p>Ms. Patsy Romero wanted to emphasize for the public that the marketing should be geared toward the unique cultures of New Mexico and also to be cognizant of the marketing techniques for New Mexico.</p>			

<p>The debrief report was finalized that include a summary of Assisters, Navigators and CAC interviews conducted through NMPCA. Also included was a regional analysis on six regions in which the debriefing sessions were conducted, and NAPPR's outreach efforts.</p> <p>Ms. Griego further reported that the Marketing Committee has given conceptual approval of outreach programs and are currently moving towards budget finalization. Dashboard and postcards are being revised. They are working with BVK to outline outreach strategies. She announced that they are working on a State-wide Mobile Enrollment Tour. They are putting together a proposal in order to acquire a vehicle to serve as a mobile command unit that will include six mobile workstations that can transport across the most rural areas of the state. They hope to engage the local Health Care Guides and Brokers in enrollment services. They would like to carry forward additional programs from last year with regard to student enrollment fairs. They would like to restructure RFI's to be more state-wide oriented. They conducted a NMHIX/NMPCA Health Fair in Questa that targeted the recently unemployed miners in that community.</p>	<p>Mr. Matt Kennicott requested a cost proposal for the mobile unit and tour to be presented with more detail at the next board meeting.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Native Americans Committee – Director Teresa Gomez, Chair</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>a. Discussion and possible action for outreach to Veterans</p> <p>Mr. Jason Sandel provided an update on the Native Americans Veterans hearing and concluded that they could tie this effort in with the Mobile Tour that marketing proposed.</p> <p>Mr. Scott Atole presented the Native American update as follows:</p> <ul style="list-style-type: none"> • The Contract agreement and amendment has been executed and NAPPR is moving to meet the provisions of said agreement. • The Mescalero Apache Tribe has also been delayed in executing an outreach and enrollment agreement due to internal issues. 	<p>There was discussion amongst the board with regard to cost of ownership, risks and liability of the Mobile Unit. The board requested clarification with regard to these issues at the next board meeting.</p>	<p>Mr. Jason Sandel requested to move this issue back to the Marketing and Operations Committees in order to bring a comprehensive proposal to the next board meeting.</p>		

<ul style="list-style-type: none"> • The Native American Advisory Committee has agreed to meet every other month starting with their next meeting, which is scheduled on September 10, 2014. • Mr. Atole along with Mr. Jason Sandel provided an update and report to the Joint meeting of the Legislative Indian Affairs Committee and Veterans Affairs Committee. Mr. Sandel provided details on the presentation and outcomes and provided an update to the Legislative Health and Human Services committee. • Mr. Atole is doing ongoing work with Navajo Nation Leadership and Health Directors in an effort to seek support and guidance for efforts to the Navajo people. • Mr. Atole is scheduled to provide presentations next week at the ACA training provided in partnership by the Navajo Nation and the National Indian Health Board. <p>Ms. Roxane Spruce-Bly provided a program update to the Board of Directors. She stated that since July 9, NAPPR, Inc. has been executing sub-contract amendments with their partners and setting up the Navajo Nation program. They are currently finalizing a Collaborative Service Agreement with the Shiprock Service Unit and developing one with the Crownpoint Service Unit. They have advertised positions for Health Care Guides and Outreach Specialists to serve the Navajo Nation and are in the process of selecting individuals to interview.</p>				
	Matters from the Finance Committee – Director Patsy Romero, Chair & Treasurer			
	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. Discussion and possible action on NM Primary Care Association Contract</p> <p>Mr. Nunez asked Mr. Roddy and Ms. Debbie Rochford to respond to questions from the Board with regard to the contract revisions submitted for approval.</p> <p>b. Discussion and possible action on BVK Contract</p> <p>Mr. Nunez provided an overview of the revision to the BVK contract submitted for approval and responded to questions from the board for clarification of the information provided.</p>		<p>A motion was made by Ms. Patsy Romero to approve the NMPCA Contract. The motion was seconded by Mr. Kurt Shipley. The motion carried.</p> <p>A motion was made by Ms. Patsy Romero to approve the BVK Contract. The motion was seconded by Dr. Martin Hickey. The motion carried.</p>		

