



NEW MEXICO HEALTH INSURANCE EXCHANGE

New Mexico Health Insurance Exchange Board Meeting

September 19, 2014

Sheraton Uptown
Albuquerque

www.nmhix.com

Agenda

1. Welcome, Roll Call, & Confirmation of Quorum - *Board Chairman J.R. Damron, MD*
2. **Approval of Agenda - *Chairman J.R. Damron, MD***
3. **Approval of Minutes of the August 15, 2014 Regular Board meeting of NMHIX Board of Directors - *Chairman J.R. Damron, MD***
4. Public Comments (1-2 minutes/participant)
5. Chairman's Remarks– *Chairman J.R. Damron, MD*
6. Matters From the CEO – *Ms. Amy Dowd, CEO*
 - a. Status Update
 - b. Governance recommendations
7. Matters from the Finance Committee – *Director Patsy Romero, Chair & Treasurer*
 - a. **Discussion and request for approval of the Audit**
 - b. HIA Closedown
 - c. Budget Discussion
 - d. Financial Sustainability
8. Matters from the Operations Committee – *Director Gabe Parra, Chair*
 - a. **Discussion and possible action on dissolving the IT Subcommittee, *David Shaw, Subcommittee Chair***
 - b. **Discussion and possible action on the NMHIA grievance committee process, *Attorney Justin Miller***

Agenda

9. Matters from the Marketing, PR and Outreach Committee– *Director Martin Hickey MD, Chair*
 - a. Director of Communications and Outreach
 - b. Outreach and Education Partners RFP
 - c. Marketing, Media, and Communications RFP
 - d. 60-Day Plan
 - e. NMPCA Report
10. Matters from the Native Americans Committee - *Director Teresa Gomez, Chair*
 - a. Outreach Update
11. Matters from HSD – *Secretary Sidonie Squier*
12. Matters from the Superintendent of Insurance – *Superintendent John Franchini*
13. Matters from the NMMIP - *Vice Chairman Jason Sandel*
14. Other Board Business - *Directors*
15. Public comment (1-3 minutes/participant)
16. Next NMHIX Regular Board meeting – October 17, 2014 – Clovis, NM
- 17. Adjournment**

4. Public Comments

5. Chairman's Remarks – *Chairman J.R. Damron, MD*

6. Matters from the CEO – *Amy Dowd, CEO*

Matters from the CEO

- **Status Update**

- Organizational Review and Introductions**

- Onboarding Process – Meetings with board members and staff
 - Governance and communications effectiveness
 - Committees – Effectiveness, membership, scope
 - Current staffing level, open positions, and organizational structure
 - Staff role reviews and position descriptions refinement
 - Staff goals and annual performance review process
 - Staff training needs: current and on-going
 - » Staff on-boarding program
 - » Native American Cultural Competency Training for Staff– SB 221
 - Internal policies and procedures, continued development
 - Key stakeholder introductions
 - Introductory meeting with Governor’s Office, Chief of Staff

Matters from the CEO

- **Vision, Mission, Goals and Objectives**
 - Strategic Outline, external consultant helped define with Board earlier this year
- **Additional Short to Mid- Term Goals and Objectives**

Continue to refine with staff, committees, and Board of Directors

 - Successful open enrollment
 - Development and execution of successful Health Insurance Alliance closure plan
 - Work with staff to establish individual goals aligned to increasing enrollment
 - Establish continuous staff training plan
 - Fill Director of Communications and Outreach open position, additional support as needed

Matters from the CEO

- **Additional Short to Mid- Term Goals and Objectives, Continued**

Continue to refine with staff, committees, and Board of Directors

- Enhanced agent and broker engagement and operational support structure
- Enhanced, streamlined cross-training for health care guides
- Expanded network of trained health care guides with outreach, education, and enrollment responsibilities
- Explore alternative outreach, education, and enrollment partner arrangements, and integration with agents and brokers
- Continued partnership and collaboration with Native American tribes and pueblos
- Secure sufficient grant funding
- Build long-term sustainability plan and model
- Assess all vendor contracts for appropriate expertise

Matters from the CEO

Status Update, Continued

- **Executive Meetings**
 - Presented to LHHS on September 12, 2014
- **Call Center**
 - Finalized training for Health Care Guides
 - Long-term strategy options development planned
- **Finance**
 - Audit results and corrective actions
 - Upcoming committee work
- **Native American Partnerships**
 - Discussions with Navajo nation continue to be very productive
- **Health Insurance Alliance**
 - Closedown plan

