



Board Meeting Minutes
 Friday, September 19, 2014
 CNM Workforce Training Center
 Albuquerque, NM
 8:30 a.m. to 3:00 p.m.

Facilitator:	Dr. J.R. Damron			
	Dr. J.R. Damron Jason Sandel Sidonie Squier, NM Human Services Department, Cabinet Secretary John Franchini, Superintendent of Insurance Gabriel Parra Terriane Everhart Patsy Romero David Shaw Dr. Martin Hickey Teresa Gomez Dr. Larry Leaming			
Absentees:	Mr. Kurt Shipley and Dr. J. Deane Waldman			
Quorum	Yes			
Agenda Topic:	Call To Order/Review of Agenda- Chairman, Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
The meeting was called to order at 8:34 a.m. Roll call was taken and a quorum was established.				
Agenda Topic :	Approval of the Agenda- Chairman Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
		A motion was made by Mr. Jason Sandel to approve the agenda. The motion was seconded by Mr. David Shaw. The motion carried.		
Agenda Topic:	Approval of the Minutes of the August 15, 2014 Regular Meeting of the Board of Directors, Chairman, Dr. J.R. Damron			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
		A motion was made by Mr. Jason Sandel to approve the minutes of the August 15, 2014 Regular Meeting of the NMHIX Board of Directors. The motion was seconded		

		by Secretary Sidonie Squier. The motion carried.		
Agenda Topic:	Public Comments			
Discussion:	Conclusions:	Action Items:	Responsibility:	Due:
<p>Ms. Barbara Webber, Health Action NM, expressed concerns over the referral and renewal process. She asked for a flow chart to ensure that the consumers are being educated in the process. She stated there has been some discussion that the Brokers will receive the first enrollment referrals, while brokers will play a critical role in enrollment, and there is concern there are not many brokers in rural areas and not many of them speak Spanish. There is concern that we may lose consumers. Ms. Webber also wants to know if the subsidy amounts will change if the benchmark plans change.</p> <p>Mr. Dick Mason, League of Women Voters, expressed concerns about the Brokers being able to sell all plans on the Exchange. Last year they were only allowed to sell plans with carriers that they had an agreement with. He stated that it limits the consumer choices. He feels that consumers need to be informed upfront if they cannot offer all of the plans on the Exchange. He requested a plain language version of the plans and rates.</p>				
Agenda Topic:	Chairman's Remarks			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Dr. Damron welcomed everyone in attendance. He gave an overview of the accomplishments that have been made since Ms. Amy Dowd began her new position as CEO. Additionally, he outlined the goals that still need to be accomplished.</p> <p>He reported that there are 58 days left until open enrollment. The number one priority over the next eight weeks is to have a viable, comprehensive plan in place to reach as many New Mexicans as possible and to educate them on their options on the Exchange.</p>				
Agenda Topic:	Matters from the CEO – CEO, Ms. Amy Dowd			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Amy Dowd thanked the board, staff and vendors for providing a smooth transition into her position and provided the following overview:</p>				

<ul style="list-style-type: none"> • Status Update <ul style="list-style-type: none"> Organizational Review and Introductions <ul style="list-style-type: none"> – 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 <ul style="list-style-type: none"> – 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 • Vision, Mission, Goals and Objectives <ul style="list-style-type: none"> – Strategic Outline, external consultant helped define with Board earlier this year • Additional Short to Mid- Term Goals and Objectives <p><i>Continue to refine with staff, committees, and Board of Directors</i></p> <ul style="list-style-type: none"> – 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 <p><i>Continue to refine with staff, committees, and Board of Directors</i></p> <ul style="list-style-type: none"> • Enhanced agent and broker engagement and operational support structure • Enhanced, streamlined cross-training for health care guides 			
--	--	--	--

<ul style="list-style-type: none"> • 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 <p>Status Update</p> <ul style="list-style-type: none"> • Executive Meetings <ul style="list-style-type: none"> – Presented to LHHS on September 12, 2014 <ul style="list-style-type: none"> • Call Center <ul style="list-style-type: none"> – Finalized training for Health Care Guides – Long-term strategy options development planned • Finance <ul style="list-style-type: none"> – Audit results and corrective actions – Upcoming committee work • Native American Partnerships <ul style="list-style-type: none"> – Discussions with Navajo nation continue to be very productive • Health Insurance Alliance <ul style="list-style-type: none"> – Closedown plan • Outreach and Education <ul style="list-style-type: none"> – Open position – RFP issued – Training • Marketing, Media, and Communications <ul style="list-style-type: none"> – 60-Day Plan – Integration of research and lessons learned into open enrollment plan 	<p>Mr. Jason Sandel indicated that he presented with Ms. Dowd at LHHS. He indicated that she was welcomed to NM and her new position as CEO. They requested that NMHIX provide more detail on dollars spent on contracts and in New Mexico. Ms. Dowd clarified for the LHHS the roles of enrollers vs. outreach.</p>			
---	--	--	--	--

