

	Board Meeting Friday, November 15, 2013 10:00 a.m. to 5:00 p.m. Eastern New Mexico University Roswell, NM				
Facilitator:	Dr. J.R. Damron				
	Sidonie Squier, NM Human Services Department, Cabinet Secretary John Franchini, Superintendent of Insurance Dr. J.R. Damron Gabriel Parra Terriane Everhart Dr. J. Deane Waldman Ben Slocum Patsy Romero David Shaw Dr. Martin Hickey Dr. Larry Leaming Jason Sandel Teresa Gomez				
Absentees:	None				
Attachments:	1. Agenda; NMHIX agenda				
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 10:06 a.m. Roll call was taken a quorum was established.					
Agenda Topics:	Welcome, ENMU President Dr. John Madden				
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:	
Dr. John Madden welcomed the Board and staff to Roswell and ENMU campus.					
Agenda :	Approval of the Agenda				
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:	
Dr. Damron reviewed the agenda prior to approval.		A motion was made by Mr. Ben Slocum to approve the agenda. The motion was seconded by Ms. Patsy Romero. The motion carried.			

Agenda Topics:	Approval of the Minutes of the October 18, 2013 meeting of the Board of Directors, Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
Dr. Damron asked if there were any revisions to the minutes presented.	There was a minor revision from Dr. Damron	A motion was made by Mr. David Shaw to approve the Minutes of the October 18, 2013 meeting of the Board of Directors. The motion was seconded by Dr. Deane Waldman. The motion carried.		
Agenda Topic:	Chairman's Remarks, Dr. J.R. Damron			
Discussion	Conclusions:	Action Items:	Responsibility:	Due:
Dr. Damron thanked Dr. Madden and ENMU for hosting NMHIX. He also thanked the public and recognized the Congressional Delegation staff present: Ms. Iris Chavez, Senator Heinrich Ms. Diane Ventura, Senator Heinrich Ms. Beverly Allen-Aranins, Senator Udall Thanked Mr. David Shaw and Dr. Leaming for bringing the Board Meeting to Roswell. He mentioned thanks to all the vendors, directors and staff for all their accomplishments to this point. He commented on the federal issues and the short and long term implications and options available for New Mexico.				
Agenda Topic:	Matters from the Marketing, PR and Outreach Committee, Director, Dr. Martin Hickey			
	Conclusions:	Action Items:	Responsibility:	Due:
Dr. Hickey provided the following update: 1. NM has 170 new people registered as of October 16 th 2. 100,000 people are enrolled in a plan nationally 3. 172 in NM have chosen a health plan 4. Other states are enrolling and registering at much higher rates. 5. An overview of activities in other states.	Dr. Hickey requested a booklet with all the plans, rates and carriers to give to Health Care Guides in order to sign people up via the paper method. He also requested to advertise the tax credit more. Discussion and questions regarding how communication is being handled between Lovelace and Blue Cross Blue Shield due to the buyout and if scripting was available at the Call Center. It was concluded that until the transaction was complete, it would be "business as usual" and a script would be available.			