Matters from the CEO

Status Update, Continued

- **Outreach and Education**
 - Open position
 - RFP issued
 - Training
- **Marketing, Media, and Communications**
 - 60-Day Plan
 - Integration of research and lessons learned into open enrollment plan
 - State Fair presence, KOB TV Health Fair, People's Festival, Albuquerque International Festival
 - Other events and presentations throughout the state
- **Marketplace**
 - SHOP – 2015 plans loaded, renewals and EDI testing
 - Individual Market – R0 and R1 progress

Matters from the CEO

Governance Recommendations

- **Staff liaison role**
- **Vendor management competency and responsibilities**
- **Committees**
 - Updated committee list
 - Committee best practices
 - Notes
 - Meeting materials preparation and timeliness
 - Posting board materials to website
 - Cross committee communications
 - Charters, development started
 - Roadmaps, development to start soon
 - Proposal accepted for 8 –week bid for contract support (< \$100k per procurement policy) for governance improvements, communications, and open enrollment planning support

7. Matters from the Finance Committee – *Director Pasty Romero, Chair & Treasurer*

Matters from the Finance Committee

- a. Audit**
- b. HIA Closedown**
- c. Budget Discussion**
- d. Financial Sustainability**

2013 NMHIX Audit Report

Audit Results Presentation – *Audit Vendor, REDW*



NMHIX Expenditures to 7/31/2014

<u>Account Title</u>	<u>Calendar Year 2014 Budget</u>	<u>July 2014 Expenditures</u>	<u>YTD 2014 Expenditures</u>	<u>CY 2013 Expenditures</u>	<u>Total Expenditures 2013-2014</u>
Salaries	\$ 2,115,376	\$ 76,102	\$ 619,088	\$ 325,990	\$ 945,078
Fringe	774,975	17,626	120,718	96,256	216,974
Consultant Costs	1,019,000	20,984	169,690	270,378	440,068
Equipment	295,300	0	26,504	35,715	62,218
Supplies	249,996	702	12,014	14,850	26,864
Travel	240,000	4,663	20,444	7,703	28,147
Other	1,842,230	22,417	400,082	294,135	694,217
Contractual	<u>81,540,676</u>	<u>4,246,343</u>	<u>18,710,667</u>	<u>21,285,784</u>	<u>39,996,451</u>
Report Total	<u>\$ 88,077,553</u>	<u>\$ 4,388,836</u>	<u>\$ 20,079,205</u>	<u>\$ 22,330,811</u>	<u>\$ 42,410,016</u>

Grant History and Remaining Balance, as of July 31, 2014

<u>Grant Number</u>	<u>Grant Period</u>		<u>Grant Awarded</u>	<u>YR</u>	<u>Used/Encumbered</u>	<u>Unspent Balance</u>
	<u>FROM</u>	<u>TO</u>				
HBEIE120083-01-00	1/1/2013	10/14/2013	\$ 11,360,800	2013	\$ 11,360,800	\$ -
HBEIE140185-01-00	10/15/2013	10/14/2014	\$ 18,600,000	2013	\$ 5,800,000	
				2014	\$ 8,866,830	
					<u>\$ 14,666,830</u>	\$ 3,933,170
HBEIE140187-01-00	11/6/2013	11/5/2014	\$ 16,233,170	2013	\$ 2,700,000	
				2014	\$ 13,533,170	
					<u>\$ 16,233,170</u>	\$ -
HBEIE140193-01-00	1/22/2014	12/31/2014	\$ 69,402,117		\$ -	\$ 69,402,117
	Totals		<u>\$115,596,087</u>		<u>\$ 42,260,800</u>	<u>\$ 73,335,286.80</u>

Financial Sustainability

Next steps to be presented at October Board Meeting:

2015 Budget – Discussion and Request for approval

- Approval for 2015-2016 Budget (as recommended by Finance Committee)
- Approval for Grant Request for 2015
- For 2015 Expenses not covered by Grant:
 - Estimate of Cash Available from NMHIA Closedown
 - Approval to Assess Carriers