<ul style="list-style-type: none"> - State Fair presence, KOB TV Health Fair, People's Festival, Albuquerque International Festival - Other events and presentations throughout the state • Marketplace <ul style="list-style-type: none"> - SHOP – 2015 plans loaded, renewals and EDI testing - Individual Market – R0 and R1 progress <p>Governance Recommendations</p> <ul style="list-style-type: none"> • Staff liaison role • Vendor management competency and responsibilities • Committees • Updated committee list • Committee best practices <ul style="list-style-type: none"> - Notes - Meeting materials preparation and timeliness - Posting board materials to website • Cross committee communications • Charters, development started • Roadmaps, development to start soon <p>Proposal accepted for 8 –week bid for contract support (< \$100k per procurement policy) for governance improvements, communications, and open enrollment planning support</p>	<p>Dr. Larry Learning suggested a portal that included all board and committee materials in order to streamline distribution of materials for meetings.</p> <p>Mr. Justin Miller provided clarification on quorum issues related to emails and provided guidelines to ensure there were no quorum issues.</p> <p>Dr. Damron requested consistency in scheduling committee meetings before board meetings. He indicated that the finance committee would be the last meeting before the board meeting and it should take place with enough time to add any items that need to be added to the board agenda.</p> <p>With regard to committee charters, Dr. Martin Hickey requested a template so the charters for all committees are standardized.</p>			
<p>Agenda Topic:</p>	<p>Matters From the Finance Committee- Director Patsy Romero, Chair & Treasurer</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Ms. Patsy Romero began by expressing her appreciation to Ms. Dowd, the staff and Ms. Schwing on behalf of the Committee.</p> <p>She reported that the Finance Committee had approved the management responses by Ms. Dowd and Ms. Schwing.</p>	<p>Mr. Jason Sandel asked Ms. Dowd and Ms. Schwing if they are comfortable that the items have been or will be corrected in the near future and if there would not be findings as this next year. Ms. Schwing indicated she was comfortable</p>	<p>A motion was made by Ms. Patsy Romero to approve the NMHIX Audit. The motion was seconded by Mr. Jason Sandel. The motion carried.</p>		

<p>Ms. Laurel Shelton and Ms. Haley Garcia of REDW presented the findings of the audit, including the financial audit report, and explained the various types of opinions.</p> <p>Ms. Anita Schwing presented the NMHIX Financials through July 31, 2014.</p> <p>Ms. Patsy Romero reported that the Committee was reviewing plans and expenditures for transition. At this time they are trying to determine what to do with the assets, including cash, as well as determining what authority the Exchange has in utilizing those funds and the legal obligations with regard to these funds. Once this is clarified, the response will be included in budget and sustainability discussions.</p> <p>Ms. Amy Dowd indicated that a detailed plan will be presented to the Finance Committee meetings for discussion and formalization.</p>	<p>moving forward with the feedback from the audit.</p> <p>Ms. Garcia indicated that there may be some findings on the next audit due to timing prior to the corrective actions being put into place.</p> <p>Ms. Patsy Romero indicated that REDW conducted training with the staff.</p> <p>Ms. Romero and Ms. Schwing responded to specific questions regarding the check register, the contracts list, the budget and grants.</p> <p>Mr. Jason Sandel requested a breakdown of media costs for BVK as well as a list of subcontractors paid by under the BVK contract.</p> <p>There was discussion amongst the board regarding grant deadlines and opportunities to expend remaining funds.</p>	<p>Ms. Patsy Romero made a motion to accept the Financials. It was seconded by Dr. Larry Leaming. The motion carried.</p>		
---	---	---	--	--

