



**NEW MEXICO HEALTH INSURANCE ALLIANCE**

## **New Mexico Health Insurance Exchange**

**June 7, 2013**

**[www.nmhia.com](http://www.nmhia.com)**

# Agenda

1. Welcome & Introductions
2. Minutes-Approval May 16 & 17, 2013
3. Chairman's Remarks
4. Standing Committee Report
  - 1. Finance/Operations/Benefits**
    - Legal Update/ Plan of operation/ Budget
  - 2. Native Americans**
    - Liaison/ Tribal Consultation (June 14)
  - 3. IT**
    - Contracts (PM & IT vendors)
    - Introduction of Exchange Business Partners
  - 4. Marketing/PR/Outreach**
    - Discussion / RFPs / Website, Logo, etc.
5. CEO Report
  - CCIIO (May 30) / HIA transition & business /Staffing / Advisory Committees organization / Level 1 Grant (May 15) /Open Meeting Resolution / Inspection of Public Records Notice
6. HSD Update
7. NMMIP Update & Discussion
8. New Business
9. Public Comments
10. Executive Session (personnel & compensation discussion)
11. Adjourn

# CHAIRMAN'S REMARKS

# COMMITTEE REPORTS

## FINANCE – PATSY ROMERO

# **COMMITTEE REPORTS NATIVE AMERICAN DR. JR DAMRON**

# **COMMITTEE REPORTS INFORMATION TECHNOLOGY – BEN SLOCUM**

**COMMITTEE REPORTS  
MARKETING/ PUBLIC RELATIONS  
AND OUTREACH  
DR. MARTIN HICKEY**

# CEO REPORT MIKE NUNEZ



## NMHIX response to CCIIO

CCIIO requested that NMHIX provide information & updates on our Exchange model and approach.

Specifically requested NMHIX outline plans and progress for the following key activities:

- Section 2.0: Consumer and Stakeholder Engagement and Support
- Section 6.0: Small Business Health Options Program (SHOP)

## NMHIX Response to CCIIO

- On May 17th, the NMHIX Board adopted a Hybrid Exchange model:
  - NMHIX is responsible for SHOP functions
  - Feds are responsible for individual exchange
  - NM DOI is responsible for Plan Management
  - NMHIX is responsible for consumer assistance outreach

# NMHIX Response to CCIIO

## 2.0: Consumer and Stakeholder Engagement and Support

### **NMHIX will:**

- Establishing various advisory committees for stakeholder input.
- Establish monthly stakeholder meetings
- Stakeholder advisory groups will provide input to the standing committees of the NMHIX who will in turn make recommendations to the full NMHIX board.
- Informal stakeholder input is being obtained prior to the formal establishment of the groups for items of urgency.
- For example, key stakeholders met on May 30 to provide input to the marketing RFP being developed and as a result of that meeting multiple RFPs may be issued for marketing activities to reach targeted, specific populations throughout the state.

# NMHIX Response to CCIIO

## 2.0 Consumer and Stakeholder Engagement and Support

NMHIX will/has

- Develop a comprehensive outreach and marketing plan to address a wide range of strategies to reach New Mexico's diverse demographics.
- Finalize a RFP for marketing/outreach which is anticipated to be released on or about June 15, 2013.
- Execute a marketing/outreach contract on or about by July 7, 2013
- Proposed general public marketing channels (in English and Spanish) for the general public and for Native Americans

# NMHIX Response to CCIIO

## 2.0 Consumer and Stakeholder Engagement and Support

### NMHIX is

- Awaiting additional federal guidance on the call center function and coordination
- Working towards a New Mexico “triage” call center to address unresolved federal call center issues during the interim period in which New Mexico will rely on federal platform functions.
- Investigating the possibility of developing its own SHOP call center or obtaining those services through outsourcing.

# NMHIX response to CCIIO

## 2.0 Consumer and Stakeholder Engagement and Support

- We intend to leverage and reuse other states' work for Navigators/In-Person Assisters.
- PCG, has been engaged by RI, DE and AK over the last year to develop similar programs. NMHIX will review Navigator/Assister programs, training and collateral material from other states and modify and adapt these programs to meet the needs in New Mexico.
- This work is now underway and an in-person assister RFP is being developed for release projected for June 15, 2013.