8. Matters from the Operations Committee – *Director Gabe Parra, Chair*

Matters from the Operations Committee

**Matters from the IT Subcommittee –
*Director David Shaw, Sub-Committee Chair***

NMHIX IT Dashboard

NMHIX Exchange

Lead: Tony Curatola

Reporting Period: 08/09/14 – 09/12/14

Overall Status: Green ●

Dashboard

Phase II High Level Timeline – Currently Undergoing Revision

Nov. 18 – May 15
Requirements
Validation & JAD
Sessions

Feb. 3 – June 20
Development
Iterations

March 3 – Sept 29
TESTING:
System Integration,
Interfaces; & End-to-
End UAT testing

Feb 11 – Oct 14
CMS/CCIIO
Readiness Reviews;
Transition to
Operations

Oct 15: Anonymous
Shopping & Account
Creation
Nov 15: Go Live

NMHIX IT Dashboard

Project Status

Functional Area	Status	Notes
Technology (SHOP & Individual)	●	Project plan revisions underway to support SBM delay. R1 UAT is delayed for SBM development. SHOP7 UAT in progress. Working with CMS on data transfer planning.
PMO Operation	●	Guiding FFM planning effort. Documenting and mitigating risks & issues. Systematically responding to IV&V findings.
SHOP Support Operations	●	Revising/enhancing SHOP policy & procedure manual. Facilitating Carrier relations re: enrollment reconciliations. Planning upcoming renewal cycle.
Plan Management	●	Carriers actively verifying 2015 plans and rates in GI system.
NMHIX Referral Contact Center	●	Call volume for week ending September 5 = 208 calls.
Financial Management	●	Focus on developing Key Performance Indicators.

Top Accomplishments This Period

1. Accelerated Project Planning meetings with GI to develop revised timeline for launch of SBM
2. HSD Quality Assurance Testing (QAT) for the Real Time Eligibility Project has been completed
3. Release 0 user acceptance testing for the SBM has been completed.
4. Gained approval of Change Request for GI system to send projected annual income at the individual level vs. household level
5. OSI completed the review of Individual and SHOP health and dental QHPs to be uploaded to the FFM. Carriers now reviewing/verifying submitted group health and dental QHPs
6. Launched "SHOP7" user acceptance testing, including enhancements to support SHOP renewals

NMHIX IT Dashboard

Issues/Risks

Top Issues and Risks

Issue/Risk	Impact	Probability	Action or Recommendation
Risk: CMS has requested to revisit verification flows to see where they might request changes now that we have more time.	High	High	Work with CMS to agree on an approach that would not require additional changes as we have designed the system based on their June guidance.
Issue: R1 user acceptance testing delayed.	Medium	Medium	GI remediating defects that are preventing the commencement of R1.
Issue: Spanish language requirement for public facing portions of the exchange is not clear.	Medium	Medium	Review all project documents for references to Spanish content. Confirm CMS requirements for Spanish user interface. Get cost estimate and timeframes for translation. Agree on roles and responsibilities.



CURRENT PROJECT SCHEDULE AND STATUS HSD/DELOITTE (AS OF 9/11/14)

ASPEN SBM Timelines	24-Feb	3-Mar	10-Mar	17-Mar	24-Mar	31-Mar	7-Apr	14-Apr	21-Apr	28-Apr	5-May	12-May	19-May	26-May	2-Jun	9-Jun	16-Jun	23-Jun	30-Jun	7-Jul	14-Jul	21-Jul	28-Jul	4-Aug	11-Aug	18-Aug	25-Aug	1-Sep	8-Sep	15-Sep	22-Sep	29-Sep	6-Oct	13-Oct									
Duration Over	85%																																										
Requirements	100%																																										
Design	100%																																										
Development	100%						100%																																				
Quality Assurance Testing							100%								100%																												
User Acceptance Testing																																											
SBM Go-Live (TBD)																																											

Tasks Completed
Detailed project plan is completed
Requirements and Design is completed and deliverable is approved
All Development Tasks have been completed
QAT execution is completed
QAT Deliverable submitted to the state
Tasks In Progress
QAT / UAT Status:
New CR has been entered for NMHIX/GI team to send the total annual projected income at an individual level
Total 458 UAT scenarios have been passed, 14 Failed and 43 are in Progress
Major upcoming tasks
UAT testing to continue