<p>Ms. Patsy Romero reported that the Finance Committee is having discussions regarding Financial Sustainability and they are reviewing budget projections. She welcomed any comments or recommendations to the Committee regarding Financial Sustainability.</p> <p>Mr. Gabe Parra commented that a review of the Legal Opinion was being conducted with regard to what authority they have and to whom assessments can be made in order to have some clarity.</p>				
<p>Agenda Topic:</p>	<p>Review of NMHIX Dashboard – Interim CEO, Mr. Mike Nunez</p>			
	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Mike Nunez provided a brief overview of the NMHIX Dashboard, as a more comprehensive discussion would be provided in the next agenda item below.</p>				
<p>Agenda Topic:</p>	<p>Discussion and possible action on pursuing of a State-Based Exchange or continuing of Supported State-Based Exchange (SSBE) aka, Federally Facilitated Marketplace (FFM)</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Sean Pearson, CIO for HSD provided the following update: HSD is currently at 58% success rate for quality assurance testing. There was a delay in account transfers from GetInsured. They received the information at the beginning of July and are moving forward with testing. The project status has been updated from red to yellow as a result. They expect to complete their system testing in mid-August and user acceptance testing is expected to be completed in the first week of October.</p> <p>Mr. Chad Kirkpatrick of GetInsured provided the following update: They continue to make progress. They are currently conducting user acceptance testing with Release 0, which is the Issuer Portal. They are expected to receive approval in order to launch according to schedule. They continue to make progress on quality assurance testing with account transfers and eligibility assessments and determinations. He is confident that they are on track for November 15th.</p> <p>Mr. Tony Curatola of PCG provided the following update by phone: He concurred with Mr. Pearson and Mr. Kirkpatrick. They currently have a plan that will get them to November 15th from a systems perspective. He noted that from an overall project perspective there are still concerns on the overall</p>	<p>Mr. Jason Sandel requested that staff be available to respond to questions and to provide any new information not previously brought to the board.</p>			

<p>Call Center and how they can get that integrated and functional in order to support a State-Based Exchange. There is also the issue with the security vendor contract. This will need to be in place so they can give us part of the receiving authority for the production environment. In addition, he wanted to clarify that the 34,000 people currently enrolled would need to re-enroll. There isn't anything in the current plan that includes outreach to these people that is supported by CMS, nor will there be for the November 15th launch.</p> <p>Mr. Jason Sandel asked for the status of the Call Center.</p> <p>Mr. Jeff Jarjoura of Xerox provided the following update: He indicated that at this time, November 15th delivery for the full scope as proposed in the RFP would not be achievable. He indicated that a time-line and project plan remediation effort is currently underway.</p>	<p>Mr. Jason Sandel summarized that based on the information provided that everyone will be willing to accomplish the outlined tasks based on the Boards' decision.</p> <p>Concerns of moving to a SBE with regard to the Call Center, Security Contract, financial sustainability, the re-enrollment issues, costs and testing timelines were expressed by the Board.</p> <p>Dr. Martin Hickey and Ms. Patsy Romero reported the following from the CMS/CCIIO conference call the day prior: It was understood that there would be no penalty to us as an organization for delaying for one year. There are two more grant applications for Federal Funds that we are eligible to apply for that will cover our costs. CMS did not express a preference one way or the other with regard to State or Federal, but did indicate their support to get this off the ground.</p>			
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	<p>CMS indicated that they would be able to migrate information from the Federal Exchange to us, but that information would not be provided to us timely. Current approved grants will not be impacted or penalized. We can apply for no-cost extension with regard to current contracts.</p> <p>Mr. Jason Sandel expressed his support for moving to a State-Based Exchange and not delaying for another year. He indicated that given the information presented, implementation is possible.</p>	<p>A motion was made remain with the Federally Facilitated Marketplace for 2015 in order enroll and reenroll individuals for healthcare coverage by Dr. Martin Hickey. The motion was seconded by Mr. Kurt Shipley. The motion carried. A roll call vote was taken. It was an 11-1 vote. 10 yes, 1 no.</p>		
Agenda Topic:	Other Board Business - Directors			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. Discussion and possible action requesting a formal opinion pertaining to CMS payments to the HIX for Medicaid enrollment</p> <p>Mr. Jason Sandel indicated that this was a request from the LHHS Chair and Mr. Michael Hely, Legislative Counsel to find out if there is a way for payments to be made to NMHIX for the effort that was made for the number of people that were guided to Medicaid this past enrollment period. The request was to send a letter to our representatives to seek these opportunities.</p>	<p>This request was assigned to the Operations Committee.</p>			
Agenda Topic	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Comments regarding remaining in the FFM vs. a State-Based Exchange:</p> <p>Mr. Dick Mason – Interim Chair, Stakeholder Advisory Committee.</p> <p>Mr. Mason expressed the Stakeholder Advisory Committees strong concern about going to a State Based Exchange without 100% certainty that it will be able to perform. He indicated that we just cannot afford another</p>				

