

	Board Meeting Friday, October 18, 2013 10:00 a.m. to 5:00 p.m. CNM Workforce Training Center 5600 Eagle Rock Road NE Albuquerque, NM			
Facilitator:	Dr. J.R. Damron			
	NM Human Services Department, Cabinet Secretary Sidonie Squier, Santa Fe (represented by Matt Kennicott) John Franchini, Superintendent of Insurance Aaron Ezekiel (via teleconference) Dr. J.R. Damron Gabriel Parra Terriane Everhart Dr. J. Deane Waldman Ben Slocum Patsy Romero David Shaw Dr. Martin Hickey Teresa Gomez Dr. Larry Leaming (via teleconference)			
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 10:07 a.m. Roll call was taken a quorum was established.		A motion was made by David Shaw to approve the agenda. The motion was seconded by Dr. Deane Waldman. The motion carried.		
Agenda Topics:	Approval of Minutes of the September 20, 2013 Meeting of the NMHIX Board of Directors			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
Dr. Waldman suggested a change in the format to remove the appointee status in the header of the minutes for future minutes.		A motion was made by David Shaw to approve the minutes of September 20, 2013. Ben Slocum seconded the motion. The motion carried.		

Agenda :	Chairman's Remarks – Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
<p>Dr. Damron welcomed the public, media and Congressional Delegation representation. He commented on the successful kick-off and positive enrollment numbers for October 1. He thanked the Interim CEO, staff and vendors. He provided a brief update on the other Exchange States and the SHOP success. He further provided an overview of the agenda.</p>				
Agenda Topics:	Matters from the Marketing, PR and Outreach Committee – Director, Dr. Martin Hickey, Chair			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
<ul style="list-style-type: none"> • Delay in NM marketing efforts • New TV Ads • Outreach Update, evaluation, and creation of stakeholder input <p>Dr. Hickey provided an update from the Marketing Committee meeting held earlier that morning. Federal System Enrollment Issues – The website is down and the rumors surrounding that are not good. There are a number of flaws in the structure of the website. There are a number of issues that need to be addressed as GetInsured builds our individual Exchange. He further reported that Marketing, Outreach and Management met with Advocates. They have had some very productive meetings with very good input. He thanked Dick Mason for coordinating these meetings. The meetings determined strengths and weaknesses that they could help with in order to be successful. In addition, it led to a recommendation that they get a Stakeholder Committee up and running as soon as possible. There are multiple Stakeholders identified at this time about 25, which includes carriers, key advocate organizations, businesses, chambers, etc. The Management Team will be pulling this committee together to meet as a group for input. There may be sub-committees as a result of the number of Stakeholders represented.</p> <p>Dr. Hickey asked Mike Nunez to provide reporting on TV ads, social media and delay in marketing efforts.</p> <p>Mr. Nunez indicated he had planned on this portion of the presentation in the CEO Report.</p>		<p>Establish a Stakeholder Committee</p>	<p>Management Team</p>	<p>About one month</p>

<p>Mr. Nunez provided the following update:</p> <p>One week in paid search has driven 4,428 clicks to www.bewellnm.com at a low cost per click of \$1.04. The click through rate has been high at 3.66% (Google generally considers 1% to be a very high click through rate).</p> <p>Not only are searchers clicking through, they are engaging with the site as 5,998 conversions have come in from the 4,428 clicks - a 135% percentage. 121,138 impressions have been earned, impressions being the number of times a NMHIX paid search ad appeared on Google.</p> <p>The Facebook community grew quickly and sharply from zero to 1,021 in less than three weeks and reached 261,700 people. Paid support is responsible for 87.1 % of total reach.</p> <p>Twitter attracted a strong early following largely comprised of New Mexico citizens and media influencers. Overall, tweets have attracted an audience of 36,278 (impressions).</p> <p>From Sep 15 through the end of the month, there were 20,305 visits to the site in total. Nearly all of this traffic was direct – people typing BeWellNM.com directly into their browser – or a referral link from another site. For the first week of Oct, that visit count was already up to more than 52,000. Although the bulk of those visits still arrived directly or by referral, 6,500 visitors arrived through a search, either organic or paid.</p> <p>In Sep, of the 20,305 total visits to the site, 15,804 were new visits. In the first week of Oct, many more of the visits were from returning visitors. The percentage of visits from new visitors was 62%.</p> <p>The most popular site content in both Sept and Oct was the 'Individuals & Families' information section. The 'Savings Cost Calculator' section was the 2nd most popular section of the site, followed next by the 'Get Insurance' page.