RE-BASELINED MASTER PROJECT SCHEDULE

DRAFT NMHIX 2014-2015 Milestone Plan v1.0

Task Name	Start	Finish
Phase II Individual and SHOP Enhancements	Mon 6/24/13	Fri 1/8/16
On Going PMO Services	Mon 6/24/13	Mon 1/12/15
OSI QHP Review dates (2015 SHOP)	Sat 3/1/14	Sun 8/31/14
CMS/CCIIO/IRS Reviews	Tue 2/11/14	Wed 8/19/15
Planning Review Meeting	Tue 2/11/14	Tue 2/11/14
Design Review Meeting	Tue 4/9/14	Thur 4/10/14
Final Design Review Meeting	Tue 6/10/14	Wed 6/11/14
Operational Readiness Review	Mon 8/3/15	Tue 8/4/15
Internal Readiness Review	Mon 8/10/15	Wed 8/12/15
IRS Site Visit and Review	Mon 8/17/15	Wed 8/19/15
Business Area Development	Thu 10/31/13	Tue 9/29/15
Identify NMHIX owner for each Functional area	Tue 4/1/14	Fri 5/2/14
Review and signoff of JAD documents	Thu 3/27/14	Fri 09/24/14
Mail Room Operations	Tue 4/1/14	Mon 1/12/15
2.0 Consumer and Stakeholder Engagement and Support	Wed 3/12/14	Thu 5/14/15
3.0 Eligibility and Enrollment	Thu 2/4/14	Thu 10/1/15
8.0 Finance	Tue 4/1/14	Tue 10/14/14
10.0 Privacy & Security	Tue 4/1/14	Fri 10/03/14
11.0 Oversight, Monitoring, & Reporting	Mon 2/3/14	Mon 4/20/15
12.0 Policies and Procedures Documentation	Fri 7/25/14	Wed 9/2/15
Phase II - Technical	Mon 12/16/13	Fri 1/1/16
Requirements and Design Validation	Tue 1/14/14	Thu 9/17/15
External Dependencies	Fri 4/4/14	Fri 9/4/15
Interfaces/Integration Planning	Mon 2/17/14	Thu 5/21/15
Infrastructure	Mon 1/27/14	Fri 8/14/15
Interfaces - Connectivity	Wed 1/29/14	Fri 10/9/15
OIG Audit	Tue 1/28/14	Mon 5/26/14
Release 0 & 1 (Plan Mgt, Agents, Entities/Assisters) and Release 1 (Pre-screener, Anon.Shop. & Acc. Creation)	Mon 12/23/13	Thu 7/30/15