<p>failure. It would really undermine the public's trust in the Exchange.</p> <p>General Public Comments: Mr. Dick Mason, League of Women's Voters. Regarding Outreach debriefing sessions. He suggested the state outreach effort coordinate with existing state agencies that have contacts with carriers and cultural communities.</p> <p>The advocates are all looking forward to working with the new CEO. The advocates also wanted to express their appreciation for Mr. Mike Nunez and the great work he has done to move the Exchange forward.</p>				
<p>Agenda Topic:</p>	<p>Executive Session for the discussion of Limited Personnel Matters Pursuant to NMSA 1978, 10-15-1(H)(2).</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
		<p>A motion was made by Dr. Martin Hickey to enter into Executive Session to Discuss Limited Personnel Matters Pursuant to NMSA 10-15-1(H)(2). The motion was seconded by Dr. Deane Waldman. The motion carried.</p> <p>Roll Call was taken at 11:28 a.m. and a quorum was established. The meeting reconvened in Open Session at 12:36 p.m.</p> <p>There was no action taken on this item.</p>		
<p>Agenda Topic:</p>	<p>Discussion and possible action on the Contract for Call Center Services</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Jason Sandel indicated that this item (#17) and item #18 were put on the agenda as emergency items in order to make decisions based on the decision to go with the FFM.</p> <p>Mr. Jason Sandel requested the status of the Xerox contract.</p> <p>Mr. Nunez indicated that there were some activities that needed to be reworked in order to finalize the contract.</p>		<p>Mr. Jason Sandel made the motion to reconsider the vote in favor of approving the Xerox Contract. The motion was seconded by Mr. Gabe Parra. The motion carried.</p>		

<p>Mr. Justin Miller responded that the current RFP was for a Call Center that enrolls individuals on a State-Based Exchange. Since the Exchange will remain on the FFM that could be a different level of project and should probably be reconsidered with a new RFP.</p> <p>Mr. Jeff Jarjoura of Xerox responded to questions from the Board regarding the possibilities of extending the current contract for Call Center Services and redefining the Scope of Work in order to move forward for the upcoming Open Enrollment.</p>	<p>Upon conclusion of the information discussed amongst the Board and Mr. Jeff Jarjoura of Xerox, the Xerox Contract will be reviewed by the Finance Committee. The Committee will report at the next board meeting. The Board also indicated that they would like to give new incoming CEO the opportunity to provide her input and direction.</p>			
<p>Agenda Topic:</p>	<p>Discussion and possible action for IT Interface with the Federal Marketplace</p>			
<p>Discussion</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due</p>
<p>Mr. Jason Sandel reiterated that this item was put on the agenda as it relates to the decision to go with the FFM. The day prior, they received information from CCIO that they will be able to provide enrollment data to us. This will enable us to take the 34,000 enrollees to the FFM. They will be able to be converted into the State-Based Exchange at some point. They will provide the information to the Exchange, provided that the information not be used primarily for outreach. If we utilize the information for enrollment purposes, they then have the ability through a security agreement to provide us with that information. We have another year to plan for this, therefore the urgency on this item is less critical. He just wanted to make sure that we have the ability to move forward with this if we needed to.</p>		<p>Mr. Jason Sandel asked the IT Staff to move forward in a way that we are doing everything possible in order to obtain that data securely. He requested reports from staff over the next year.</p>		
<p>Agenda Topic:</p>	<p>Next NMHIX Regular Board Meeting</p>			
<p>Discussion</p>	<p>Conclusion</p>	<p>Action Items:</p>	<p>Responsibility</p>	<p>Due:</p>
<p>August 15, 2014, CNM Workforce Training Center, Albuquerque, NM</p>				

	Adjournment:			
	Conclusion:	Action Items:	Responsibility:	Due:
The meeting adjourned at 12:40 p.m.		A motion was made by Ms. Patsy Romero to adjourn the meeting. The motion was seconded by Ms. Terriane Everhart. The motion carried.		