</p> <p>Visits to, and activity on, the Spanish version of the site are also being tracked. This version was launched at the end of Sept, so there was no site traffic for that month.</p>	<p>Dr. Damron indicated to that the Board would get the statistics presented every month to share and keep up to date to show how the Exchange is progressing.</p> <p>Dr. Hickey commented that the ads were "way cool".</p> <p>Ms. Patsy Romero indicated that she had received a text from a member of the Public asking "Who is at the other end making the transfer for the individuals?" "If their issues are not resolved, what do we do?"</p> <p>Mr. Nunez responded that there are 14 people at the call center in Alamogordo that answer our calls. They are there to refer to the entities that were established in the Call Center development. The calls are being listened to, so they can report complaints to "us". Some have to communicate via Twitter, phone, and directly to NMHIX. "We" have responded to Facebook messaging, People have been made aware that the call center is open 24/7.</p> <p>Dr. Hickey asked if it would be possible to post the social media statistics on the website weekly so that people know that progress is being made.</p> <p>With regard to the video, since Board members were participating via teleconference, would there be a way it could be sent to them for viewing. He also stated that the Board gets asked a lot of questions from the public and seeing the video and being able to refer to it would be useful. He asked if there would be any proprietary issues with sending the video.</p> <p>Mr. Nunez responded that he intended to send it out to the Board and post it on the website. It was received two days prior and it is complete. He also reported that currently there is a Federal "how to walk</p>	<p>Provide monthly statistics to the Board</p> <p>Post statistics weekly on the website.</p>	<p>Mike Nunez</p> <p>Mike Nunez</p>	<p>Monthly</p> <p>Weekly</p>
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<ul style="list-style-type: none"> • NMHIX Call Center began operations on October 1, 2013 at 8:00am. • 24 hours a day, seven days per week, including holiday coverage through March 31, 2014. • Received a total of 809 calls through midnight October 6 • 51 calls abandoned, Answered 758 calls. • Busiest times were on weekdays from 7:00am to 7:00pm. • Longest average seconds to answer was on our first day which was 105 seconds • Average call duration is approximately 4 to 5 minutes. <p>Mr. Nunez presented the latest versions of the TV ads from BVK in preparation of when the Federal site is up and running.</p>	<p>through” campaign in place that is moving forward. He indicated that he would get the video to the Board along with the 30 and 60 second segments. Dr. Hickey asked when the videos would be out “live” with a “preamble” until the Federal issues are resolved in order to create some awareness. Then followed by another ad when the Federal website is working. He asked if it is counterproductive to do this now as an awareness campaign since there is so much negative awareness out there. Mr. Nunez responded that there was a lot of frustration from not being able to access the Federal site. He stated that some brokers have come into our office; we have talked with them and reviewed available plans. The Office of the Superintendent of Insurance was very helpful in providing information about NM plans and rates which were posted on BeWellNM.com. Staff is keeping up with the daily Federal website updates. The Federal response is that they are working on it and resolutions are forthcoming. Dr. Hickey commented that he is concerned that there will be appropriate negative publicity. There have been anti-Exchange ads.</p> <p>Mr. David Shaw revisited Ms. Patsy Romero’s question regarding the warm handoffs. He asked Mr. Nunez to explain the strategies they would employ that were discussed in the Marketing Committee meeting earlier that day during the interim until the Federal website is up and running.</p> <p>Mr. Nunez directed the question to Robin Hunn and Monica Griego, NMHIX contractors. Robin Hunn reported that the over-arching entities are planning on doing “in reach” with the Healthcare</p>			
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	<p>engaging in Regional training, they currently have a meeting set up in Farmington in the coming week to bring together the various partners to organize a strategy for each region.</p> <p>Mr. Shaw indicated that there should be a consistent message to Healthcare Guides regarding the hand-offs, especially with the difficulties with the Federal Exchange.</p> <p>Mr. Nunez responded that they meet every Tuesday with the overarching entities to exchange information. Issues are being resolved on a weekly basis.</p> <p>Dr. Waldman agreed with Dr. Hickey's prior comments regarding the Federal system being functional. He expressed concern that in a public forum that the implication may be made that the Feds will have their act together in the foreseeable future. He has great concern that it will ever be functional. He indicated that we should do something about the frustration that people are experiencing.