# NMHIX response to CCIIO

## Section 6.0: Small Business Health Options Program (SHOP)

- Agents and brokers who wish to sell NMHIX products will be required to meet licensing requirements and take additional training on NMHIX protocols.
- Agents and brokers will register with NMHIX as required by rule, receive training on QHP options and other publicly subsidized insurance programs, and comply with NMHIX privacy and security standards.
- NMHIX will coordinate with DOI to create training and licensure requirements that are ACA-compliant.
- Web brokers will be delayed until the 2015 operational year.

# NMHIX Response to CCIIO

## Section 6.0: Small Business Health Options Program (SHOP)

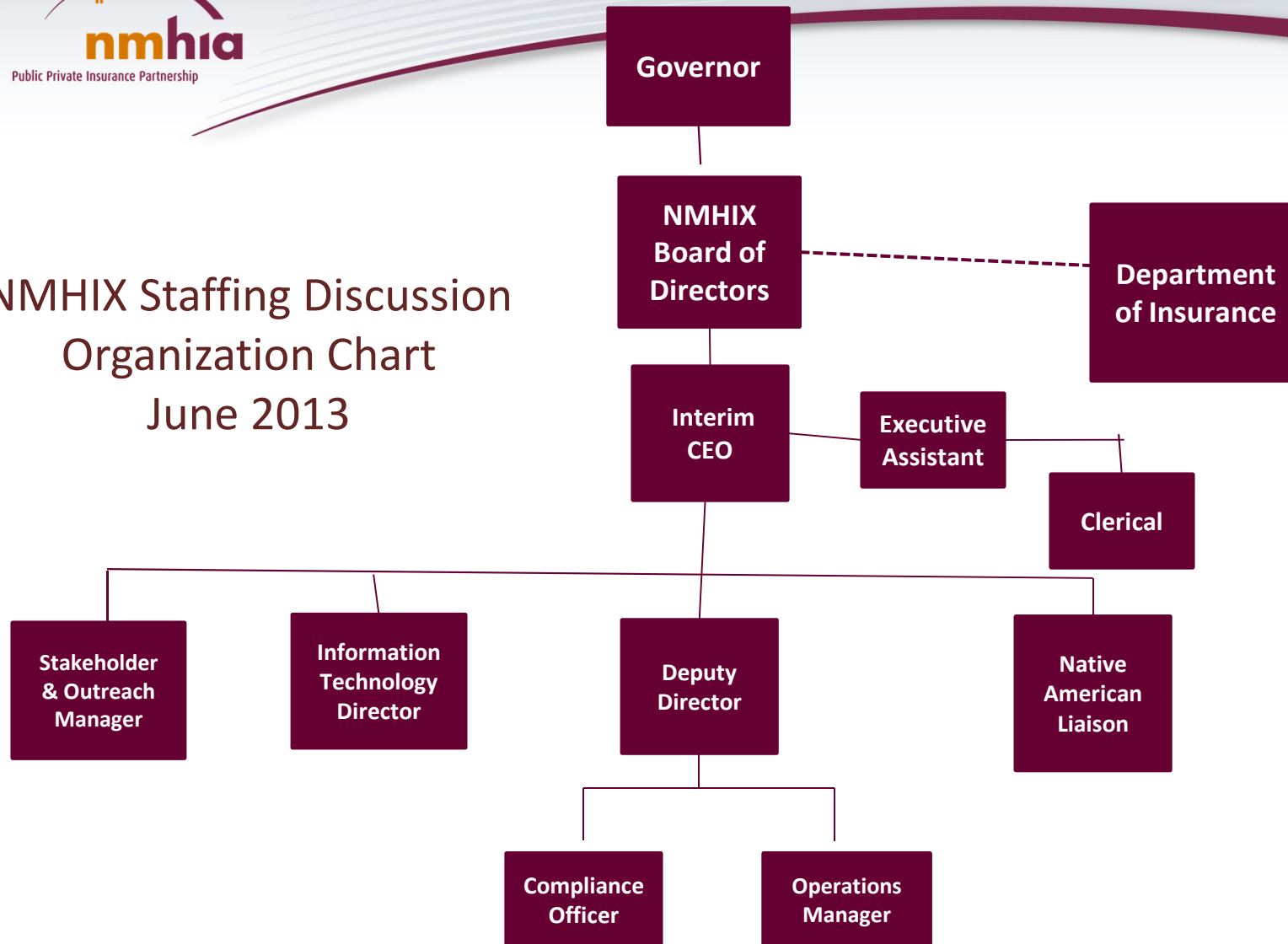
- NMHIX will provide premium calculator and employer decision tool
- Use of Other States Artifacts: Most of Getinsured artifacts have been previously accepted by CMS
- Website: The New Mexico front-facing website will route member information to either SHOP or the federal individual exchange.



