

		Board Meeting Friday, February 28, 2014 CNM Workforce Training Center Albuquerque, NM 8:30 a.m. to 5:00 p.m.			
Facilitator:	Dr. J.R. Damron				
	Dr. J.R. Damron Sidonie Squier, NM Human Services Department, Cabinet Secretary John Franchini, Superintendent of Insurance, Represented by Aaron Ezekiel Gabriel Parra Terriane Everhart Dr. J. Deane Waldman Ben Slocum Patsy Romero David Shaw Dr. Martin Hickey Jason Sandel Teresa Gomez Dr. Larry Leaming				
Absentees:	John Franchini				
Quorum	Yes				
Agenda Topics:	Call To Order/Review of Agenda Dr. J.R. Damron				
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:	
The meeting was called to order at 8:37 a.m. Roll call was taken a quorum was established.					
Agenda :	Approval of the Agenda				
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:	
		A motion was made by Ms. Patsy Romero to approve the agenda. The motion was seconded by Dr. Larry Leaming. The motion carried.			
Agenda Topics:	Approval of the Minutes of the December 18, 2013 and January 10-11, 2014 meetings of the Board of Directors, Dr. J.R. Damron				
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:	
		A motion was made by Mr. David Shaw to approve the December 18, 2013 and January 10-11, 2014 meetings of the Board of Directors. The motion was seconded by Mr. Ben Slocum. The motion carried.			

Agenda Topic:	Matters from the Chairman, Dr. J.R. Damron			
Discussion	Conclusions:	Action Items:	Responsibility:	Due:
<p>Dr. Damron welcomed everyone to the meeting and thanked all in the audience for their attendance. He thanked staff for their hours and dedication to the success of the Exchange. He announced the upcoming March 31 deadline for the closing of open enrollment and all that needs to be accomplished. He reviewed the agenda</p> <p>a. Educational Segment Dr. Damron announced that we would try to have an educational segment at every meeting a half hour before the start of the Board meeting. He invited anyone who would like to attend this segment.</p> <p>b. Board Goals and Objectives for 2014-2015 Dr. Damron announced that these goals and objectives were formulated from discussions at the Board meeting in Cloudcroft. He would like to formulate an ad hoc group of interested directors to meet before the next board meeting to formulate ideas and bring those ideas to the board for ratification or acceptance.</p> <p>c. Exchange Statute and Legal Opinion Dr. Damron introduced the discussion by stating that it would be about what the State Statute says and doesn't say about what the parameters of the Board are.</p> <p>Mr. Gabe Parra led the discussion by stating that questions were raised in Cloudcroft regarding the authority that the Statute gave the Board that warranted further discussion and analysis. Mr. Parra further stated that at the time the legal search was done, two firms were engaged. One that specifically had extensive expertise in the ACA and our local attorney, Mr. Justin Miller. He thought it prudent to ask for guidance on what our NM State Statute requires us to do, what the absence of provisions say or don't say and how it could possibly circle back to some sort of legislative process. He proposed to engage McKenna law firm to undertake an examination of the NMHIX Statute.</p>	<p>Group discussion led to the conclusion that the objectives and goals from the prior board meeting in Cloudcroft needed to be refined.</p> <p>Dr. Waldman, Secretary Squier, Mr. Jason Sandel and Dr. Hickey agreed to participate in an ad hoc committee to clarify the NMHIX Goals and Objectives.</p> <p>Dr. Damron summarized the discussion:</p> <ol style="list-style-type: none"> 1. All agreed that Goals and Objectives would be defined by the next Board meeting. 2. Define the Scope of Work by Mr. Gabe Parra and the ad hoc Committee. The Committee will prepare for a legal analysis of the State Statute. 3. Mr. Gabe Parra will engage the legal firm send and our Scope of Work to for analysis. The analysis will be brought back to the April Board Meeting. 			

<p>d. Financial Sustainability, January 1, 2016 Mr. Mike Nunez provided the following update:</p> <ul style="list-style-type: none"> • NMHIX is to be self-sustaining January 1, 2016 • NMHIX will need to submit a 2015 grant funding request during the Fall, 2014 • Unknown expenditures/Enrollments <ul style="list-style-type: none"> – Individual and SHOP enrollment – Call Center vendor award and costs – IT Maintenance and Operational costs • Sustainability funding approaches <ul style="list-style-type: none"> – Carrier Assessments (Global vs. NMHIX carriers only) – User fees (Global vs. NMHIX users only) – Carrier assessments and/or user fees • OSI Filing Dates <ul style="list-style-type: none"> – Individual and dental form filings 3/1/2014-3/31/2014 – SHOP Form filings 4/1/2014 – 4/30/2014 – Individual and dental rate filings – 5/1/2014-5/15/2014 – SHOP rate Filings 5/15/2014 – 5/30/2014 	<p>Mr. Nunez responded to questions regarding the clarification of the unknown expenditures.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Finance, Operations and Benefits Committee – Director, Patsy Romero</p>			
<p>a. Discussion and possible action on selection of audit vendor Mr. Nunez summarized the evaluation process and how the Committee came to select REDW as the recommended audit vendor. He indicated that there were three bidders.</p> <p>b. Financials – 2013 Calendar year-end and January 2014 Ms. Anita Schwing presented slides with regard to the Financials for the 2013 calendar year-end and for January 2014.</p>	<p>Conclusions: There was discussion regarding the clarification of the selection process, using local companies and conducting reference checks.</p> <p>Ms. Squier questioned whether REDW should be used as the audit vendor and as the 401k administrator for the Exchange.</p> <p>Staff said they would investigate and report any conflicts encountered.</p> <p>Ms. Schwing responded to questions from the Board for clarification of the information presented.</p>	<p>Action Items: A motion was made by Ms. Patsy Romero to select REDW as the Audit Vendor for NMHIX. The motion was seconded by Dr. Deane Waldman. The motion carried.</p>	<p>Responsibility:</p>	<p>Due:</p>