</p> <p>Dr. Waldman suggested to Dr. Hickey that he make the announcement that although we understand that there are concerns and frustrations, to suggest that we will have a user-friendly individual market available for the people of New Mexico in 2015. Further, explain that we are going to do it, we can't promise what the Feds will do, or when they will do it, but we are working to solve the problem for the people of New Mexico.</p> <p>Dr. Waldman requested a simple one paragraph executive summary report regularly from Mr. Nunez.</p> <p>Ms. Patsy Romero indicated that people are asking for simple descriptors. She requested clarification of when someone calls the call center that they will be speaking to an Assister.</p>	<p>Provide executive summary to the Board</p>	<p>Mike Nunez</p>	<p>At each Board meeting</p>
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	<p>Mr. Nunez response was that if someone calls in and ask to go to the Federal Call Center, we will direct them there or to a Healthcare Guide. To minimize frustration with the Federal call center, we ask consumers if they would like first to be referred to a guide to meet with them before getting on to the call center.</p> <p>Ms. Romero wants to ensure that anyone who calls for help will be able to get help at any level of understanding for signing up for insurance. She requested to please insure that these things are taken into consideration when providing training.</p> <p>Dr. Hickey asked if these people could get a call back to insure all their needs have been met.</p> <p>Mr. Nunez reported that surveys are being implemented into the Call Center to evaluate calls.</p> <p>Dr. Hickey suggested that return calls should be made to ensure that if they called in to get enrolled, that they did get enrolled or offer any assistance needed.</p> <p>Mr. Nunez responded that it would be looked into to. Board members agreed that call backs should be made and that this could be accomplished during “down times” at the Call Center.</p> <p>Jason Sandel commented that our business partner, the Federal Government who we have expected to hold up their end of the deal, has failed. He further commented that when in business with one another and one end does not hold up their end of the deal, corrective actions are put in place and we expect for them to “right” them, for them to tell us what they’re doing, rather than</p>			
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	<p>for us to solve their problem for them. He asked if the Federal Government has given us a written corrective action plan as to what they are going to do to hold up their end of the deal.</p> <p>Mr. Nunez responded that there has been no corrective plan received from the Federal Government.</p> <p>Mr. Sandel asked if we had written to our business partner telling them that they failed and asking how they plan to correct it. Has our frustration been made clear to our business partner?</p> <p>Mr. Nunez responded that the frustration has been made clear, however, not in writing.</p> <p>Mr. Sandel instructed staff to write a letter to our business partner, make that failure clear and request that they need to come forward with corrective action plan to service the people in the State of NM as they committed to do. He also commented that he is tired of making excuses on behalf of NM for something the Federal Government has failed to perform.</p> <p>He went on to say that this entire discussion is how to cover their failure and we need to find out what they are going to do to step-up and fix this on behalf of the State of NM.</p> <p>Ms. Romero agrees with the letter, just wants to make sure we are careful that the letter is well written with words chosen appropriately and that it is politically correct so as not to affect our funding.</p> <p>Returning to the issue of TV ads, Dr. Damron requested a timeline of when the ads would begin.</p>	<p>Write letter to the Federal Government.</p>	<p>Mike Nunez</p>	<p>As soon as possible</p>
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	<p>Mr. Nunez reported that he would work to formulate a plan to counteract the negative publicity to ensure that the message is out there that there is a place people can go to for information. Dr. Hickey agrees that there would be frustration that would come from regular and paid media. He suggested the ad be modified to somehow say the information would be available in a month or two. Positive engagement awareness will be very important. Ben Slocum suggested that they engage with media in NM to find out what their view is via a media session. He feels that we need to let the State know that we have done the right thing. We should be trusted and do have our act together. Dr. Hickey does not want to create any more confusion, just awareness.</p> <p>Mr. Nunez indicated as soon as we have word from the Feds, our ads will change. We can put out awareness ads as the source for BeWellNM.com website information.</p>	Put together plan to counteract negative publicity.		