# NMHIA Transition Plan

- 1) NMHIA
  - offer new or renew policies through December 1, 2013
  - continue policies to their 2014 anniversary date or members terminate 12/31/13 to enroll in Exchange 1/1/2014
- 3) Billing, collection and assessment functions continue.
- 4) NMHIA staff:
  - to undergo assister, navigator, and federal call center training
  - to become - Triage Center Representatives (TCRs) for escalated Federal call center calls. Federal call center guidelines not yet released.
  - trained on new NMHIX SHOP enrollment, billing & collection, and carrier remittance functions.
  - responsible for carrier and federal subsidy reconciliations.
- 5) NMHIA Santa Fe office lease terminates on 2/28/14. Will relocate to new office space that will accommodate existing staff and public facing capability.
- 6) Remaining NMHIA cash reserves and existing equipment will transfer to NMHIX effective January 1, 2015. Working on transition language and document with Finance Committee.

# NMHIX Staffing Discussion Organization Chart June 2013



## NMHIX Advisory Committees

- Provide forum for feedback, suggestions and comments
- Meet Monthly and will align with Board meeting schedule
- Outreach & Stakeholder Manager will coordinate meetings & agendas and communicate board actions
- Focus for coming months:
  - Outreach and awareness coordination
  - Identification of In-person assisters
  - Coordination of training and distribution of educational and enrollment collateral
- Advisory Committees consist of 6-8 members nominated by the Advisory groups
- Committee members will be conduit by which larger stakeholder audience will provide feedback, input and comments to committee.
- Outreach and Stakeholder Manager will communicate Advisory Committee feedback, suggestions and comments to Board

## Level 1 Grant Update \$20M for Outreach and Education

- Submitted May 15<sup>th</sup>
- Grant negotiations call with Feds to be held June 14, 2013
- Expect CClIO questions and clarification letter by June 10<sup>th</sup>
- Grant funding expected on or about July 1, 2013

# Open Meeting Resolution

- **NOW, THEREFORE, BE IT RESOLVED BY THE NEW MEXICO HEALTH INSURANCE EXCHANGE THAT, IN ACCORDANCE WITH THE OPEN MEETINGS ACT:**
- **All regular, special, and emergency meetings of the New Mexico Health Insurance Exchange Board of Directors (Board) shall be held as follows:**
  - Regular Meetings: Regular meetings of the Board shall be held as determined by the call of the Chair, and notice to the public and to the Board of any and all regular meetings shall be given at least seven (7) days in advance of any meeting of a quorum of the members of the Board held for the purpose of taking any action within the authority of the Board. A notice shall be posted in a conspicuous and appropriate place at the administrative offices of the Exchange, located at 506 Agua Fria Street, Santa Fe, New Mexico, 87501, and shall be posted on the Exchange website, at least seven (7) days prior to the public meeting. Notice shall also be provided to newspapers of general circulation and broadcast stations licensed by the Federal Communications Commission that have made a written request for such notices.

# Inspection of Public Records Act

## Procedures for Requesting Inspection.

Requests to inspect public records should be submitted to the NMHIX records custodian, Mike Nuñez. You may submit a request to the records custodian orally or in writing. However, the procedures and penalties prescribed by the Act apply only to written requests. A written request must contain the name, address, and telephone number of the person making the request. Written requests may be submitted in person or sent via US mail, email, or facsimile. The request must describe the records sought in sufficient detail to enable NMHIX to identify and locate the requested records. Please include in your request if you would accept a response by email with the responsive records attached electronically, or if you intend to visit the NMHIX offices to inspect the records in person. If you inspect the records in person and request copies to be made of certain records, or if you would like the records printed and mailed to you, NMHIX charges a fee of \$.50 per page. NMHIX requires payment for the copies to be made in advance.

# HSD UPDATE

# NMMIP UPDATE & DISCUSSION



# NEW BUSINESS

# EXECUTIVE SESSION (PERSONNEL & COMPENSATION)

# PUBLIC COMMENTS

**NEXT MEETING DATE  
JUNE 28, 2013  
(LOCATION TBD)**