



Board Meeting Minutes  
 Friday, August 15, 2014  
 CNM Workforce Training Center  
 Albuquerque, NM  
 8:30 a.m. to 3:00 p.m.

Facilitator:	Dr. J.R. Damron			
	Dr. J.R. Damron Jason Sandel (via telephone) Sidonie Squier, NM Human Services Department, Cabinet Secretary John Franchini, Superintendent of Insurance, represented by Aaron Ezekiel Gabriel Parra Terriane Everhart Patsy Romero David Shaw Dr. Martin Hickey Teresa Gomez Kurt Shipley Dr. Larry Leaming Dr. J. Deane Waldman			
Absentees:				
Quorum	Yes			
Agenda Topic:	Call To Order/Review of Agenda- Chairman, Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
The meeting was called to order at 8:32 a.m., Roll call was taken and a quorum was established.				
Agenda Topic :	Approval of the Agenda- Chairman Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
		A motion was made by Dr. Deane Waldman to approve the agenda. The motion was seconded by Mr. Kurt Shipley. The motion carried.		
Agenda Topic:	Approval of the Minutes of the July 11, 2014 Special Board Meeting and the July 25, 2014 Regular Meeting of the Board of Directors, Chairman, Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
		A motion was made by Ms. Patsy Romero to approve the minutes of the July 11, 2014 Special Board Meeting and the July 25, 2014 Regular Meeting of the		

		NMHIX Board of Directors. The motion was seconded by Dr. Deane Waldman. The motion carried.		
<b>Agenda Topic:</b>	Public Comments			
<b>Discussion:</b>	<b>Conclusions:</b>	<b>Action Items:</b>	<b>Responsibility:</b>	<b>Due:</b>
No public comments were made.				
<b>Agenda Topic:</b>	Chairman's Remarks			
<b>Discussion:</b>	<b>Conclusion:</b>	<b>Action Items:</b>	<b>Responsibility:</b>	<b>Due:</b>
Dr. Damron welcomed everyone in attendance to the meeting. He reported that he presented to the Legislative Health and Human Services at UNM on behalf of the Exchange.				
<b>Agenda Topic:</b>	Matters from NMHIA- Ms. Claudia Vargas-Gerst			
<b>Discussion:</b>	<b>Conclusion:</b>	<b>Action Items:</b>	<b>Responsibility:</b>	<b>Due:</b>
a. Discussion and possible action on NMHIA Annual Audit  Ms. Laurel Shelton and Ms. Halie Garcia of REDW presented the details of audit report to the Board.				
<b>Agenda Topic:</b>	Matters From the Finance Committee- Director Patsy Romero, Chair & Treasurer			
<b>Discussion:</b>	<b>Conclusion:</b>	<b>Action Items:</b>	<b>Responsibility:</b>	<b>Due:</b>
a. Discussion and possible Action on Referral Call Center  Mr. Michael Dineen, Customer Care Director presented the specifics of the contract extension to the Board.  b. Financial Sustainability  Ms. Patsy Romero reported that financial sustainability will be an ongoing topic and will report to the Board on the ongoing discussions.	There was a lengthy discussion amongst the Board regarding how to make the Exchange self-sustainable and keeping insurance affordable for New Mexicans. They also encouraged the public, staff, stakeholders, and all of the committees to please share any ideas they may have.	A motion was made by Dr. Deane Waldman to extend the current Xerox Contract for one year. The motion was seconded by Ms. Patsy Romero. The motion carried.		