Agenda Topic:	Matters from the Native Americans Committee, Directors Teresa Gomez and Jason Sandel, Co-chairs			
Discussion	Conclusions:	Action Items:	Responsibility:	Due:
<p>Teresa Gomez invited Scott Atole, Stephanie Poston and Roxanne Bly to give the presentation to the Board and also reported on the tremendous amount of work accomplished in such a short time. There was initially frustration within the Native American Community that progress was not being made quick enough, but as you will see in the presentation, significant progress has been made. Scott Atole reviewed and provided updates on activities including meetings, education and outreach. Official documentation was included in the Board of Director packets. These included:</p> <ul style="list-style-type: none"> • Mid-September 2013: Letters sent to NM tribal leadership requesting nominations to the Native American Advisory Committee; Ongoing meetings and follow up with tribal leaders; and eight tribes 	<p>The progress of this committee was received favorably by the Board.</p> <p>The Board had good questions and complemented team for the progress that had been made in working with New Mexico tribes and tribal communities in a short period of time. Board questions included: are we reaching out to off-reservation populations?</p> <p>Mr. Atole responded that he is putting together a list of groups in the Albuquerque, Gallup and Farmington Areas.</p> <p>The Board also had extended discussions</p>			

<p>have submitted nominations</p> <ul style="list-style-type: none"> • October 2, 2013: Pre-Collaboration and Communication Meeting. Approximately 30 people in attendance, including several tribal leaders. This meeting was facilitated by Mr. Milton Bluehouse of IAD. Highlights include: Provided an overview of Exchange; Reviewed outreach efforts to reach tribal leaders; Encouraged response to submit nominations for Native American Advisory Committee; Introduced DRAFT outline for Collaboration and Communication Guiding Principles and Protocols; Question and answer session (confusion exists on Centennial Care and Medicaid); Official Collaboration and Communication Meeting set for October 23 and Meeting minutes are being finalized • Details of the October 23, 2013 – Collaboration and Communication Meeting: Scheduled at CNM Workforce Training Center, Agenda is finalized , Letters of invitation went out the week of October 10 to the following: <ul style="list-style-type: none"> – Leadership – Tribal Benefits Coordinators / Health Insurance Divisions – CHR Programs and Community programs – October 2, 2013 attendees – HSD and IAD <p>Mr. Atole also provided an update on the status of the Native American Advisory Committee. He presented a matrix that highlighted the recruitment efforts to the 22 tribes of New Mexico as well as reservation groups. Highlight – There has been officially, eight nominations received to date and we are continuing to recruit. Mr. Atole detailed some of the Native American Outreach and Education. This includes outreach to Navajo Nation and the coordination of various meetings with other stakeholder groups.</p> <p>Stephanie Poston then provided the following update on the Native American Outreach and Marketing efforts. Tribal Marketing Update:</p> <ul style="list-style-type: none"> • Website has been updated to reflect Native American specific provisions • General brochure has been updated to reflect Native American specific provisions • Radio voice over has been done in English and 	<p>regarding the Native American Service Center. They also voted to include the service center in the next grant process and advised the committee to start considering the details of the center.</p>			
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<p>Navajo</p> <ul style="list-style-type: none"> • TV spots have had input of Native American consultant. • Social media – there is a YouTube video that speaks to the Native American aspects • Earned media: • An article appeared in USA Today • What's Next: <ul style="list-style-type: none"> •In person meetings with all tribal leaders •Work with Navajo Nation on health guides •Identify and attend events with high tribal leader attendance •NAAC formalization •Formalization of Communication and Collaboration Guiding Principles •January 2014 and change of some tribal leadership •Anticipate and remedy •Get updated brochures to tribal leaders •Identify tribal leader opportunities for Op Eds and marketing material <p>Roxane Spruce-Bly, Director of Healthcare Education and Outreach at Native American Professional Parent Resources provided the following overview of the NAPPR Efforts and Success to date:</p> <p>Ms. Bly stated that their goal was to Create a “Culture of Coverage” in Native communities across New Mexico and to create a shift from “Don't get sick after June!” Their program objectives include: Train and deploy at least 30 individuals as Health Care Guides or in-person assisters, 10 individuals as Certified Application Counselors (CACs), Provide outreach to and educate over 9,200 Native individuals in non-Navajo communities around the State regarding coverage options available to them through the Affordable Care Act and finally, enroll 2,660 individuals in qualified health plans offered through the New Mexico Health Insurance Exchange.</p> <p>Some of NAPPR's accomplishments to date include: Executed contracts with key partners including: Five Sandoval Indian Pueblos Council, Eight Northern Indian Pueblos Council, Native American Voters Alliance, Pueblo of Laguna, Pueblo of Isleta, Kewa Pueblo Health Corporation. NAPPR has also initiated contracts with other partners including: Pueblos of Cochiti, Isleta, San</p>				