NEW MEXICO HEALTH INSURANCE EXCHANGE

RE-BASELINED MASTER PROJECT SCHEDULE

DRAFT NMHIX 2014-2015 Milestone Plan v1.0

Task Name	Start	Finish
Release 2 (Public Launch - Open Enrollment)	Mon 12/16/13	Fri 11/6/15
Check point 2 (Account Creation, SSA data verification rule engine and HUB interface)	Mon 2/3/14	Fri 5/22/15
Check point 3 (Plan Selection, Financial Management, Eligibility)	Mon 2/3/14	Fri 2/6/15
Check point 4 (Carrier Interfaces, Individual Portal, Spec. Enroll, Eligibility - cont.)	Mon 4/7/14	Fri 5/22/15
Check point 5 (Admin Portal, Reporting)	Mon 12/16/13	Wed 9/10/14
Check point 6 (Income Verifications, RIDP, MEC, Deferred Functionality)	Mon 6/30/14	Fri 12/19/14
Check Point 7 (FFM Data Migration - place holder)	Wed 10/1/14	Tue 9/29/15
Develop Test Plan (UAT / SIT)	Mon 10/6/14	Thu 11/27/14
Review Content	Tue 6/3/14	Fri 11/6/15
Develop Training plan	Fri 12/12/14	Thu 1/8/15
Develop System Integration testing (SIT) Test Cases	Mon 11/10/14	Fri 12/5/14
Deploy to SIT environment	Mon 12/1/14	Fri 12/5/14
Execute SIT Cases	Mon 12/8/14	Fri 1/30/15
Compile Initial SIT report	Mon 2/2/15	Fri 2/6/15
DELIVERABLE: Provide Initial SIT results to client	Mon 2/16/15	Mon 2/16/15
Verify EDI transactions with CMS/FDSH	Mon 7/14/14	Mon 11/2/15
Verify EDI transactions to/from CARRIERS (End-to-end Testing)	Mon 2/2/15	Thu 4/16/15
Reporting	Mon 2/2/15	Fri 2/13/15
Compile final SIT report	Mon 2/2/15	Fri 2/6/15
DELIVERABLE: Provide final SIT results to client	Mon 2/16/15	Fri 2/6/15
Testing	Mon 2/2/15	Fri 11/13/15
Performance test	Mon 2/2/15	Mon 3/16/15
Determine Strategy	Mon 2/2/15	Fri 2/6/15
Performance Testing Cycle	Thu 2/12/15	Wed 3/11/15
DELIVERABLE: Provide Performance Test results to client	Thu 3/12/15	Mon 3/16/15
UAT prep	Mon 10/6/14	Mon 2/2/15
UAT Testing	Thu 1/22/15	Wed 3/25/15
Usability Testing and Enhancements	Mon 4/20/15	Fri 6/26/15
Production Testing	Mon 10/12/15	Fri 11/13/15
Training	Mon 1/5/15	Wed 3/26/15
Deploy Release 2 to pre-production environment	Wed 3/25/15	Wed 4/1/15
Deploy Solution to Production Environment	Mon 9/28/15	Fri 10/2/15
Carrier Acceptance of Plan Data	Sat 8/29/15	Wed 9/2/15
Release X Public Launch	Mon 11/9/15	Sun 11/15/15
Operational Normalization	Mon 11/16/15	Fri 1/8/16
Release 3	Mon 10/13/14	Fri 1/8/16

Matters from the Operations Committee

**NMHIA Grievance Committee Process -
*Attorney, Justin Miller***

**9. Matters from the Marketing, PR and
Outreach Committee –
*Director, Martin Hickey MD, Chair***

Matters from the Marketing, Outreach and PR Committee

- a. Director of Communications and Outreach Position**
- b. Outreach, Education, and Enrollment Partners RFP**
- c. Marketing, Media, and Communications RFP**
- d. 60 Day Plan**
- e. NMPCA Report**

Matters from the Marketing, Outreach and PR Committee

Director of Communications and Outreach Position

Matters from the Marketing, Outreach and PR Committee

Outreach, Education, and Enrollment Partners RFP

- Draft RFP provided with marketing committee materials
- Last year's budget was approximately \$1 million
- Goal to have outreach partners trained and started in October
- Bid evaluation team needed (5 members), based on skillsets:
 - NMHIX staff; Dineen
 - Board: Kennicott, Everhart
 - Broker SME
 - Outreach SME
- Contracts will likely be less than 100k
- Timeline:
 - Issue RFP; 9/8
 - RFP due; 9/22
 - RFP evaluation; week of 9/22
 - Target date awards; late September