<p>c. Contracts awarded and completion status Ms. Schwing also announced that the check registers were provided in the Board Packets.</p> <p>d. Plan of Operation revision discussion</p> <ul style="list-style-type: none"> ▪ Realignment of standing committees ▪ Procurement CEO thresholds ▪ Complaints and Grievances process <p>Ms. Romero thanked everyone who provided comments and recommendations to the Plan of Operation. All comments were considered at the Finance Committee meeting the week prior and were incorporated into the draft presented. She asked Mr. Justin Miller to provide an overview of the process.</p> <p>Mr. Miller provided an overview and requested that the Board reach a consensus on the proposed changes.</p> <p>Ms. Romero announced that good recommendations had been brought before them in the original Plan of Operation by members of the public and advocacy groups. Recommendations were also received from the Office of the Secretary of HSD. Some recommendations will fall into policy issues not necessarily outlined in the Plan of Operation.</p> <p>Mr. Miller outlined the proposed changes for the Board.</p>	<p>The Board requested quarterly financials from the NM Health Insurance Alliance beginning at the March 21 annual meeting.</p> <p>Ms. Romero announced that an updated Contracts List would be provided to the Board at each meeting. She also requested from staff that the list be posted on the NMHIX website.</p> <p>Mr. Ezekiel and Ms. Romero complemented Ms. Schwing on the admirable job she has done with the complexity of the financials in such a short amount of time.</p> <p>Secretary Squier expressed concerns that not all comments were considered and the discussion should include all submitted comments.</p> <p>The Board discussed the committee process, the consideration of comments and how they were incorporated into the distributed draft.</p> <p>Dr. Damron clarified that this was a discussion regarding the Plan of Operation and no action would be taken today. It is a guideline of the Plan of Operation that it be reviewed at each annual meeting.</p> <p>Dr. Damron indicated that directors had made various suggestions on the restructuring of committees.</p> <p>The Board agreed that the committee structure should be revisited and restructured. Ms. Romero asked the board to submit recommendations for discussion through the Finance Committee. Consensus of the Board favored the combining of the IT and Operations Committee.</p>			
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<p>e. Discussion and possible action on MOU with OSI and NMHIX Mr. Aaron Ezekiel and Mr. Mike Nunez provided a summary of the contents of the MOU to the Board</p> <p>f. 2014 Open Meetings Act Resolution, <i>Justin Miller, NMHIX Attorney</i> Mr. Justin Miller provided an overview of the 2014 Open Meetings Act Resolution. It is required to be adopted every year. There were no changes to the current Act.</p>	<p>Ms. Romero stated that all comments and suggestions are to be posted on the website so that the public or anyone has the opportunity to have input into the Plan of Operation.</p> <p>Regarding the realignment of the various committees, Mr. Ben Slocum recommended that each committee meet at their regular times and discuss the realignment and make their recommendations to the Board.</p> <p>Mr. Justin Miller provided clarification and guidance on the procedure, that the Board needs to consider revisions to the Plan of Operations at its annual meeting. Depending on how the process unfolds, and the timing, it needs to be considered at the Annual Meeting. There will need to be sufficient notice to the public for input and a public hearing before the adoption of any changes to the Plan.</p> <p>Dr. Damron summarized by asking the committees to meet and discuss their ideas for committee realignment and bring their suggestions to be considered at the next meeting. He encouraged the public to make comments. He reiterated that the Plan needed to be considered, not finalized at the Annual Board Meeting.</p> <p>Mr. Ezekiel and Mr. Nunez responded to questions from the Board for clarification of the contents of the MOU.</p>	<p>A motion was made by Dr. Martin Hickey to approve the MOU with OSI and NMHIX. The motion was seconded by Dr. Deane Waldman. The motion carried.</p> <p>A motion was made by Dr. Dean Waldman to adopt the 2014 Open Meetings Act. The motion was seconded by Mr. David Shaw. The motion carried.</p>		
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<p>g. 401K Benefit Plan discussion Mr. Nunez provided the following information regarding the proposed 401K plan for the Exchange employees:</p> <p>h. Legislative update and discussion of future issues Ms. Patsy Romero provided the following update: House Memorial Bill 66 was passed. She asked staff to review the expectations to the Memorial to assure that the expectations are contained within the structure of the Exchange or any other issues that may arise. It was discussed in the Finance Committee meeting whether the Exchange needed to acquire some type of Government Relations position or Legislative support to the CEO. She would like to discuss this issue in the future as committees are being restructured. She indicated being responsive to the Legislature is a very important duty of the new CEO in the future. In the next session there would be a policy session and she believes it would be something that the Board could provide guidance on.</p>	<p>A question was raised if any conflicts of interest exist if REDW is both the auditor and 401(k) plan administrator. Mr. Nunez agreed to research any conflict with REDW as the audit vendor.</p> <p>The Plan would allow for increased investment solutions, variable broker fees. The cost is approximately \$9,600. The recommended 401(k) plan administrator is REDW.</p> <p>This was discussed and approved in the Finance Committee and would like to bring it to the next meeting as an agenda item for approval.</p> <p>Mr. Mike Nunez responded that the Exchange does provide updates to the Legislature as requested. This Session did not provide for much participation by the Exchange, but agrees with Ms. Romero that the next session will require more of an impact.</p> <p>Dr. Damron concluded that this issue should be discussed. Board members should communicate with each other if they are going before the Legislature so they can support each other and coordinate messaging and positions.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Superintendent of Insurance, Superintendent John Franchini</p>			
<p>Discussion:</p>		<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>a. Update on Lovelace purchase and impact on NMHIX Mr. Aaron Ezekiel reported that there was no new information to share on the Lovelace purchase. The DOJ has not completed their review. News was expected the following week.</p>	<p>Dr. Damron asked if there will be a special enrollment. Mr. Ezekiel responded that a special enrollment would begin when a special notice is received and they will have six months to enroll. This cannot happen until it is clear that the sale will close or Lovelace closes their business.</p>			