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<p>Felipe, Zia, and Zuni. Specifically, there are 32 individuals set up for on-line training and 10 are now certified Health Care Guides. NAPPR is also setting up CAC program with Albuquerque Area I.H.S. NAPPR is using a cultural sensitive approach and has language access in the following languages: Keres, Navajo, Tewa and Towa. We are expecting to add Tiwa and Zuni shortly.</p> <p>NAPPR outcomes to date include; Outreach = 2,179 individuals, Education = 439 individuals, Enrollment in QHP = 21 need appointments and Paper Applications = 2.</p> <p>Stephanie Poston of Poston & Associates provided the following tribal outreach update:</p> <ul style="list-style-type: none"> • All 22 tribes in NM have been reached via phone, email, by letter or in person. • Letters sent to NM tribal leadership requesting nominations to the Native American Advisory Committee • Ongoing meetings and follow up with tribal leaders • Eight tribes have submitted nominations • October 2, 2013 – Pre-Collaboration and Communication Meeting • Approximately 30 people in attendance, including several tribal leaders • Navajo Nation Outreach <ul style="list-style-type: none"> -October 4, 2013 meeting with Community Health Representatives -President Shelly has nominated Dr. Freeland to NAAC -A letter has been sent to the President and Vice President requesting a meeting on health guides <p>Other Outreach Update:</p> <ul style="list-style-type: none"> • Met with NAPPR on October 8 and ongoing monthly meetings have been established. • Coordinating tribal outreach events (health fairs, etc.) with NAPPR • Scheduled meeting with Center for Law and Poverty 				
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Agenda Topic:	Matters from the Information Technology Committee – Director, Ben Slocum, Chair			
	Conclusions:	Action Items:	Responsibility:	Due:
<p>Ben Slocum provided an overview of the topics to be presented. He also reported that he and Mr. Nunez will be working to fill the IT position.</p> <ul style="list-style-type: none"> • Getinsured Contract – Still operating under a Letter of Agreement and all is going well and contract will be finalized soon. • PCG Progress Report –Tony Curatola of PCG provided the following IT Dash Board Report: The overall project status is green. The NMHIX Enrollment timeline was presented, depicting Employer Open Enrollment from October 1 to October 31, and the Employee Enrollment beginning on November 1. Employers will be billed on December 5th with a payment due date of December 15th. For the Project Status update, all functional areas are green, with the exception of Customer Assistance. Consumer assistance remains yellow due to the training and on-boarding of the healthcare guides. <p>Top accomplishments for the period included:</p> <ol style="list-style-type: none"> 1. Employer module went live in October, 673 employers have registered and 1,398 employees are eligible as of October 5th. 2. 57 Health plans and 8 pediatric Dental plans validated and posted to the system 3. SHOP contact center operational on October 1 4. BeWellnm.com website launched 5. Successfully completed Operational Readiness Review w/CCIIO 6. Bewellnm marketing campaign launched 7. Established permanent office space <p>A couple of issues were reported. The Bewellnm “find an agent” tool does not display agents registered on the GI System. Getinsured providing a current data file so the tool displays agent information correctly. Employers do not have the ability to compare plan benefits side by side within the GI system. PCG Created a spreadsheet allowing plan comparisons by metal tier. Currently housed on NMHIX.com and Bewellnm.com</p> <p>Mike Nunez updated that Anita Schwing has been working to obtain a Financial System for NMHIX to be installed by the end of November in order to begin tracking finances and to be prepared for the expected transactions on January 1. The GetInsured numbers will</p>	<p>Mr. Curatola clarified the payment process for Dr. Waldman.</p> <p>Dr. Damron asked about the yellow portion of the Dashboard related to Customer Assistance and if the Healthcare Guides are getting Federal training?</p> <p>Mr. Curatola reported that training is getting better, but there are still some issues with access to the training.</p> <p>Mr. Nunez further reported that access to the training has been available primarily after hours and on weekends. Not all guides have been able to log in. Efforts have been made over the last week to get as much training as possible in. It is being closely monitored through the overarching entities. Discussion regarding Superintendent Franchini’s concern regarding billing and the financial portion is only 15% complete.</p> <p>Mr. Nunez and Mr. Curatola assured the Board this number will increase in the next 30 days.</p> <p>Ms. Patsy Romero asked questions related to the GetInsured contract and when it would be finalized.</p> <p>Mr. Nunez responded that currently there is not a contract and meetings had been conducted earlier in the week and they were down to four items left to negotiate in order to complete the finalization of the contract. He indicated he was confident it would be finalized soon. Ms. Romero asked if the Exchange</p>			