<p>Mike Nunez reported the following interim marketing efforts:</p> <ol style="list-style-type: none"> 1. Continuation of the dissemination of materials and outreach efforts. 2. Interim radio commercials that began the Monday prior. 3. The development of a Plan and Premium Comparison tool by Duke City Software to calculate the tax subsidy and a “net premium” amount. Currently working with OSI to verify the plan benefits and premiums with carriers before the tool is made available to the public. 	<p>A suggestion was made by Mr. Jason Sandel that we need to conceptualize alternatives and ask GetInsured for the cost of getting an Individual page up and running. He also requested to ask for additional grant funding. He further commented NM needs to try to advance individual enrollment as much as possible and as quickly as possible. The message from NM Exchange should be “We have to move forward with the NM Individual exchange yesterday. We need to ask our staff and consultants what it will take to make it happen.”</p> <p>Dr. Damron indicated that the SHOP has been successful and this discussion would be continued in more depth later in the meeting or at a date in the near future.</p> <p>Dr. Waldman suggested that provider directory be added to the tool.</p> <p>Mr. Franchini reported that OSI is working with UNM on getting a satellite view of licensed practitioners. It will be coordinated with the Health Care Providers using satellite technology. This should be completed within the next six months.</p> <p>Further discussions regarding communications to expedite the process for a January 1 effective date. The ads need to clarify the sign up process and the effective dates associated with timeline of sign up.</p> <p>Mr. Nunez indicated that they would do this through the outlined marketing</p>			
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<p>BVK updated the NMHIX Board of Directors on all of the social media/digital progress achieved since the initial launch in September 2013. Details and stats were provided on the Be Well branded Twitter, YouTube and Facebook communities. Comparison data revealed that the NMHIX social strategy is out performing most other states in engagement and community size, second only to California. Questions were answered about the use of certain platforms, why NMHIX isn't present on other platforms such as Pinterest at this time, the use of targeted paid media through social media, and the future of content creation for the Exchange. A detailed deck is available for the board if they would like to take a deeper look into the data.</p>	<p>efforts currently in place. Co-Founder and CTO, Shankar Srinivasan of GetInsured reported that at this time they were unable to find a solution to extend this period, but they would reevaluate and look for a solution.</p> <p>The Board requested that over the weekend they find a solution to disseminate on Monday.</p> <p>There was positive feedback from the Board regarding "warm hand-offs". The Spanish speaking, substance abuse and young and student populations need more attention. Discussion and comments with regard to keeping a positive dialogue going as the federal platform issues are resolved. We should be referring people to the website and call center and urging people to reach out to us when the federal website is up, we can contact them and get them enrolled.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Native American Committee – Directors Teresa Gomez and Jason Sandel, Co-Chairs</p>			
<p>Discussion:</p>		<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Scott Atole reviewed and provided an update on activities including meetings, education and outreach. Official documentation was included in the Board of Director packets.</p> <p>Mr. Atole explained the creation of the Native American Advisory Committee was to be established by the Board of Directors.</p> <p>Stephanie Poston, Poston and Associates: provided a brief update on the Native American Marketing Efforts.</p> <p>Roxane Spruce-Bly, NAPPR provided a brief update on the NAPPR activities targeting Native Americans and the establishment of the Native Health Care Guides networks and contracts.</p>	<p>Dr. Hickey requested that DVD's/CD's and media ads be disseminated in Navajo.</p> <p>Mr. Atole and Mr. Nunez explained the reasoning for the ratification for the Advisory Committee as directed initially by the Board.</p> <p>Updates will be brought periodically to the Board on the changing members of the Committee.</p> <p>Ms. Patsy Romero asked if the overarching entities we have funded could also provide reports to the Board on their activities.</p>	<p>A motion was made by Mr. Jason Sandel to ratify current members of the Native American Advisory Committee. The motion was seconded by Dr. Larry Leaming. The motion carried.</p> <p>The Board confirmed the following committee: Carla Martinez, Jicarilla Apache Nation; Dr. Franklin Freeland, Navajo Nation; Lisa Maves, Jemez Pueblo (alternate-Maria</p>		

	<p>Dr. Waldman initiated the discussion of fraud. Superintendent Franchini explained the extensive process that Health Care Guides go through in order to get certified.</p> <p>Discussion and questions were responded to regarding the Native American Walk-in Center. Mr. Jason Sandel and Ms. Teresa Gomez indicated that there is a need for additional information for the establishment grant funds and the funds that were currently applied for.</p> <p>Mr. Nunez provided an overview of the budget currently applied for and an overview of the establishment grant funds.</p> <p>Mr. Jason Sandel announced his resignation as Co-chair of the Native American Committee. He recommended moving forward with relationships with the Navajo community. He thanked Ms. Gomez, staff, and the Board for all their progress, hard work and dedication.</p>	<p>Clark); Mary Scott, Laguna Pueblo; Johnny Abeyta Sr., Ohkay Owingeh; Amando Jayme, Sandia Pueblo; Mary Helen Juanico, Santa Clara Pueblo; Anthony Yepa, Kewa Pueblo. Future nominees will be confirmed via same process at future Board meetings. There is also ongoing efforts to identify off-reservation populations.</p> <p>Respond to LHHS request for accounting of establishment grant and for the funds currently applied for.</p>	<p>Mike Nunez</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>IT Dashboard and Progress Report – Mr. Dan Morrison The overall project status is green. The NMHIX Enrollment timeline was presented, highlighting that the initial Employee Open Enrollment period is 11/1 – 11/30/2013, leading to the first Employer billing scheduled for December 5. For the Project Status update, all functional areas are green, with the exception of Financial Management, which is yellow due to the Chase Bank relationship, which has not been finalized. This must be done prior to the December 5 employer billing. This is shown as a risk in the Risk Log.</p> <p>Top accomplishments for the period included:</p> <ol style="list-style-type: none"> 1. Employee module went live on 11/01 2. Accelerated development of SHOP desk-level 	<p>Discussions about adding a third party, PCG, to assist with the process for estimate and scope of work. Mr. Nunez and Mr. Morrison reported information from meetings held prior in the week with regard to the process. The decision was made to have both PCG and GetInsured co-present with HSD and Deloitte at the upcoming Special Board Meeting.</p>			