<p>b. Assistance for NMMIP from NMHIX Mr. Ezekiel reported the following:</p> <p>Mr. Ezekiel reported that the NMMIP Board met the day prior and approved retaining the current benefit plans, however, there are a substantial rate increases to rates beginning July 1. It will be announced to the members in the Pool in the coming week. The NMMIP believes that members should be encouraged to move to the Exchange. He further announced that there was an informal agreement with CMS to offer a special enrollment with the NMMIP. Once this is formalized, the Exchange can assist in moving these people over through whatever means possible.</p> <p>Mr. Jason Sandel further updated that PCIP NM extended the Federal Pool until March. The Feds followed this lead. There are about three-quarters of the PCIP members that have moved out of the PCIP. There are about 375 of the 1500 that remain. There have been letters and phone calls to these individuals notifying them that their coverage ends March 31.</p> <p>The rate increase to members is over 23%. The NMMIP board is attempting to urge these people out of the Pool. Legal opinion to this regard is being sought to see if they can cancel coverage to this group. NMMIP Board will have clarification at their next meeting. They will also finalize their transition plan.</p> <p>There are 7,500 individuals currently in the high risk pool and approximately three-quarters would be eligible for the Exchange.</p> <p>Mr. Sandel further reported that in their Board meeting the day prior, they had also learned that plans are denying undocumented residents from receiving coverage on or off the Exchange, which creates a whole new class of uninsurable people.</p>	<p>Dr. Damron asked if new enrollees are being accepted into the state program.</p> <p>Mr. Sandel responded that they were, but it was complex. Basically there is a statutory mandate to provide coverage for those that are considered "uninsurable". They cannot, according to the law, refuse to enroll someone that fits into one of those categories.</p> <p>Discussion amongst the board as to what various carriers are doing with regard to immigration issues. Most are denying coverage.</p> <p>Dr. Damron concluded the discussion by commenting that as many people as possible are trying to get enrolled. It has been a difficult process due to the Federal glitches. He asked the Board for their thoughts about having a special enrollment for everyone from March 31 to the end of 2014.</p> <p>Response from the Board was agreeable. The conclusion was they would allow for comment to create a policy for open enrollment and discuss the pros and cons and also to have a legal review.</p>			
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Agenda Topic	Matters from HSD, Secretary Sidonie Squier			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due
<p>a. Transition plan and number of individuals in SCI and Family Planning to NMHIX</p> <p>Secretary Squier provided the following update:</p> <p>For SCI 10,400 were not eligible for expansion. They were all sent over to the Exchange. For Family Planning, approximately 20,000 have decided to remain on Family Planning Medicaid. These people were concerned that the Federal Exchange would not be set up fast enough and they would be left without Family Planning services.</p> <p>This information has been sent over to the Exchange to get people signed up because Family Planning is a very limited benefit. This group is being encouraged to move to the Exchange.</p> <p>b.</p> <p>c. Transition plan and number of individuals denied Medicaid coverage to NMHIX</p> <p>Secretary Squier provided the following clarification of this issue as follows:</p>	<p>Dr. Hickey asked if the Exchange has names, addresses and contact information for all SCI and Family Planning.</p> <p>Mr. Nunez responded that the Exchange has the list. The Exchange has used the data to reach out to people via direct mail and soon they will be contacted through robo calls.</p> <p>Dr. Hickey asked if the Exchange can release the list to the Carriers so that they can directly market to this group. He encouraged the list to be shared with all carriers on the Exchange in order to boost enrollment. He further commented that this is an opportunity for NM to double enrollment. He does not want to miss the opportunity to market to these people. Further discussion led to privacy issues regarding this information. It was agreed that legal opinion should be looked into about the ability to share this list.</p> <p>Board members, Ms. Patsy Romero, Mr. Jason Sandel and Dr. Martin Hickey agreed that in the meantime, that Assistors and Brokers should reach out to those people on the list.</p> <p>Mr. Nunez reported that he is in dialogue with state offices regarding this issue and as of yet, there is no solution. Mr. Nunez further reported that this is a National issue that has been known. Congressional Delegation are aware of the problem.</p>			