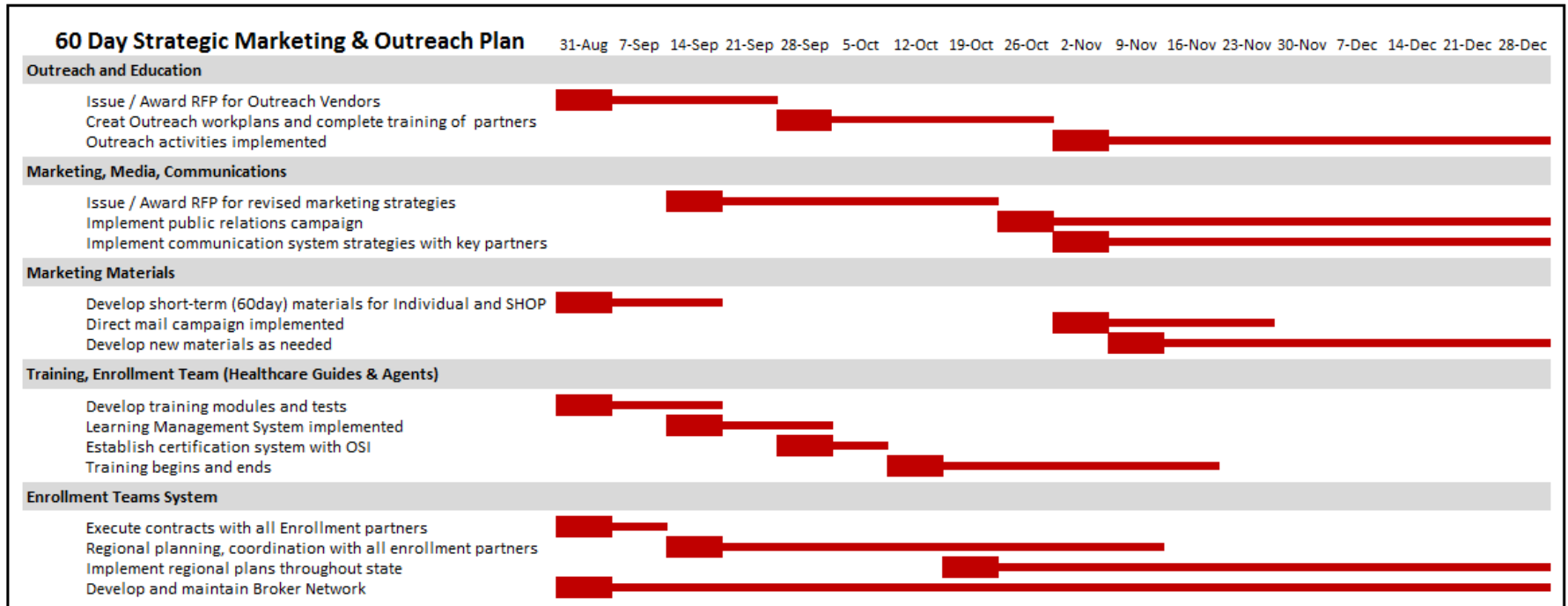
Matters from the Marketing, Outreach and PR Committee

Marketing, Media, and Communications RFP

- Accelerated bid process
- RFP will consist of 4 tracks:
 - Marketing/Advertising, Website, PR/Communications, and Market research/Evaluation
- Bid evaluation team (7 members) representing a variety of expertise
 - NMHIX staff; Dowd, Atole and new Communications Director ASAP
 - Board: Hickey, Kennicott, Shaw
 - External partner SME
- Timeline:
 - Issue RFP; 9/18
 - RFP due; 10/8
 - RFP evaluation; week of 10/13
 - Target date for awards; late October

Matters from the Marketing, Outreach and PR Committee

60 Day Plan, Pre-Open Enrollment Underway



Matters from the Marketing, Outreach and PR Committee

NMPCA Report

David Roddy, Executive Director

Debbie Rochford, Member Services Director

10. Matters from the Native Americans Committee – *Director, Teresa Gomez, Chair*

Matters from the Native Americans Committee

- **National Indian Health Board Annual Consumer Conference**
- **Closed Native American Liaison Job Description. Currently reviewing applicants**
- **Native American Advisory Committee**
- **Completed Orders:**
 - NMHIX Canopies
 - Native American Materials
- **Ongoing communications with Navajo Nation:**
 - Hosted - Roselyn Begaye, Navajo Nation Division of Health – September 12, 2014
 - Various meetings with Navajo Chapters – Bahaalii, Beclabito, Whitehorse, Torreon Chapters
- **Outreach to Veterans (Free Clinic) – San Juan College, Farmington NM**
- **NAPPR – HCG/Broker Training “Getting to Yes”**
- **Assessing office space options for potential store fronts**

Matters from the Native Americans Committee

NAPPR, Inc. Outreach, Education & Enrollment Update

- **Outreach encounters = 3,224**
- **Education encounters = 2,470**
- **Completed appointments = 229**
- **Enrollment = 199**
- **Messaging and Motivational Interviewing for Guides and Specialists before September 30**
- **ACA Training for Crownpoint and Gallup - completed**
- **Hired, trained and deployed 4 Guides and 3 Outreach Specialist for Navajo Nation**
 - 9 additional FTE starting on 9/15
- **Enrollment sites set for Ramah, Thoreau, Crownpoint, Beclabito, White Rock, Torreon**

11. Matters from HSD – *Secretary Sidonie Squier*

12. Matters from the Superintendent of Insurance – *Superintendent John Franchini*

13. Matters from the NMMIP – *Vice Chairman, Jason Sandel*

14. Other Board Business - *Directors*

15. PUBLIC COMMENTS

NEXT NMHIX BOARD MEETING
October 17, 2014
Clovis, NM