

beWellnm
NEW MEXICO HEALTH INSURANCE EXCHANGE
CNM WORK FORCE TRAINING CENTER AT 5600 EAGLE ROCK AVE,
ALBUQUERQUE, NEW MEXICO

**MINUTES OF THE BOARD OF DIRECTORS MEETING
JANUARY 27, 2023, 8:30 A.M.**

BOARD MEMBERS:

Chairman David Shaw
Quinn Lopez
Dr. Mark Epstein
Dr. Nandini Kuehn
Collin Baillio
Nicole Comeaux
Jane Wishner
Anne Sapon
Dr. Nancy Wright
Dan Foley
Brandon Fryar
Sharon Clahchischilliage

Minutes prepared by Mary-Margaret Scrimger of Minutes Solutions Inc. from a recording.

1. CALL TO ORDER

There being a quorum present, and the Directors having been given adequate and proper notice of the meeting, the meeting was called to order. It was noted that Bruce Gilbert would not be in attendance due to a family emergency.

2. APPROVAL OF THE AGENDA – CHAIRMAN DAVID SHAW

On a motion made by Dan Foley, seconded by Jane Wisner, it was resolved to approve the agenda for the January 27, 2023, meeting, as amended. Motion carried.

3. APPROVAL OF THE MINUTES OF THE NOVEMBER 10, 2022, AND NOVEMBER 18, 2022, beWellnm BOARD MEETING – CHAIRMAN DAVID SHAW

On a motion duly made, it was resolved to approve the minutes from November 10, 2022, and November 18, 2022. Motion carried.

4. CHAIRMAN'S REMARKS – CHAIRMAN DAVID SHAW

Chairman David Shaw thanked everyone for a successful open enrollment. There is still more work to do but it was well executed.

5. MATTERS FROM CEO – BRENT EARNEST

- a. **New Director of Communications:** As Bruce Gilbert was away, Brent Earnest presented the CEO report. Brent Earnest introduced Alex Sanchez, who will start on February 6, 2023. She currently works for CNM Ingenuity, and previously served as the Communication Director for the UNM Health Sciences Center and the Department of Corrections.
- b. **Open Enrollment:** Brent Earnest noted that open enrollment was successful with almost 41,000 enrolled. This is a 21% increase from the start of open enrollment, when 33,600 individuals were renewed.

The state health care affordability fund helped establish Turquoise Plans, and enrollment in those affordable plans has increased. There are four levels of Turquoise Plans, and there has had good penetration in the first year. Additionally, there is state financial assistance to lower the cost of monthly premiums. These are known as New Mexico Premium Assistance and Native American Premium Assistance component. There was a question regarding dental programs. There was discussion regarding the national increase in enrollment and how beWellnm compared.

The call centers have done well with low abandonment rates and quick answers. A Board member noted that premium billing causes challenges. The statistics for the scheduling too were presented, and it was noted that most of scheduling is done via self-service.

Social media has included targeted events and advertisements, and it was noted that posts are boosted when deadlines are approaching. The Board briefly discussed how to push the desired message through trusted messengers. The Board briefly discussed how beWellnm has impacted the uninsured rate in New Mexico.

There was a question regarding how well the message to clients is being received and what demographic is being reached.

- c. **1095s:** Brent Earnest noted that this is the first year beWellnm had to send the 1095 documents out. A total of 31,500 forms will be sent out by the January 31, 2023, deadline. The team is anticipating errors in these documents and many calls are expected.

6. RECOGNITION

Patsy Romero was presented with a gift to recognize her service.

7. EXECUTIVE COMMITTEE

Brent Earnest noted the Executive Committee met on January 20, 2023. Bruce Gilbert was in attendance.

Al Park, a lobbyist, has been hired by beWellnm. Al Park noted that he is a lawyer by training and has extensive experience in the legislature. His client list in private practice has also been extensive. Mr. Park noted that the governor currently has a vision for universal healthcare in New Mexico. There are many variables on what this will look like, but it is likely that a Health Care Authority will be established. There is also the question of whether it will pass. The Governor, who is a health care expert, has publicly stated that she will not be running for office again and is working to achieve a bold initiative that addresses intergenerational challenges.

There was discussion regarding how beWellnm should interact with legislation and whether there should be political advocacy. It was noted that beWellnm should have one voice that goes through the Chairman or the CEO.