<p>There are people that end up in a “loop” between Medicaid and the Exchange.</p> <p>d. Update on MOU for federal Hub and Medicaid system interfaces</p> <p>Secretary Squier reported that when she spoke with her IT people, she was told that HSD would not have an MOU with the Federal Government for a Medicaid system. She was under the impression that the MOU would be with the Exchange, not HSD. Until she could gather more information, or have Mr. Sean Pearson provide a more concise report that can be given to the Board.</p>	<p>Mr. Jeffrey Bustamante of Congressman Ben Ray Lujan’s office reported to the Board that the Delegation is fully aware of the problem and they are working to find a solution. He has been actively involved in trying to find a solution to this Federal issue.</p> <p>Mr. Aaron Ezekiel pointed out that there are people that are eligible through the Exchange and because of this glitch, it is inappropriate for them to be denied coverage.</p> <p>Dr. Hickey asked Secretary Squier how many people were newly eligible.</p> <p>She responded that there were 90,000 people currently enrolled that were not enrolled prior to expansion.</p>			
<p>Agenda Topic:</p>	<p>Matters from the NMMIP, Vice Chairman, Jason Sandel</p>			
<p>Discussion:</p>				
<p>a. Transition plan and number of NMMIP (federal + state) individuals to NMHIX</p> <p>See discussion under “Matters from the Superintendent of Insurance”, Item D.</p>				

Agenda Topic:	Matters from the NMHIA, Mike Nunez, Interim CEO			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<ul style="list-style-type: none"> Transition Plan and number of NMHIA small businesses and individuals to NMHIX <p>Mr. Mike Nunez provided the following update:</p> <ul style="list-style-type: none"> 3,105 NMHIA members are covered as February 1, 2014, representing 360 employers and 605 individual accounts As employers end coverage, NMHIA Staff contacts employers and broker/agents to encourage participation in SHOP 2013 assessments will be determined in April 2014. In the Fall, assessments will be calculated, collected, and distributed to carriers in 2014 Broker and Agent sessions were held in ABQ, Santa Fe, Las Cruces, Roswell and Farmington to motivate the insurance community to guide NMHIA members into NMHIX A new anonymous SHOP comparison tool was developed to assist employers and agents in their review of SHOP plans and rates 	<p>Dr. Damron commented that he had attended a broker event the week prior and it provided a lot of useful information.</p> <p>Mr. Nunez commented on the positive feedback regarding the calculator tools that have been developed in order to simplify the enrollment process.</p> <p>The Board participated in discussion with regard to NM outreach and educational efforts with other states.</p>			
Agenda Topic:	Matters from the Marketing, PR and Outreach Committee, Dr. Martin Hickey MD, Chair			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. 32 Day "Sprint for Open Enrollment"</p> <p>Advertising agency, BVK, presented their advertising and communications strategy through the end of March. The learnings from the early portion of enrollment is that there is not necessarily a one size fits all approach. BVK is using and more targeted creative units to better reach diverse audiences in different ways.</p> <p>A new line up of television, radio, and online campaigns was shared at the meeting. New creative included an aggressive effort targeting NM's youth, a series of 9 Testimonial driven spots featuring New Mexicans, HCG's and agents around the state that successfully enrolled or enrolled others in the Exchange, a PSA style campaign featuring nationally known band Hispano band Los Lonely Boys, and a comedy driven spot the Accidental</p>	<p>The Board responded favorably to the campaign and the outreach efforts by staff.</p>			