<p>feed into that system in order to provide accurate accounting and tracking.</p> <ul style="list-style-type: none"> SHOP Demo – Chad Kirkpatrick of Getinsured demonstrated the NMHIX exchange portal to the Board. The components included the functionality already deployed and other components scheduled for deployment on November 1, 2013. The components deployed include Agents, Carriers and 	<p>Deliverables are clearly defined in the contract.</p> <p>Mr. Nunez indicated that they are and all payments will be caught up until the contract is finalized.</p> <p>Jason Sandel initiated a lengthy discussion regarding the failure of the Federal Government and the impact that it has on individual enrollment. Other board members wonder if it is possible to move to Phase II so our future is not dependent on the Federal Government.</p> <p>Mr. Curatola responded that acceleration is not possible. The requirements and design would have to be defined and a plan of how they will be met. The options can be explored.</p> <p>Mr. Sandel asked if other State-based exchanges are enrolling individuals.</p> <p>Mr. Curatola responded that some states are providing functionality along the way while others are having problems.</p> <p>Mr. Sandel commented that NM needs to find a solution to help enroll individuals without being dependent on the Federal Government and move forward with enrollment.</p> <p>Dr. Damron concluded the discussion by stating that the SHOP has been successful and the Board was in agreement that the Federal Government has failed us and New Mexicans.</p> <p>Mr. Kirkpatrick and Mr. Nunez responded to questions and provided clarification for the Board with different scenarios regarding billing, carriers, coverage, security and employee/employer questions, the type of assistance</p>			
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<p>Employer portals. The employee plan selection is scheduled to be launched on 11/1. The Employer and Employee portals were demonstrated to the Board.</p>	<p>available and the effects on enrollment. Dr. Waldman suggested that the Board simplify processes related to enrollment for the consumer.</p> <p>Dr. Damron concluded that decisions had to be made for this plan regarding employee/employer choice, etc., cost and how it was set up. He went on to say that "This is "first blush". It can be changed down the road, but this gives the employer the benefit of a basic defined contribution. It also gives the employee a choice. The correct choice was made and it can be changed down the road." Ben Slocum proposed a user group to get feedback.</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>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Board Resolution for Bank Signature Cards Ms. Patsy Romero presented Resolution 2013-2 for approval outlining the details of what was contained in the Resolution.</p> <p>Ms. Romero also reported that the Finance Committee had met earlier in the week and at that time, instructed staff that they will be asked to prepare financial policies and procedures with regard to how funds for the Exchange are managed. They will be working on these topics in the near future and should have policies for Board approval probably in December. Ms. Romero asked Mr. Nunez to present the Financials to the Board.</p>	<p>David Shaw commented that in his organization, the CFO is not allowed to sign checks for control. They require two signatures at a certain dollar amount. Not sure if an amount has been set in the Plan of Operation.</p> <p>Mr. Nunez indicated that the standing practice is that any check over \$5,000 requires two signatures for the Alliance. He is in the process of hiring additional staff to assist in the reconciling with carriers. That would address the issue of separation of duties. It would be an appropriate designation.</p> <p>Mr. Parra asked "If the amount is over \$5,000, who will be the two people be that would sign?" He agreed with Mr. Shaw that at some point, the resolution should be amended to make it clear that amounts in excess of \$5,000 would require two signatures and the CFO acting alone could not be authorized for amounts in excess of \$5,000.</p>	<p>A motion was made by Patsy Romero to approve Resolution 2013-2. The motion was seconded by Jason Sandel. The motion carried.</p> <p>Gabe Parra made a motion to amend the Resolution to require two signatures for transactions above \$5,000. The motion was seconded by Matt Kennicott. The motion carried.</p>		

<p>Mr. Nunez summarized utilizing the prior baseline budget adjusted for actual payments through September 2013 and incorporating anticipated payments for the remainder of the calendar year. The projections were then increased to incorporate \$10M in expected change orders for Phase II implementation of the individual exchange, implementing a full call center and incorporating staffing changes while maintaining the intensity of the current marketing, outreach and enrollment activities,.</p>	<p>Matt Kennicott indicated that HSD was initially requesting a \$10M place holder in the next Level I Grant Application. They went back to the vendor and asked for a more thorough estimate and reported that number had increased to a \$30M placeholder. This was for the new connection, rules engine, Medicaid and tax assessments and determinations as well as the connection to the Federal Hub. Mr. Kennicott indicated that there could be some other options available, one being that HIX build their own rules engine and their own connection to the Federal HUB or we go with the estimate. These are the two options we have available currently. The vendor is Deloitte.</p> <p>There was a lengthy discussion regarding the issues with Deloitte to include the factors that went into the preparation of this estimate, what the \$30M would cover, if there would be additional costs associated with upgrades, why the Exchange is covering costs for the State, and the exploration of other vendors to perform this work.