<p>policies & procedures</p> <ol style="list-style-type: none"> 3. Worked intensively with carriers on EDI testing, COBRA, and aging policies 4. Determined that GI solution is certified compatible with IE versions 8, 9 and 10, Chrome, and Firefox. 5. Developed and approved Requirements and Design review approach for Phase II <p>In addition to the Chase/Paymentech matter, a risk was reported that Employers must pay invoices by 12/15 for employees to have coverage on 1/1/14. To mitigate this, NMHIX will send notifications to all employers who receive an invoice that they need to pay by the 15th. Satisfactory progress was reported on all exchange functional areas.</p> <p>GetInsured Contract Update – Mr. Ben Slocum reported that the contract has been finalized.</p> <p>Update on the Provider Directory and Premium Aggregator – HSD/Deloitte Review Activities – Mr. Ben Slocum reported that collaborative discussions have been had with regard to options and how to move forward. A more detailed report will be provided at the Special Board Meeting on December 6th at the Sheraton Upton in Albuquerque.</p>				
<p>Agenda Topic:</p>	<p>Matters from the Finance Operations and Benefits Committee, Director, Patsy Romero, Chair and Treasurer</p>			
<p>Discussion:</p>				
<p>Ms. Anita Schwing, CFO provided an overview of NMHIX Financial Statements of Revenue and Expenses for October 2013 as well as well as the Statement of Financial Position through October 2013.</p> <p>No action was taken on the Communications Policy at this time. Ms. Patsy Romero reported that it needed revisions and more input before being brought to the Board for approval. She also reported that staff was also working on putting together financial policies.</p>	<p>The Board requested a report of how many dollars are being spent in New Mexico and New Mexico-based businesses. Also requested was a forecast projections revision with regard to the problems with the website.</p> <p>The importance of the various policies to be implemented and the timeliness of accomplishing the review and approval policy was discussed.</p>			

Agenda Topic:	Matters from the CEO, Mike Nunez, Interim CEO			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>The following updates were provided by Mike Nunez and staff:</p> <ul style="list-style-type: none"> • Call Center Mr. Michael Dineen provided the following update: The call center achieved all performance metrics for the month of October. The call volume is both stable and follows typical day of week patterns. The call center is prepared for the media campaign launch that will occur at the end of November. At the end of November we expect the FFM to be up and running and will coordinate marketing and media releases with that. The call center is prepared to handle an increase of calls related to these measure. Additionally, NMHIX staff is working with the Native American outreach program to ensure that NAPPR is prepared to handle an increase in volume. Mr. Dineen is now meeting weekly with the call center and the overarching entities to ensure that everyone is on the same page. <p>Ms. Debra Hammer provided an update regarding the activities regarding marketing events.</p> <ul style="list-style-type: none"> • Staffing Mike Nunez reported: Mr. Raj Shethia was hired as the IT Director and begins on November 18. Interviews are being conducted for a Human Resource Manager. <p>Interim CEO Contract</p> <p>Dr. Damron reported that it has not been signed and is requesting signatures from officers Ms. Patsy Romero and Mr. Jason Sandel. The contract includes an agreed upon amount, carryovers from the Alliance and a start date.</p> 	<p>Dr. Waldman expressed his concern that we capture all of the issues with the FFM and understand them so we do not have these issues when we become a State-based Exchange.</p>			
Agenda Topic:	Matters from HSD, Secretary Sidone Squier			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Secretary Squier provided the following update: Transfer of Family Planning Clients and SCI Clients to NMHIX- 70,000 on SCI (State Covered Insurance) will qualify for Medicaid Expansion. 10,000 will qualify for the</p>	<p>Mr. Nunez requested a meeting with HSD staff to accomplish the transfer.</p> <p>Discussions on how to assist the 10,000</p>	<p>A motion was made by Ms. Patsy Romero to send a letter to the Federal Government</p>		