<p>Spokesman that communicates the potential repercussions of accidents and illnesses without being covered.</p> <p>January BVK introduced a new multi- faceted campaign in January targeting Young Invincibles. Creating a variety of messages in a variety of mediums improves the odds of making a connection with this fickle group, giving them as many reasons to buy as possible. The Think Up series was created to equate the costs of certain healthcare procedures with various beverages and foods – prompting consumers to consider all the things they miss out on without health insurance. The Portraits campaign uses over the top photography and tongue in cheek headlines to lure our audience into reading a very logical message about how great life is when you’ve got health insurance.</p> <p>February In February we saw a re-edit of the initial campaign television to infuse real people and to be more direct response driven. Using real people, real agents, and real health care guides offers a real authenticity and credibility to consumers who are struggling with this complex health decisions. We use these spots to tell the story of real new Mexicans that successfully enrolled and hit on the pain points of cost and confusion that we know people are up against.</p> <p>March The concept of the Accidental Spokesman was to use really exaggerated humor to address critical information needs and the urgency to act. The piece was shot and produced in New Mexico featuring locally sourced talent and well known New Mexico landmarks and icons.</p> <p>The Los Lonely Boys PSA filmed at the KTAO Solar Center encouraging New Mexicans to enroll and focusing on the March 31 deadline that’s fast approaching. The spots are filmed in both English and Spanish and will run on broadcast statewide beginning next week.</p> <p>A 3 series direct mail campaign targeting 85,000 households in New Mexico with household income at approx. 200% of the poverty line. The direct mail effort will launch in combination with a door to door canvassing</p>				
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<p>effort and robo-calling effort to households statewide.</p> <p>Ms. Monica Griego provided the NMHIX Outreach Update during the Marketing and Outreach component of the February Board Meeting. These components include the following:</p> <ol style="list-style-type: none"> 1. The College Campus Connector Program (C3): A statewide student-based outreach network at 14 college campus locations. The goal of the program is to engage students and young working professionals about coverage options available through the exchange using peer to peer engagement strategies. 2. The Lobo Sports Properties Partnership: A NMHIX contract with LSP to allow NMHIX to conduct outreach at Men and Women's Basketball games. 3. The NMHIX Event Calendar: For the final 60-day push, NMHIX is tracking and supporting more than 120 community events across the state that offer education and enrollment services to consumers for free. 4. Outreach Postcard: The singular NMHIX outreach tool that allows consumers to connect seamlessly with agents and guides, while also allowing NMHIX to track those events with the highest enrollment conversion rate. NM is the only state in the union with a tracking system in place for outreach. 5. NMHIX Outreach & Education Contractors: A summary of the progress to-date made by all small and large contractors conducting outreach. This summary included quantifiable metrics on number of events held and total number of consumers reached through events. <p>The presentation concluded with a synopsis of the national attention the NMHIX Outreach department is receiving from Enroll America and the Statewide Affinity Network group.</p>	<p>Board members offered words of support and content with the aggressive NMHIX outreach strategy.</p>			
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Matters from the CEO, Mike Nunez, Interim CEO				
	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. NMHIX Practical Priority Dashboard Metrics</p> <p>Mr. Mike Nunez reported that he attempted to work with carriers to obtain accurate enrollment numbers. He has been working with OSI to get a regular reporting of these numbers to be able to incorporate into the Dashboard. Information will be requested from carriers and updated every two weeks and in turn be provided to the Board. He then provided an explanation of the Dashboard slide provided in the Board packet. Mr. Nunez further reported that this information will be posted to the website as well as sent to the Board weekly.</p> <p>IT Dashboard Update:</p> <p>Mr. Dan Morrison of PCG provided the following update:</p> <p>SHOP Dashboard: The overall project status is green. The Phase II high Level timeline was presented. This is the initial draft and will be refined based upon input from the participating entities. JRA and JAD sessions are continuing through March. The current effort is focused on working with the Human Services Department (HSD) to define the eligibility engine. For the Project Status update, all functional areas are green,</p> <p>Top accomplishments for the period included:</p> <ol style="list-style-type: none"> 1. Completed Phase 2 JRA and JAD sessions on most core functional areas of NMHIX. 2. Completed draft of SHOP policies and procedures manual. 3. Launched improved tool for generating operational reports. 4. Completed CMS/CCIO Planning Review for Phase 2. 5. On-going meetings with HSD to plan integration between NMHIX and HSD. 6. Continued working with carriers on EDI testing and financial management processes 	<p>Mr. Nunez responded to questions of clarification from the Board regarding the timeline for distribution of information.</p> <p>Mr. Mike Nunez and Mr. Dan Morrison responded to questions of clarification of the information presented.</p>			