</p> <p>Mr. Kennicott indicated that the \$30M would be utilized when transfers are made from the Federal Marketplace to the State Exchange. This will be for the rules engine when connected with the federal hub. He indicated that this money would be utilized to facilitate the new connection between Aspen and the Exchange. These connections are not connections used for Medicaid. It would only be utilized by the Exchange. The technology is different. Mr. Kennicott also indicated that the state would be uncomfortable with another vendor, since Deloitte did build and maintains Aspen. They are familiar with the programming inside and out. They also have experience throughout the country.</p>	<p>A motion was made by Patsy Romero to add \$25M (\$20M for interface and \$5M for Native American Center, Advertising and DOI seed money) to proposed Level I Grant currently with a proposed budget of \$56.8M for a total of \$81.8M). Dr. Waldman seconded the motion. Jason Sandel amended the motion as follows: "No money will be expended for the cost allocation for interface until Deloitte comes before the Board." The motion carried.</p>		
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<p>Patsy Romero announced that staff has been directed to create policies and procedures for the Exchange and they would be working on that in the coming weeks. The next Finance Committee Meeting will be the first Monday of the month.</p>	<p>The Board agreed after lengthy discussion, the Board requests a Special Board Meeting or agenda item at the next regular board meeting. They would like for HSD, Deloitte and GetInsured to all attend so the Board understands the amount of \$30M</p> <p>David Shaw suggested that staff be directed to retain a consultant to review the proposal for advice on whether the proposal is reasonable. He would like the residents of the state of NM to know the difference between what the consultant thinks is reasonable and what Deloitte is proposing.</p> <p>Ben Slocum agreed to work with Mr. Nunez to determine whether PCG or another firm will be selected to do the work or find a competing firm to Deloitte.</p>	<p>Set up a Special Board meeting in Albuquerque with Deloitte.</p> <p>Retain consultant to review proposal</p>	<p>Mike Nunez</p> <p>Mike Nunez</p>	<p>December</p>
<p>Agenda Topic</p>	<p>Matters from the CEO, Mike Nunez, Interim CEO</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due</p>
<ul style="list-style-type: none"> NMHIX Stats – Call Center, SHOP, Website and Social Media <p>This update was given earlier in the Marketing, PR and Outreach Committee update earlier in the agenda.</p> <ul style="list-style-type: none"> Staffing and Office Space Update <p>Mr. Nunez introduced new staff: Debra Hammer, Michael Dineen Mylia Ami and Scott Atole. Each new employee gave a brief background of their experience as it relates to their new positions with the Exchange. Mr. Nunez thanked all the staff for all their hard work. The move to the new office space is complete. Furniture and Internet have been installed and phones will be installed by the end of the month. Mr. Nunez Reported the following insurance applications had been made:</p>	<p>The Board thanked the staff for their hard work.</p>			

<ul style="list-style-type: none"> - Worker's comp - Property and casualty - He has been working with the State's Risk Management Department on the Tort Claims Act which has been a slow process - Application is in process for Director's and Officer's Liability • Alliance Transition Plan <ul style="list-style-type: none"> -50% of NMHIA salaries 10/1/2013 – 12/31/2013 -75% of NMHIA salaries 10/1/2014 – 12/31/2014 -100% after 1/1/2015 <ul style="list-style-type: none"> - At the end of the month final billing for December will be distributed for last renewal. - As part of the transition to the Exchange, additional staff has been hired to take calls assisting employees/employers enrolling in the SHOP <ul style="list-style-type: none"> - On 1/1/2015 Alliance employees will become Exchange employees. 				
<p>Agenda Topic:</p>	<p>Matters from the NMMIP, Vice Chairman, Jason Sandel</p>			
<p>Discussion:</p>				
<p>Jason Sandel reported that discussions continue regarding transitioning of pool members into the Exchange and the impact on the private market. They have approximately \$200M in claims, plus \$160M in premium tax credits for a total of \$360M in impact to the private market. The pool had engaged in a process of finding a transition group to move those individuals into the Exchange in an orderly fashion. Unfortunately efforts have been made to derail the process. They are currently dealing with the situation through the pool and their board.</p> <p>The most pressing issue is the coverage for those enrolled in the Federal pool are having coverage cancelled on 12/31/13. They are currently trying to manage through that process.</p>	<p>Mr. Shaw asked if the people being notified of cancellation on 12/31/13 will be eligible for Medicaid or will they have to go into the private exchange?</p> <p>Mr. Sandel responded that currently, no one is being notified of anything based on the issues/challenges they have received over the transition process. There have been no notifications to date, but those coming off the Federal pool would be eligible for whatever slot they could fill based on income. Either Medicaid or Exchange.</p> <p>Mr. Shaw further questioned that they are facing no coverage at the end of December and they will have to navigate the Federal Website? Mr. Sandel's response was that the concern of transition is ensuring that these individuals who are critically ill do have coverage. A potential option is that they would fall into the State-based Exchange because they would be unable to enroll in</p>			

