

New Mexico Health Insurance Exchange

Board Meeting

December 23

3:00- 5:00 pm

Offices at the Presbyterian Healthcare Services

9521 San Mateo Blvd. NE Albuquerque



AGENDA

1. Welcome, Roll Call, & Confirmation or Quorum – Chairman J.R. Damron
2. Approval of Agenda - Chairman J.R. Damron
3. Chairman's Remarks - Chairman J.R. Damron
4. Discussion 2015 Budget – Amy Dowd, CEO
5. Consideration and possible action on spending reductions and budget
6. Adjournment

*The Board anticipates taking action on the agenda items in bold. However, the Board may take action on any item listed on this agenda.



Meeting Purpose

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- Board asked Leadership Staff to develop a path forward as a result of recent grant decision by CMS
- Staff met Monday to discuss implications of grant decision and consider options to an updated plan for our SBM and next steps

Realities

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- The New Mexico Health Insurance Exchange will be different than planned as a result of the CMS Grant decision
- There are many enhancements that will not be implemented
- Exchange will need to figure out how to address the approximately \$32 Million needed to continue on the current path, and assumes we eliminate enhancements
- Preliminary assessment indicates additional budget considerations are needed
- Taking a balanced approach to scale core technology functionality and exchange operations is recommended

Realities: Examples of Technology Enhancements That Will Not Be Implemented

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- Consumer Decision Support Tools
 - Prescription Search Function
 - Provider Search Tool
 - Mobile Apps for iOS and Android Systems (such as document uploading)
- Adult Dental Functionality
- Broker Support Tools
 - Quote Generation
 - “Book of Business” Support
 - Employer Decision Support Tools
- Passive Renewal Process-Data Migration
- **Board Guidance needed on Plan**

Areas of Consideration

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- **Marketing & Outreach**
 - Media Buys (TV ads, Static Boards, radio re-distribution)
 - Vendor Services
 - Web Marketing Strategy
 - Enrollment Counselors
- **Research**
 - Behavioral Dynamics
 - Survey & Focus Groups
- **IT Change Request**
 - Defer Anticipated Spending
 - SHOP Functions
 - Individual Exchange Functions

Areas of Consideration (con't)

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- Technology Implementation
 - Work to reduce \$32M systems work
- Call Center
 - Geographic Location
 - SLA's
 - Staffing Ratios
- OSI MoU
- SHOP

Next Steps

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- Alternative Options?
- Incorporate Board Member's feedback from today's Meeting
 - Agreement/Modifications on Staff Recommended Areas of Consideration
 - Quantify Potential Dollar Savings from Areas of Focus
- Refine '15 Budget
- Request Meeting with CMS to propose path forward
- Next Meeting

NAPPR RFP

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Action to approve NAPPR Native American Outreach RFP for dates 1/1/15 – 12/31/15 in an amount not to exceed \$1.8M