<p>One issue was highlighted, that carriers have not completed EDI testing. GI and PCG have assigned resources to resolve this ASAP. One risk was highlighted, that NMHIX is relying on CMS to provide us with guidance on conversion of current FFM individuals to NMHIX. The team has been actively communicating with CMS to obtain guidance on this issue and will continue to do so.</p> <p>Satisfactory progress was reported on all exchange functional areas.</p> <p>Mr. Michael Dineen provided an update with slides referencing to the Overarching Entities with regard to the level of effort towards enrollment.</p> <p>b. Advisory Committees Update:</p> <p>Mr. Nunez reported that there will be a March Stakeholder Advisory Committee meeting once a location is secured. An announcement will be distributed as soon as this has been finalized. Advisory Committee Members have been asked to recruit small business employers and individuals to participate in the Committee. Meetings will take place quarterly. The current emphasis has been on outreach.</p> <p>c. Call Center update</p> <p>Mr. Jeff Jarjoura Vice President HIX/Eligibility Xerox State Healthcare, LLC and Ms. Pam Owens, Account Executive of the Call Center in Alamogordo provided a presentation per the request of the Board regarding the following items and how they were being addressed:</p> <ul style="list-style-type: none"> • Review of Operating Model & Scope of Work • Challenges • Corrective actions <p>Mr. Mike Nunez introduced two new NMHIX employees: Ms. Karen Galbreath, Technical Analyst and Ms. Michelle Brooks, Human Resource Manager.</p>	<p>Mr. Nunez, Mr. Jarjoura, Ms. Pam Owens and Mr. Michael Dineen responded to questions and discussion regarding the information presented and how the call center and the staff from NMHIX are working together to resolve with all entities involved to provide the best service to callers.</p>			
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Agenda Topic:	Matters from the Native American Committee - Director, Teresa Gomez			
	Conclusion:	Action Items:	Responsibility:	Due:
<p>a. Native American Advisory Committee Update</p> <p>b. Native American Service Center</p> <p>c. Ms. Gomez provided a brief overview of the efforts of the Native American team. Highlights included the activities of NA advisory committee, Outreach & Education, NAAPR enrollment efforts. Ms. Gomez expressed her appreciation for the staff's efforts. Finally, Ms. Gomez expressed that she is the only member of the Native American Standing Committee and invited other Directors to join her.</p> <p>Mr. Atole expanded on the details of the NA Advisory Committee. Including new membership (18 members total with 1 representative for off reservation populations) and efforts on their Guiding Principles and Protocols document. There will also be on-going recruitment for off reservation representation. At present, staff is reaching out to new tribal leadership to educate on the exchange, re-confirm NAAC appointees, and provide NAAPR Agreement updates (enrollment efforts). We are also meeting directly with leaders of the Mescalero Apache Tribe, Kewa Pueblo, Taos Pueblo and Navajo Nation. There has been a few barriers with Navajo but we are working to seek alternate means to reach out to that population. NMHIX also had a strong presence during the Native American Day at State Legislature. And finally, in aligning with the Boards efforts for better transparency, the Native American Advisory Agendas and Proceedings will now be posted to the NMHIX Website.</p> <p>Roxane Spruce Bly provided detailed update on the February numbers regarding outreach, education and enrollment. Numbers are as follows: outreach – 2,398; Education-909- and applications – 323.</p> <p>Stephine Poston provided brief update regarding marketing efforts. She detailed the new Native specific</p>	<p>Dr. Marin Hickey agreed to join the Native American Committee a request from Ms. Teresa Gomez.</p>			

<p>marketing efforts including new Logo, coordination with Gathering of Nations and April Native American Marketing Launch event.</p> <p>Finally, Mr. Atole concluded by inviting the Board of Directors to attend and participate in the Native American Advisory Committee. Board requested notice of these meetings. Mr. Atole will send notice out to the group.</p>				
<p>Agenda Topic:</p>	<p>Matters from the Information Technology Committee, Director, Ben Slocum</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>a. Discussion and possible action on selection of a vendor for Independent Validation & Verification RFP, Raj Shethia, IT Director</p> <p>Mr. Ben Slocum began by thanking the IT Committee and all who worked on the selection process and the importance of moving forward with this task.</p> <p>Mr. Shethia provided the following overview of the selection process:</p> <ul style="list-style-type: none"> • NMHIX solicited responses from qualified bidders that are able to provide Independent Verification and Validation (IV&V) services during the Design, Development and Implementation (DDI) of the NMHIX systems to be a full State Based Marketplace (SBM). • The IV&V vendor's role will be to assess whether NMHIX and its partners (GetInsured as the technology solution vendor, Deloitte as the HSD IT vendor and Public Consulting Group as the project management vendor) are on track to implement the requisite technology for the NMHIX in time for enrolling consumers, as well as meeting all the other specified requirements for SBMs under the Affordable Care Act. • NMHIX received 10 bids that were evaluated by evaluation committee and narrowed down to 2 finalist – BerryDunn and Software Engineering Services (SES) • Two finalist were asked to submit their best & final offer and were called onsite for an interview and a presentation to focus on <ul style="list-style-type: none"> ○ IV&V Approach and communication to 	<p>The Board discussed and reviewed the process, vendor scoring and evaluation leading to the decision of choosing Software Engineering Services as the IV & V vendor. Questions and concerns from the Board were addressed.</p> <p>Dr. Martin Hickey recommended that a “Plan B” be drawn up indicating that we maintain our connection with the Federal Exchange if we are not functional the first day of open enrollment.</p> <p>Discussion with the Board was supportive of this suggestion and agreed that it should be investigated. This issue would be discussed at the committee level and brought to the Board at a future meeting.</p> <p>Mr. Dan Morrison of PCG responded to this issue by providing an overview on how they are currently working with CMS to address “Plan B”.</p>	<p>A motion was made by Mr. David Shaw to accept Software Engineering Services (SES) as the NMHIX vendor for Independent Validation and Verification. The motion was seconded by Dr. Martin Hickey. The motion carried.</p>		