8. FINANCE REPORT

On a motion duly made, it was resolved that the Board authorize the CEO to extend the KPMG contract through September 2023, with an increase in the not-to-exceed (NTE) amount of \$748,981 for user acceptance testing and related services. Motion carried.

Brandon Fryer noted that the Committee met a week ago. The KPMG contract has been extended to capture some of the big releases in March 2023 and August 2023. The cost of the contract is \$748,981. There was concern regarding the cost of this contract and ensuring that it serves the client. There was discussion on how to ensure that testing is carried out appropriately and allocating funds appropriately. This contract also allows for knowledge transfer and support to establish a more robust in-house testing team.

9. COMMITTEE REPORTS

a. **Operations Committee – Dan Foley:** A dashboard is being created so that the Board can track the success of enrollment. Metrics need to be established and aligned with beWellnm charges. It was noted that there are state-mandated metrics that need to be tracked.

b. **Native American Committee — Sharon Clahchischilliage:** Miranda Tso noted there was a Native American Advisory Committee meeting. She contacted the administrative secretaries of each governor and reached out to tribal leadership organizations. Recruitment letters were sent to tribal leaders at the end of January 2023. She also reached out to consumers to evaluate their experiences. There has been significant outreach to various stakeholders.

Marketing newsletters have been sent to tribal leadership, organizations and consumers. There is social media engagement via Facebook. Marketing is being carried out via radio and print.

There was discussion regarding the number of Native Americans who use Medicaid and how this impacts beWellnm enrollment. There is a higher rate of engagement with northern communities and the intent to move to the southern areas. It was confirmed that there are 151,402 Native American enrollees in Medicaid.

Sharon Clahchischilliage noted that the concept of insurance is not well received in Native American communities. There was discussion regarding third-party billing and how this impacts enrolment.

c. **Health Benefits Committee Meeting:**

On a motion made by Jane Wishner, seconded by Nandini Kuehn, it was resolved to approve the standardized plans. Motion carried.

Colin Baillo thanked the various people who contributed to this effort. HB 100 passed in 2020. Standardized plans will positively impact the market. This will also improve cost predictability and reduce out-of-pocket costs. There has been significant learning from other states. The Committee has recommended adopting a silver plan, a gold plan, and turquoise variants. Specialty

medication has been made more accessible in the plan.

10. MEDICAID UNWINDING PROCESS AND COMMUNICATION PROCESS

On a motion duly made, it was resolved that the Board authorize the CEO to amend the Optum contract to increase Customer Engagement Center staffing to support customers transitioning from Medicaid at the end of the Continuous Coverage requirement, with an increase to the not-to-exceed (NTE) amount of \$1,568,350. Motion carried.

On a motion duly made, it was resolved that the Board authorize the CEO to amend the Optum contract to maintain access to share support systems, with an increase in the not-to-exceed amount of \$180,480. Motion carried.

Public health emergency extension has been scheduled for April 2023 but there have been 11 extensions thus far, and states have been receiving additional money during this emergency. The FMAP will be decreasing quarterly. There are approximately 400,000 individuals who have not renewed in approximately 12 months, and about 100,000 may not longer be eligible for Medicaid. BeWellnm will reach out to all of these individuals. This is a significant administrative task that is challenging. There are an estimated 30,000 individuals a month who will be ineligible. Due to this, there will be more staff needed and more technical solutions.

It was noted that there will be one month of free coverage for those who have lost Medicaid, and a 60-day special enrollment period for those who have lost Medicaid. The first point of contact is approximately a week before Medicaid coverage changes. There is significant coordination with HSD timelines. There was discussion regarding qualifying events and how to work with employers.

There are various upcoming releases based on internal and external feedback. Shopping and notices have been made clearer. Staffing for Medicaid unwinding has been budgeted for.

11. PUBLIC COMMENT

There were no public comments.

12. OTHER BUSINESS

Nicole Comeaux was thanked for her work.

13. NEXT MEETING

The next Board of Directors meeting will be held on March 17, 2023.

14. ADJOURNMENT

As there were no additional materials to cover, the meeting was adjourned.

DISCLAIMER

The above minutes should be used as a summary of the motions passed and issues discussed at the meeting. This document shall not be considered a verbatim copy of every word spoken at the meeting.

Director

Director

Date

Date