Agenda Topic:	Matters from the Operations Committee- Director Gabe Parra, Chair			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Plan of Operation</p> <p>Mr. Gabe Parra reported that the Committee will be undertaking the redraft of the Plan of Operations and will review the Plan annually. They will consider revisions and once a draft is available, it will be provided to the board for review and approval.</p> <p>Board Member Terms</p> <p>A review of the board terms for each board member was undertaken by the Committee and Mr. Justin Miller. The findings indicated that the terms for the legislative appointees are not clear. The Governor appointees' terms were clarified with an appointment letter. It was concluded that a written request from the CEO would be made to the appointing entity to clarify the terms of the Legislative appointed board members.</p> <p>The frequency of officer elections was discussed. The Plan does not require any frequency. Evaluations of the current officers and elections of new officers will be considered to be included in the Plan.</p> <p>NMHIX Authority to Assess Carriers</p> <p>Mr. Parra reported that with regard to the Legal Authority, they are looking at clarifying NMHIX's authority to make assessments and the process from a legal perspective.</p>	<p>The board discussed the process that they undertook at the inaugural meeting and the need for the clarification.</p> <p>Mr. Justin Miller explained the process of the analysis and responded to questions from the board regarding the terms of the Chair and Vice Chair, the creation of officers and their terms, and the process for removal and election of the Chair, Vice Chair and officers. Once this is drafted, the committee will bring to the board for approval.</p> <p>Mr. Jason Sandel recommended that the board advocate to the legislature that the terms of the chair and vice chair be left to the board to govern.</p> <p>Discussion amongst the board regarding the costs and process that was followed to obtain the Rodey Law Firm.</p> <p>Ms. Patsy Romero requested an analysis regarding the costs for the Rodey Law Firm at the next Finance Committee meeting.</p>			

<p>Policies</p> <p>Mr. Parra also reported that the governing principals and other policies are in the process of being updated and will be presented to the Board when drafts are finalized.</p> <p>Mr. David Shaw discussed possible action on dissolving the IT Subcommittee</p> <p>IT Dashboard</p> <p>Mr. Tony Curatola of PCG and Mr. Raj Shethia presented the IT Dashboard, Issues and Risks, the current project schedule and status and the rebaselined project schedule. User Acceptance Testing (UAT) is currently underway. Change requests will be presented to the board in October.</p>	<p>Ms. Patsy Romero and Mr. Gabe Parra engaged in dialogue with regard to the specifics of how the Rodey Law Firm was obtained, the terms of their contract and the scope of their work for the Exchange.</p> <p>Ms. Patsy Romero requested clarity from Ms. Amy Dowd on these expenses for inclusion in the budget.</p> <p>Discussion ensued regarding a timeline for assessments and sustainability. Ms. Dowd reported that these items would be discussed at length in the upcoming finance committee meetings and the results will be reported at the next board meeting.</p> <p>Discussion amongst the board concluded that it would be a good idea to fold the IT Subcommittee into the Operations Committee, with the option to make it a subcommittee if there was a need.</p>			
---	--	--	--	--

<p>NMHIA Grievance Committee</p> <p>Mr. Justin Miller reported that the Alliance had received a grievance and is in the process of evaluating it as part of their procedures. The first step is an evaluation and decision by the CEO. If the parties are still dissatisfied with the outcome, they can appeal to the Alliance Grievance Committee. Currently the Alliance does not have a Grievance Committee.</p>	<p>After discussion amongst the Board, it was decided that the Chair will appoint the Executive Committee to hear any grievances that escalate beyond the CEO.</p>	<p>A motion was made by Mr. Gabe Parra to include the IT Subcommittee as part of the Operations Committee. The motion was seconded by Dr. Martin Hickey. The motion carried.</p>		
<p>Agenda Topic:</p>	<p>Matters from the Marketing, PR and Outreach Committee – Director Martin Hickey, Chair</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Director of Communications and Outreach</p> <p>Dr. Martin Hickey reported this is a higher level role than in the past, and a very critical position within the organization. A description for the position has been created. This individual will oversee the marketing, outreach and vendors. This person will establish metrics, goals, timelines and accountabilities. We are bringing in some short-term help until the position is filled. Applications are currently being solicited.</p> <p>Outreach and Education Partners RFP</p> <p>Dr. Martin Hickey reported the RFP is being distributed. It will be reviewed by a committee that includes Ms. Terriane Everhart, Mr. Matt Kennicott and Ms. Amy Dowd. Ms. Dowd will appoint staff and partners to assist in the process.</p>	<p>Mr. Gabe Parra asked if these RFP's will replace NAPPR and PCA. He requested clarification.</p> <p>Ms. Amy Dowd explained that NAPPR and PCA serves as oversight and coordinator for about 12 to 15 smaller organizations that received smaller grants to support our efforts last year. There will be two RFPs open: one for outreach partners and another for enrollment entities.</p> <p>The board engaged in discussion about the relationship with the current vendor and our obligations with their contract. There was also discussion regarding surveys conducted through Research and Polling and how that data will help</p>			