<p>NMHIX</p> <ul style="list-style-type: none"> o Proposed vendor’s experience with ACA/HIX and IV&V Services • Based on these presentation evaluation committee recommended – Software Engineering Services as the IV & V service vendor. <p>b. NMHIX Website Consumer Information – Director Deane Waldman, MD</p> <p>Dr. Deane Waldman opened the discussion by asking the question with reference to the items below: “How can we assure that the consumers have the information that they want and need to make a choice”. Topics covered in Dr. Waldman’s presentation include:</p> <ul style="list-style-type: none"> ▪ Easy access & user friendliness ▪ Consumer access to available medical providers, by QHPs ▪ Specific doctors & specialties in the QHPs ▪ Services provided and wait times ▪ Compiling and combining provider directories in a searchable data base for members. 	<p>Discussion by staff, vendors and Board was that searchable provider directories is an issue. There may be potential problems relating to the accuracy of these data bases at the time of enrollment. Inaccurate listings of providers may ray rise to be a legal liability of NMHIX.</p> <p>Mr. Aaron Ezekiel commented that as an agency, this is being looked at and would welcome any suggestions/requests in this area. He further commented that the necessity of accurate information is important and the necessity that these databases are easily accessible and searchable is simply a carrier responsibility. He also commented that geographical data would also be useful to consumers in locating care.</p> <p>Dr. Damron concluded that this is a concern around the state. He requested assistance from OSI on this issue. He indicated next steps will be legislation and regulation at the state or federal level.</p>			
<p>Agenda Topic:</p>	<p>Update on National Search for CEO – Director, Ben Slocum</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>a. Interview and voting process</p> <p>Mr. Ben Slocum provided the following update regarding the search process:</p> <p>They are in the midst of the process. The search firm, Mercer Morgan met with directors to obtain their input on the role of the CEO and the Exchange and to gather some</p>				

<p>thoughts from the firm on what they are seeing in other market places around the country for a similar type of organization. The firm is compiling candidates and conducting initial interviews to come up with a panel of candidates for the Committee and Board to consider. They will be in a much more advanced position in about three weeks. He thanked the Board for taking time to meet with the Firm.</p> <p>b. Interim CEO Evaluation</p> <p>No update was provided on this item.</p>				
<p>Agenda Topic:</p>	<p>UNM Research Proposal on ACA Affordability and Metal Coverage Options in NM – Chairman, JR Damron, MD</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Dr. Damron provided an overview of the UNM Research Proposal. Was looking for a state-type proposal through the Robert Wood Johnson Foundation. He referenced the one page proposal distributed to the Board for their review. He would like to assemble an ad hoc committee to meet with Dr. Rhine and Ms. Gina Cardinali, both of UNM.</p>	<p>Dr. Damron clarified that this is something that NMHIX would not be paying for. This would be a grant application through the Robert Wood Johnson Foundation. All of the data would come back to the Exchange for their use.</p> <p>Dr. Damron tasked Dr. Waldman with putting together an ad hoc committee and invited members of the Board and staff to participate.</p> <p>Dr. Waldman indicated that he thought that an affiliation with a scientific effort to get at hard data, scientific, quantifiable statistically valid data on issues like why people are choosing X or Y, medal levels, whether they get insurance or not. These people may be eligible for Medicaid and not signing up for it. These topics are of great importance to this Board and to our state and medical facilities. He strongly supports some affiliation or relationship that we will work with a scientific team to do research in this area. There are a lot of funds for health research in the Robert Wood Johnson Foundation and that he supports doing this type of research.</p>			

Agenda Topic:	Next NMHIX Board Meeting – Annual Meeting			
Discussion	Conclusion:	Action Items:	Responsibility:	Due:
Friday, March 21, 2014 CNM Workforce Training Center, Albuquerque				
Agenda Topic:	Other Board Business			
Discussion	Conclusion:	Action Items:	Responsibility:	Due
Secretary Squier – She requested that numbers be accurate when they are reported. Please verify numbers with her and she will supply the accurate information. Dr. Martin Hickey – He is looking forward to the SCI list.				
Agenda Topic:	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due
<p>Dr. Damron thought that perhaps we should try to have Public Comment in the morning and the afternoon.</p> <p>Mr. Dick Mason, League of Women Voters. He would like to thank the staff for allowing the advocates to be involved in a lot of the meetings with regard to the design of the new software system for the individual Exchange. He felt it is very viable. He is impressed with dedication of the consultants, GetInsured, and the staff at getting this right. It is all very impressive, however, he would like to raise a concern. The League of Women Voters has been working with Project Vote. They have been consulting with health insurance exchanges, particularly state-based exchanges regarding the requirement for voter registration. The new software system does not allow for people who sign up on the Exchange the option to register to vote. Many people are directed to HSD, which does not offer them to register to vote. He provided an overview on how the National Registration Act reads. He summarized that anyplace that offers assistance has to offer the opportunity to register to vote. He suggested that the Exchange should include the option for people to register to voter. He further explained that when anyone changes their address at any state office or public assistance office, they should also be offered the opportunity to vote.</p> <p>Dr. Kuehn, Board Chair, NM Health Connections. She would like to speak on behalf of her support to health reform. She would like to see as many New Mexicans enrolled as possible. She would really like to see a deeper sense of urgency on the part of the Board with</p>				