Agenda Topic:	Matters from the IT Subcommittee- David Shaw, Subcommittee Chair Matters from the Operations Committee- Director Gabe Parra, Chair			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. Matters from the IT Subcommittee, David Shaw Sub-committee Chair</p> <p>Mr. David Shaw reported that the Committee met the week prior and since the decision to remain with the FFM, there have been adjustments to the schedule and realign priorities. He reported that significant progress is being made since the prior week.</p> <p>Mr. Tony Curatola reviewed the Dashboard that includes the changes that are being implemented as a result of remaining with the FFM.</p> <p>Mr. Raj Shethia reported that he and Mr. Mike Nunez presented before the LHHS Science and Technology Committee to respond to questions about the decision to remain with the FFM. He further reported that the Committee was supportive of the decision based on their responses</p> <p>Operations Committee:</p> <p>Mr. Gabe Parra reported the Committee had received a draft of the Legal Authority to define the NMHIX powers and limitations. The document is currently being reviewed within the Committee. Once that is complete, it will be brought to the Board for discussion.</p>	<p>Mr. Jason Sandel requested the status of the Security Vendor.</p> <p>Mr. Raj Shethia responded that they are awaiting guidelines from CMS in order to proceed with the engagement of the security vendor. The revised guidelines will be provided by mid-September. They are making progress with regard to the other security artifacts.</p> <p>There was a short discussion regarding the data migration issues with CMS</p> <p>Dr. Damron reported that at the Legislative Health and Human Services meeting he attended, the comments were also favorable. He encouraged staff to continue to be aggressive in their efforts with getting the data migration issues from CMS. The Congressional Delegation is assisting with this.</p>			

<p>There was discussion regarding the Mobile Unit. The Committee decided to review the project once the draft RFP has been assessed by the Committee.</p> <p>The Committee decided that they would review the Plan of Operations on a regular basis. The specific changes that were addressed are:</p> <ol style="list-style-type: none"> <li>1. Adoption of Robert's Rules of Order</li> <li>2. Frequency in which officers are elected to the board.</li> </ol> <p>The committee discussed that there may be a regulatory requirement for a cost allocation study required by law. The Regulatory Requirement document will be reviewed in detail by the committee and will report to the Board with the results.</p> <p>New CEO transition plan – Mr. Parra reported that the Committee discussed the preparation of a comprehensive package summarizing all the operations and legal compliance documents that are associated with the Exchange to help prepare a good briefing binder for the new CEO. Mr. Jim Waldinger of PCG reported the progress and the content of the Plan. A draft copy was distributed to the Board for their review.</p> <p>After discussion within the Committee, they decided that it was not necessary to have a formal legal committee.</p> <p>Dr. Damron recommended that there be a Legislative Sub-Committee within the Operations Committee. He requested volunteers and stated that Secretary Squier and Superintendent Franchini would be on the Committee due to their agency affiliations.</p>	<p>Mr. Jason Sandel asked for clarification of the review of board terms.</p> <p>Mr. Parra indicated that there will be a report at the next board meeting.</p> <p>Dr. Damron requested that the board review the Plan and provide feedback so it could be incorporated and provided to the new CEO.</p>	<p>A motion was made by Ms. Theresa Gomez to adopt a Legislative Sub-committee. The motion was seconded by Ms. Patsy Romero. The motion carried.</p>		
<p><b>Agenda Topic:</b></p>	<p>Matters from the Native Americans Committee – Director Teresa Gomez, Chair</p>			
<p><b>Discussion:</b></p>	<p><b>Conclusion:</b></p>	<p><b>Action Items:</b></p>	<p><b>Responsibility:</b></p>	<p><b>Due:</b></p>
<p>Mr. Scott Atole reported that the NAPPR agreement has been executed and moving along swiftly. We are engaging the Navajo Nation population. We have participated in the National Indian Health Boards Affordable Care Act training. It was a week-long tour of the Navajo Nation in several locations. We have also finalized the Native American Liaison job description. It is currently posted and we are</p>	<p>Ms. Teresa Gomez asked the status of the Native American Posters.</p> <p>Mr. Scott Atole reported that they are working closely with BVK to create a better understanding of Native American culture. They have provided</p>			