<p>Marketing, Media and Communications RFP</p> <p>Dr. Martin Hickey explained that the RFP will consist of four different tracks: Marketing/ Advertising, PR/Communications, Website and Market Research/ Evaluation. This will be an accelerated bid process. The bid evaluation team will consist of seven members representing a variety of expertise. The RFP will be issued on September 19, 2014 and the deadline due October 8, 2014. The evaluation process will be held the week of October 13, 2014 The anticipated date for award will be late October.</p> <p>60-Day plan</p> <p>It was presented to the Marketing Committee for review and input prior to issuance. The scoring criteria, will be heavily weighted towards knowledge of New Mexico and the understanding of our Spanish and Native American cultures. Currently there is a stop work order in place with BVK. They are currently being used for limited service items to keep us in open enrollment planning mode. We have new materials that we are issuing for our training and outreach events. We have developed internally a 60 day pre-enrollment plan.</p> <p>NMPCA Report</p> <p>Ms. Debbie Rochford of PCA reported that her staff has been focused on the awareness of the Special Enrollment Period. There have been 228 enrollments from May until August. They are focusing on the large groups that are losing coverage in order to educate them on their options of continuing their health care coverage. The Electronic Referral and Tracking System is live and they have started to input consumer's information into the system. The plan</p>	<p>us move forward to reach the people of New Mexico</p> <p>Mr. Justin Miller replied that because the work BVK is performing is at the direction of the CEO there is no action to be taken at this time.</p> <p>Mr. David Shaw asked if there was a training schedule for Healthcare Guides.</p> <p>Ms. Debbie Rochford responded that Federal Training is available for new Healthcare Guides. They are borrowing some of their questions and developing</p>			
---	--	--	--	--

<p>is to get the electronic post card disseminated to all hospitals, clinics and county government websites.</p>	<p>with the HIX staff a learning management system for existing Healthcare Guides.</p> <p>Mr. Jason Sandel commented that as we continue to re-evaluate contracts, we need to look at the funding per enrollment to make the relationships as successful as we possibly can.</p> <p>Ms. Amy Dowd responded that she has asked PCA to give some recommendations on how to restructure the contract, the oversight and coordination role between them and the sub-contractors.</p>			
<p>Agenda Topic:</p>	<p>Matters from the Native Americans Committee – Director Teresa Gomez, Chair</p>			
<p>Discussion:</p>	<p>Conclusion:</p>	<p>Action Items:</p>	<p>Responsibility:</p>	<p>Due:</p>
<p>Mr. Scott Atole presented the Native American update as follows:</p> <ul style="list-style-type: none"> • Mr. Atole attended and participated in the National Indian Health Board’s Annual Consumer Conference Special Track on the ACA. • The Exchange has also closed the job posting for the new Native American Liaison Job Position. We are currently reviewing applications. • Hosted the Native American Advisory Committee meeting the 10th. They thanked Ms. Amy Dowd, Dr. Martin Hickey and Ms. Teresa Gomez for attending and participating in this meeting. • Native American outreach materials, including outreach canopies and education collaterals, have been ordered and delivered. • Currently engaged in ongoing communication with the Navajo Nation in regard to outreach, education, and enrollment efforts. The Exchange hosted Ms. Roselyn Begay of the NN Division of Health. We also have met with several Navajo Chapters. 				