<p>Exchange and will be transferred in December. The SCI Program will end December 31. Family Planning will continue until October 2014. They will have the option of staying on Family Planning or going to the Exchange for additional coverage instead of just Family Planning benefits.</p> <p>There are 50,000 in Family Planning, that will probably qualify for Medicaid Expansion.</p>	<p>people that need to be transferred to the Exchange between Board members and Secretary Squier concluded that an extension waiver was not being granted by the Federal Government for SCI.</p> <p>Ms. Patsy Romero requested that a letter be sent to the Federal Government on behalf of the Board to extend the SCI that expires on December 31 in order to assist the 10,000 people that need to be transferred to the Exchange.</p> <p>Mr. Sandel commented that the motion indicated ratification to direct staff to accomplish the task.</p> <p>Secretary Squier volunteered staff to craft the letter to insure the pertinent information is included.</p>	<p>to extend the SCI Program. It was amended to include our delegation to ask for their support. The motion was seconded by Secretary Sidone Squier. The motion carried.</p>		
<p>Agenda Topic:</p>	<p>Matters from the NMMIP, Vice Chairman, Jason Sandel</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<ul style="list-style-type: none"> Southwest Women’s Law Center Presentation Summary – Mr. Jason Sandel reported that he gave a presentation to the LHHS the week prior and was joined by the Southwest Women’s Law Center at that presentation. The presentation was given by Paige Duhamel. The Southwest Women’s Law Center receives funding from NMHIX. In her presentation she identified a number of issues she believes the Exchange was experiencing. Mr. Sandel obtained a copy of the presentation and discussed it with Dr. Damron and Mr. Nunez. He would like to request that Mr. Duhamel come before the Board and present her concerns. She was requested to be at the Board meeting today, but was unable to attend. 	<p>Mr. Jason Sandel requested that Mr. Nunez reach out to Ms. Duhamel and ask her to present at the next Board meeting in order to address her concerns.</p> <p>Mr. Jason Sandel recommended as previously requested, reports from contractors and overarching entities be presented to the Board. In addition, any concerns should be submitted to the Board in writing.</p> <p>Discussion turned to the number of Health Care Guides in NM in comparison to other states. Mr. Nunez reported that there are more than anticipated at no additional cost to NMHIX. Additionally, he reported meetings had been held with the Health Action Committee, League of Women’s Voters, Center on Law and Poverty and the Southwest Women’s Law Center.</p>			