<p>receiving a number of applications and resumes. The next Native American Advisory Committee meeting will be September 10, 2014.</p> <p>Ms. Roxanne Spruce-Bly of NAPPR presented outcomes for the NAPPR Outreach and Enrollment program and provided an update on the implementation of the system for the Navajo Nation. She explained that in order to ensure that Native American veterans are served, NAPPR, Inc. expects to contract with a local organization to train and deploy the Veterans Service Organization Liaisons as Outreach Specialists. These Liaisons are community based and ideally suited to provide information to Native American veterans in communities around the state. She also highlighted upcoming training provided by brokers and the Health Care Guides that is designed to enhance their ability to "close" appointments and increase QHP enrollment. Ms. Bly stated, "We understand the importance of increasing QHP enrollment and are committed to doing everything possible to make this happen."</p>	<p>us some poster concepts. At this point we are providing some recommendations and then we will select two or three of the concepts.</p>			
<p><b>Agenda Topic:</b></p>	<p>Matters from the Marketing, PR and Outreach Committee – Director, Martin Hickey, MD, Chair</p>			
<p><b>Discussion:</b></p>	<p><b>Conclusion:</b></p>	<p><b>Action Items:</b></p>	<p><b>Responsibility:</b></p>	<p><b>Due:</b></p>
<p>Mr. Brian Sanderoff of Research and Polling reported that they had surveyed about 500 uninsured New Mexican adults. 28% are Anglo or Caucasian, about half are Hispanic and 14% are Native American. About 45% of the state's uninsured are between the ages of 18 to 34 and about 36% of those have access to health insurance through an employer or spouse. Only about 11% of adult New Mexicans who are eligible to shop on the Exchange have done so. Of those who are uninsured, about 56% said they couldn't afford health insurance. 40% of the uninsured adults could articulate what the Exchange is and does. Those who are least likely to be able to explain the role of the Exchange are most likely to qualify for a subsidy. Between 10 and 30% of uninsured adults recalled seeing or hearing about the Exchange through different media sources. Mr. Sanderoff stated that there was likely some "memory regression" between the '14 open enrollment campaign and the time of this survey, and it would have been better to run the survey immediately following the outreach campaign. Mr. Sanderoff also stated</p>	<p>The Board engaged discussion with concerns of how much money has been spent and the lack of effectiveness in reaching the Hispanic population. They also discussed the effectiveness and lack of effectiveness of the marketing ads and outreach efforts. There was also discussion stating that many of the new Medicaid enrollees did go to the Exchange Website and found that they were eligible for Medicaid. It was suggested that it may be beneficial to poll them to ask what worked to get them to our website.</p> <p>Mr. Sandel asked if the effectiveness of in-person contacts vs. mass media was measured, and Mr. Sanderoff said it was and the detail is provided in the cross-tab report. Mr. Sandel also asked</p>			