<p>regard to enrollments. She expressed disappointment in the number of targeted enrollments for March 31. She was hoping to see some effort made when the Exchange began functioning to ramp up efforts and keep the target and get beyond the half way mark. She urged the Board to elevate discussions of enrollment to the top of the agenda. She further commented that there was a tremendous amount of time spent on committees, but if the Exchange doesn't work, there is no point in having committees. She requested information on how the Assistants and Navigators are doing, who is being enrolled and where they are enrolling. She also indicated she would like to see how many people are paying their premiums. She understands that there are almost 30,000 people that have been transitioned to the Exchange from Medicaid because of the law. She would like for the lawyers to talk about whether we are in compliance with a "No Wrong Door" approach. She would like to see the NMHIX financially sustainable. She doesn't see how that will happen if the numbers aren't met. Her biggest concern is that this is the only opportunity to get as many people covered as possible.</p> <p>Ms. Ellen Pinnes – Health Policy and Consumer Advocate. She appreciates the Chair moving to bring public comment to the Board in future meetings before decisions are made. She thinks this will be helpful to the Board and less frustrating to those in the audience. She expressed concern over Director Gabe Parra looking into the Board's legal authority. She felt that his participation in this committee was a conflict of interest.</p> <p>Ms. Barbara Webber, Executive Director of Health Action New Mexico. She wanted to congratulate everyone on the efforts made to date. She wanted to know if we have reached the 400,000 people who are not insured. Who of those have been reached? She suspects that we have reached the "low hanging fruit". She believes that there is a segment of the hard-to-reach people that we will still not figure out how to reach. It is very important just not for this thirty-day sprint, but particularly for the next enrollment period moving forward. She urged the Board to consider as well as the affordability issues that the law actually foresaw. There were going to be affordability issues and those particularly applicable to New Mexico. The information she found on the group who is between</p>				
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138% to 250% of poverty-level, really should direct other choices in the future. She wanted to know how many are choosing the lowest Bronze Plan and therefore cannot access care because they cannot afford the out-of-pocket costs. How are these people moving between Medicaid and the Exchange? How many people are falling out because they cannot afford their premiums? How many hardship people have applied for the Hardship Waiver? As we move forward to the next enrollment period, we should plan for the challenges we learned from Massachusetts, their challenge was renewals for the first year. We don't just have to enroll people, they have to be renewed. She suggested Spanish outreach. She announced that Health Action is preparing to launch a campaign and setting up about 30 teams throughout New Mexico. They will assist with outreach, but will also be collecting information from those communities.

Ms. Paige Duhamel, Southwest Women's Law Center. She would like to echo the comments that have already been made today. She would like to support Dr. Martin Hickey's comments regarding encouraging a backup plan to be prepared for an IT malfunction. She would like to support the idea of the open enrollment with the consideration of the marketing for the March 31 deadline. She wanted to ask if the committee events and meetings be posted on the website. She also requested being kept in the loop regarding the people bouncing between Medicaid and the Exchange. She expressed her views on the subject. She announced that the Robert Wood Johnson Foundation has a study that we can incorporate a little bit more into messaging about people who don't understand that financial assistance is available. She suggested that marketing over the next 30 days can incorporate more of that.

Mr. Jeffrey Bustamante, Congressman Ben Ray Lujan. Mr. Bustamante reported that he had made a few phone calls to see if there were any current updates. He reported that Michelle Lujan Grisham's office has been as aggressive as their office has been. He gave his assurance that he would follow-up with the Exchange staff and the delegation as well as CMS in order to provide an update. He commended the work of the Exchange staff and the stakeholders. He further announced that Congressman

Lujan attended two events in Northern New Mexico and he came away with a lot of great information. He wanted to thank Ms. Robin Hunn, Ms. Roxane Bly, Mr. Mike Nunez, Ms. Debra Hammer, PCA and Ms. Monica Griego. The Navigators that were provided were also very knowledgeable.				
Agenda Topic	Adjournment:			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
The meeting adjourned at 4:46 p.m.		A motion was made by Dr. Martin Hickey to adjourn the meeting. It was seconded by Mr. David Shaw. The motion carried.		