<ul style="list-style-type: none"> Update and Discussion on Transfer of NMMIP Clients to NMHIX Mr. Sandel reported that there are 1500 PCIP members whose coverage will end on December 31, 2013. He expressed his concern regarding the ability for these people to sign up for Medicaid or the Exchange. 	<p>The meetings were productive and positive.</p> <p>Superintendent Franchini asked what the Southwest Women’s Law center does for NMHIX and how much their grant is for.</p> <p>Ms. Monica Griego, NMHIX provided the following overview of their activities: The Southwest Women’s Law Center has been awarded at \$10,000 grant to work with African American communities. They are creating a video for Outreach, they are developing Town Hall Forums, “train the trainer” outreach events for sorority groups at UNM and their development of materials. The duration of the contract is awarded from August 2013 through March 2014. Questions regarding the specific deliverables were also addressed.</p> <p>Superintendent Franchini requested that The Southwest Women’s Law Center report directly to the Board at the next Board meeting their upcoming progress report due December 15. Mr. Sandel requested that Ms. Duhamel make the same presentation to the Board that she made to LHHS so that there is opportunity to respond to her questions. The Board concurred. Mr. Parra requested a report on the mechanisms currently in place related to Transparency as previously discussed before the Plan of Operation was adopted.</p> <p>Concerns and various options were discussed regarding transition for these people. Mr. Jason Sandel requested that Board members on both boards work with NMHIX to assist in transitioning this pool.</p>			
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<p>The NMMIP Board put together a proposal to transition these people smoothly. This process was abandoned. The federal government has offered to assist financially. He has asked the director for the pool to ensure these people are protected after January 1 until they are placed.</p>	<p>Dr. Damron reported that he had visited the NM Congressional Delegation a few weeks prior regarding the high risk pool and their support was favorable.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Superintendent of Insurance, Superintendent John Franchini</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Superintendent Franchini reported: Certification and Identification Credentials - with regard to Certified Health Care Guides and Certified Application Counselors (CACs) licensing is expanding so that people who are placing individuals in Medicaid or the Exchange will have the same certification.</p> <p>Health Care Guides recently processed are:</p> <p>16 for NAPPR 193 for NMPCA 28 for UNM 230 Guides have applied and should be completed within the next two weeks. 20 applications were rescinded 15 are being reviewed for incorrect information.</p> <p>Fraud Bureau is doing background checks. There is one investigator working directly on certification in Licensing.</p> <p>The Superintendent spoke to the need for a Memorandum of Understanding from Office of the Superintendent of Insurance to NMHIX for seed money and to perform plan management activities in 2014 and 2015.</p>	<p>No action was taken on this item.</p>	<p>The MOU needs to be sent from OSI to NMHIX.</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>Ben Slocum reported that there are two search firms that will present to the Board at the next meeting: Chartwell Partners and Kornferry.</p>	<p>Mr. Slocum is working with Dr. Hickey on this process. This will be an discussed at the Special Board Meeting in December.</p>			

Agenda Topic:	NMHIX Board Strategic Planning Retreat, Date and Location, Dr. J.R. Damron			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Dates and locations were discussed for the Board Retreat in January. The dates of January 9-11 were preferred over January 16-18. Availability will be the determining factor on the dates to be selected. An update will be provided at the next Board Meeting.				
Agenda Topic:	Other Board Business			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Dr. Leaming – Thanked everyone for coming to Roswell and thanked ENMU.</p> <p>David Shaw – Commented that as a provider, it is important to understand the impact of the decisions that were made in the last few days. The hospitals agreed several years ago to support the ACA under the assumption that the Exchange and Expanded Medicaid would make up for the 2% cut in Medicare that will impact on January 1. As far as he is aware, there is no rollback on the 2% cut on January 1 and we are having difficulties with the fact that the Exchange is not up and running.</p> <p>Mr. Franchini requested a letter from Mr. Shaw to that effect so that he can use it in discussions with the Federal Government. He indicated that the Commissioners and Providers are not happy.</p> <p>Patsy Romero – Commented that even though we do not like to hear negative comments about us, such as those made to the legislature, they can make us better and if they are looked upon opportunities for improvement, rather than criticism. It would make us a much better Exchange. She welcomes the thoughts, opinions and recommendations from the public.</p> <p>Ben Slocum – Thanked the staff for their work and dedication.</p> <p>Terrienne Everhart – Thanked the staff for their work and organization.</p> <p>Dr. Deane Waldman – Requested a Communications Policy.</p> <p>Dr. Damron – Thanked Mike Nunez and the staff for their work and dedication.</p>				
Agenda Topic:	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
There was no public comment				

Agenda Topic	Future NMHIX Board Meeting			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
The next board meeting will be a Special Board Meeting on December 6 th at the Uptown Sheraton in Albuquerque.				
Agenda Topic:	Adjournment:	Action Items:	Responsibility:	Due:
Discussion:				
The meeting adjourned at 2:55 p.m.		A motion was made by Mr. Ben Slocum to adjourn the meeting. The motion was seconded by Dr. Deane Waldman. The motion carried.		