	<p>the Federal Program. There is a lot of dialogue and concern for this group of individuals.</p> <p>Dr. Damron Requested an update at the next board meeting.</p>			
Agenda Topic:	Matters from the Superintendent of Insurance – Superintendent, John Franchini			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Superintendent Franchini reported that investigations have been set up for 300 Healthcare Guides that have applied. Of those 300, 132 have received Health Care Guide certification. This process began two weeks ago. 28 applicants have been asked to respond to further questions and two applicants have been denied. They expect by the end of the following week that the remainder of the 300 applicants will be certified. Lisa Reid has worked to make this process successful.</p>	<p>Dr. Waldman asked “What funds do we have allocated for this?”</p> <p>Mr. Nunez responded that he has been working with OSI for an MOU in order to exchange funds between them. Funds have been allocated in the budget for the purpose of salaries and expenses.</p>			
Agenda Topic:	Update on National Search for CEO, Director, Ben Slocum			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Ben Slocum reported that the Board committed to enter into a National Search for a permanent CEO for the Exchange and to begin the process in the Fall in hopes to engage possible candidates in the marketplace after the holidays, in January.</p> <p>The fees for recruitment are generally 30-40% of the CEO’s first year compensation. They will be looking to one or two search firms for proposals to conduct the search. He would like to collect the information to present to an Executive Search Committee at the next Board meeting. In an Executive Session he would like to discuss the proposals for selection of a hiring firm. He would like to recommend that it be the Chair, Vice Chair or a Search Committee. Members from the Board need to be on the Committee, since this would be the committee that interacts with the recruiters regarding the overall process.</p>	<p>Mr. Slocum will report to Dr. Damron on the process moving forward.</p>			
Agenda Topic:	NMHIX Board Strategic Planning Retreat Discussion, Chairman, J.R. Damron, MD			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Dr. Damron suggested that the retreat be a one and a half day retreat to include a Board meeting. There will be no regular Board meeting in December. The Legislative Session begins 1/15/2014</p>	<p>Dr. Waldman suggested that there needs to be two separate meetings, a half a day in which will be a special meeting to have people present to us so that the Board understands the process of how the</p>	<p>Dr. Waldman made a motion to have a special board meeting to discuss the interaction between</p>		

	<p>Exchange interfaces with the Medicaid system, HSD, Deloitte. All these things to come together. The Board cannot afford to take a half day at a regular board meeting for these discussions.</p> <p>Jason Sandel recommended combining the Board meeting with a strategic session in January in Northern NM, perhaps Taos for three days.</p> <p>Matt Kennicott commented that dates between January and March would be difficult due to the Legislative Session. Recommended December or after the Legislative Session.</p> <p>Dr. Damron indicated that dates would be looked at.</p>	<p>the Medicaid system and every part thereof. The motion was not seconded and did not carry.</p> <p>Dr. Waldman made a motion to have a retreat, separate from a board meeting to discuss how we can best serve the people of New Mexico. Dr. Hickey seconded the motion. The motion carried.</p>		
Agenda Topic:	Other Board Business			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Dr. Waldman thanked the Board for their honesty in making difficult decisions.</p> <p>Mr. Franchini is glad to be back and thinks it is good that they can be open with each other and do a good job.</p> <p>Dr. Hickey thanked Dr. Waldman for his hospitality and thinks it is important that they have social relationships is very helpful. Asks that retreat be in the first week of December.</p> <p>Jason Sandel requested an African American Outreach report from staff in order to respond to questions he is being asked. He also requested in the board packets for future meetings, a check register and a regular update on contracts to include the lists of contracts, who the contract is with, what they are for and the term.</p> <p>Ben Slocum – Suggested for Special Board Meeting to merge the meeting with Deloitte and bringing in recruiters.</p> <p>Gabe Parra – Would like to hear from ACI and PCA about successes directly and requested corporate governance process.</p> <p>Dr. Learning asked not to have the Special Board Meeting in the first week of December</p> <p>Dr. Damron requested that HSD report on the transition to Medicaid at the next board meeting.</p>				

Agenda Topic:	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Nichole Lonovich, intern and a member of the public.</p> <ul style="list-style-type: none"> Regarding advertisement suggested that statistics be presented as they are in the Native American site Flow Chart of a call would be helpful to know who is responsible for what Agrees with the Board regarding the \$30M requested by Deloitte, this meeting should take place in Albuquerque 				
Agenda Topic:	Next Regular NMHIX Board Meeting:			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
November 15, 2013 – ENMU, Roswell, NM				
Agenda Topic;	Adjournment:			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
The meeting adjourned at 4:40 p.m.		A motion was made by Patsy Romero to adjourn the meeting. Ben Slocum seconded the motion. The motion carried.		