<p>the results of the survey of New Mexicans who selected a plan on the exchange would be available soon based on the enrollment population information carriers have been willing to provide.</p> <p>Mr. Joe Martinez of Health Action New Mexico gave a short presentation asking the Board to set aside some money to establish Regional Technical Centers throughout New Mexico. These centers would help Healthcare Guides and Brokers with enrollment, and coordination of outreach events. It would cost \$98,000 a year to fund these sites.</p> <p>Ms. Monica Griego, Outreach Director provided an overview of the mobile tour proposal explaining how the tour would reach those NM counties that have the highest densities of uninsured individuals. During her presentation she provided the board with a 3 page summary of how the mobile tour would operate, scheduled tour dates, roles and responsibilities of tour staff, and preliminary budget of a statewide mobile tour with on-site enrollment capabilities.</p>	<p>how we will be using the survey data for the next open enrollment, and if we were planning to talk to newly enrolled Medicaid enrollees for an understanding of what worked or didn't to help build their awareness of the exchange. Dr. Martin Hickey said these items would be considered for future updates.</p> <p>The board discussed that this is only for informational purposes and it is not a recommendation from the Marketing Committee. There are current processes in place that we have been engaged in and encourage Mr. Martinez to share his ideas with the appropriate committees.</p> <p>The Board presented questions about how the mobile tour may work with Native American communities.</p> <p>Roxane Spruce Bly of NAPPR, reported that she did not believe that a tour was the best use of outreach funds, but that should a tour be executed, she would participate and would oversee all functions of the tour for Native American tour stops with Scott Atole, Native American Coordinator with NMHIX.</p> <p>The Board presented questions about how the tour would satisfy the Native American Affairs legislative committee's request to include Native American veteran outreach.</p> <p>Ms. Griego and Dr. Martin Hickey explained that the tour would include this population as the focus of the tour was intended for uninsured New Mexicans and Native Americans and their families.</p>			
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Ms. Debbie Rochford of New Mexico Primary Care Association and Karen Stock of Duke City Software provided a demonstration on the NMPCA Enrollment Dashboard and Reporting Tool.	The final recommendation from the chair was to move forward with a mobile tour RFP and for that RFP to be presented to each of the committees and for inclusion of committee members to participate in the evaluation team.			
Agenda Topic:	Matters from the CEO- Mr. Mike Nunez, Interim CEO			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Mike Nunez provided an overview of the dashboard. He explained that our enrollment numbers are not matching what the Feds are releasing for the first time.	Mr. Kurt Shipley asked if there was a significant difference in the numbers.  Mr. Mike Nunez stated we have 34,200 people enrolled and the Feds are showing we have enrolled 33,000 people			
Agenda Topic:	Matters from HSD- Secretary Sidonie Squier			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Secretary Squier reported more than 155,000 new enrollee's into the Medicaid Expansion Program.				
Agenda Topic:	Matters from the Superintendent of Insurance- Superintendent John Franchini			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Aaron Ezekiel reported that Office of the Superintendent is working with HIX Counsel regarding a potential assessment. He also reported that work on evaluating QHP plans in terms of forms and rates is proceeding. The individual plans will be completed August 15 <sup>th</sup> and the group plans will be completed on August 30 <sup>th</sup> . He indicated that the final percentage increase would not be determined until the evaluation was complete.				
Agenda Topic:	Matters from the NMMIP- Vice Chairman Jason Sandel			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Gabe Parra reported there will be a rate increase effective January 1, 2015 for the NMMIP. The rate increase was postponed from July 1, 2014. CMS did not want individuals to experience a significant rate increase and not have the opportunity to have access to the				

Exchange and subsidies available to them. The increase is in an effort to move these people into the Exchange and into the commercial market.				
Agenda Topic	Other Board Business- Directors			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>The Board thanked Mr. Mike Nunez for all of his hard work and dedication to the Exchange.</p> <p>Mr. Jason Sandel requested the following:</p> <ol style="list-style-type: none"> <li>1. Regular reports to the board regarding potential issues that exist as they relate to the FFM.</li> <li>2. Insurance that enrollment data is being to put into the dashboard on how we have enrolled and how many are still uninsured</li> <li>3. Review of contracts. There is one contract in question that he would like distributed to the board for review.</li> </ol> <p>Mr. Jason Sandel volunteered his participation in the Legislative Committee</p> <p>Dr. Deane Waldman – As Chair of the Research Committee, they will begin work and collect data on how they have helped New Mexicans get insured.</p> <p>Mr. Mike Nunez thanked the Board Members individually for giving him the opportunity to work with them and NMHIX.</p>				
Agenda Topic:	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
No public comments were made.				
Agenda Topic:	Next NMHIX Regular Board Meeting			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
September 19, 2014, Sheraton Uptown, Albuquerque, NM				
Agenda Topic:	Adjournment:			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
The meeting adjourned at 1:01 p.m.		A motion was made by Dr. Deane Waldman to adjourn the meeting. The motion was seconded by Mr. Aaron Ezekiel. The motion carried.		