<ul style="list-style-type: none"> • NAPPR was able to provide outreach to the Native Veterans at a free clinic offered at San Juan College in Farmington NM. • NAPPR provided training to their health care guides entitled, "Getting to Yes". The training was provided by brokers to assist in completing the enrollment. • Currently assessing space for potential Store Fronts, which will be walk-in centers to assist with applications and enrollment. These may be located in Farmington, Gallup and Albuquerque. Mr. Atole read a letter from the Navajo Division of Health in support of the Exchange and NAPPR's efforts on the Navajo Reservation. <p>Ms. Roxane Bly of NAPPR reported:</p> <ul style="list-style-type: none"> • Outreach (3224), Education (2470), Completed Appointments (229), Enrollment (199). • 10% at a minimum of education encounters should be scheduled into appointments. • They will be able to see where our programs are not on track and make changes instantly to in turn create a change in behavior. • Extended a thank you to Eight Northern Indian Pueblos Council (ENIPC) who brought up their number from 2% to 17% in two weeks. • Focus on motivating and facilitating change. • Review of messaging data and motivational interviewing. <ul style="list-style-type: none"> ○ Women are most likely to make decision to get covered, make the appointment, and take the hot seat next to the guide ○ Men are most likely to reject coverage ○ We are developing messaging and more specifically scripting where we can address the rejection from men, using wood during winter for the family as an example. • ACA Training Complete at Crownpoint, Gallup and Shiprock I.H.S. facilities 				
--	--	--	--	--

<ul style="list-style-type: none"> Hired, trained and deployed 4 Guides and 5 Outreach Specialists for Navajo Nation, 9 additional FTE Enrollment sites set for Baahaali, Beclabito, Red Rock, Ramah, Thoreau, Crownpoint, Torreon, White Rock, and Naschitti <p>Ms. Bly also stated, "This is not about money, it's about not covering our people in the end and we are passionate about what we do. And if we fail we also fail our people".</p> <p>Former Governor Gil Vigil Presented on behalf of Eight Northern Indian Pueblos Council: IHS funding is depleting, we need to enroll all Native people through the Exchange. Training is necessary to increase the enrollment numbers. ENIPC is working on letters to Governors requesting IHS data, sending out letters to the community, going door-to-door and shifting focus to appointments.</p>	<p>Mr. Jason Sandel commented that the Native American outreach model should be used for the entire Exchange.</p>			
Agenda Topic:	Matters from HSD- Secretary Sidonie Squier			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Secretary Sidonie Squire reported new Medicaid enrollment of 164,000 for total enrollment of 731,000 as of August, 2014.</p> <p>She committed Mr. Sean Pearson to the Operations Committee for IT.</p>				
Agenda Topic:	Matters from the Superintendent of Insurance, Superintendent John Franchini			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Superintendent Franchini reported that all Individual health plans have been approved and accepted for the Exchange. The rates will be slightly lower. There are approximately 200 individual and group plans on the Exchange through five companies; Blue Cross Blue Shield, Presbyterian, NM Health Connections, Molina and Christus. He further reported that industry is being more cooperative. Plans are all currently on a "level playing field".</p>	<p>Mr. Jason Sandel asked if there is any reason for the board to look at utilization data for people enrolled in the Exchange. Superintendent Franchini indicated that OSI will begin looking at the data in the next year, once a team to complete this has been put into place.</p>			

Agenda Topic:	Matters from the NMMIP – Vice Chairman Jason Sandel			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
Mr. Gabe Parra reported that the NMMIP is taking steps to keep membership low. The new rates will be set at their next board meeting.				
Agenda Topic	Other Board Business- Directors			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>Ms. Terriane Everhart thanked the Native American Committee for their amazing presentation and the work they are doing.</p> <p>Ms. Patsy Romero expressed her appreciation to the finance committee and staff for their cooperation and time.</p> <p>Dr. Martin Hickey thanked Ms. Amy Dowd for accepting the position and for efficiency in taking care of the immediate issues at hand.</p> <p>Mr. Jason Sandel expressed the need to be explicit that the role of the board is to hold the CEO accountable for the decisions that she makes with regard to the management of employees and the Exchange. The Board concurred.</p> <p>Mr. David Shaw reported that the NM Rural Hospital Network received confirmation that a grant from HERSA for \$300K for each of three years had been awarded. Part of that grant is to work with the NMHIX to develop a consumer assistance and navigation program to facilitate enrollment into the Exchange.</p>				
Agenda Topic:	Public Comment			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
There was no public comment.				
Agenda Topic:	Next NMHIX Regular Board Meeting			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due:
<p>October 17, 2014 – Clovis, NM</p> <p>23456</p>				

Agenda Topic:	Adjournment:			
Discussion:	Conclusion:	Action Items:	Responsibility:	Due
The meeting adjourned at 12:28 p.m.		A motion was made by Dr. Martin Hickey to adjourn the meeting. The motion was seconded by Ms. Teresa Gomez. The motion carried.		