

beWellnm Special Board Meeting

February 10, 2023

Meeting ID : 963 31287918#

Passcode: FEB

[Board meeting web link](#)



NEW MEXICO HEALTH INSURANCE EXCHANGE

A photograph of a family consisting of a man, a woman, and two children. They are all smiling and holding a large orange sign that has the text 'be well nm' written on it in white. The man is in the back, the woman is in the middle, and the two children are in the front. The background of the photo is a solid teal color.

be well nm[®]

1. Welcome, Roll Call, & Confirmation of Quorum

Chairman David Shaw



2. Approval of Agenda

Chairman David Shaw



3. Chairman's Remarks

Chairman David Shaw



4. Matters from the CEO

Bruce Gilbert



BeWellnm Q1 2023 Operational Roadmap

January 2023



NEW MEXICO HEALTH INSURANCE EXCHANGE

A photograph of a family consisting of a man, a woman, and two children. They are all smiling and holding a large orange sign that has the text "be well nm" written on it in white lowercase letters. The man is in the back, the woman is in the middle, and the two children are in the front. The background of the photo is a solid teal color.

be well nm[®]

Why an operational roadmap?



- ✓ Sets out priorities
- ✓ Provides focus on what's important and minimizes distractions
- ✓ Keeps the team laser-focused and working towards completing specific, identified objectives
- ✓ Makes it easy to see how we are doing, what we are doing each quarter



- Strengthen internal communications and governance technology.
 - ✓ Replace WebEx with Zoom for video meetings and internal and board communication channels.
 - ✓ Zoom offers a feature-rich, stable video conferencing solution which is consistently more user-friendly and reliable than Webex.
 - ✓ It is also a state-of-the-art collaboration tool which moves conversations out of siloed email threads and will provide the Board members with direct 24/7 access to NMHIX senior management for inquiries or resolution of concerns.
 - ✓ Implement Zeck to improve Board operations and governance.
 - ✓ Zeck software will help the Board identify critical issues, encourage strategic discussions, auto-generate and approve meeting minutes, and provide the ability to sign documents within its digital governance system.

Q1 2023 Project 2



- Formally separate Communications and Outreach with the installation of appropriate leadership for each function.
 - ✓ Communications and Outreach require different skill sets and combining them leads to suboptimal results.
 - ✓ Communications will report directly to the CEO. Outreach will report to the COO or Communications Director, with direct management of community engagement contracts.
 - ✓ Our goal is to create a more proactive communications strategy (creating stories, providing guest editorials, appearing on radio and television to discuss our work) and take over full management of and responsibility for outreach efforts.
 - ✓ The project is underway with Alex Sanchez coming aboard as Communications Director, interviews ongoing for the Director/Manager of Outreach position.

Q1 2023 Project 3



- Review whether to continue utilizing a Prime Vendor agreement for outreach and communications
 - ✓ Are we better served by contracting directly with multiple community organizations and advocacy groups to maximize diversity and increase our ability to reach all New Mexicans?
 - ✓ Would a change result in cost savings, greater diversity and community involvement, and provide for stronger oversight and direct management of our vendors?
 - ✓ We will also be reviewing the cost/capability of insourcing versus outsourcing additional functions such as public relations.



- Analyze the impact of ending the exchange's administration of the SHOP marketplace.
 - ✓ We are spending over \$750,000 annually to operate a small business exchange that has a single carrier participating and services under 800 lives.
 - ✓ OSI and CMS support discontinuing SHOP as it currently exists.
 - ✓ Most states do not actively administer SHOP platform technology.
 - ✓ This would provide significant cost savings and ending of a distraction.

Q1 2023 Project 5



- Complete the issuance of 1095A Forms and corrections as needed (already underway).
 - ✓ This is a federally required communication we are producing for the first time.
 - ✓ As a critical function and a new process, we can expect to see issues arise (even given extensive testing) as there were data issues in 2022 which may create problems.
 - ✓ We are early in the process but tracking issues and issuing corrections as needed.

Q1 2023 Project 6



- Continue preparation for transition of the Medicaid population in partnership with CMS/CCIIO, OSI, and HSD.
 - ✓ As expected, the Omnibus spending bill separated Medicaid redeterminations (beginning April 1, 2023) from the formal ending of the PHE (TBD).
 - ✓ We are working in concert with CMS/CCIIO, HSD, and OSI and our preparations are subjected to multiple reviews on readiness, eligibility and enrollment strategies, consumer outreach and support, and the process developed to deal with procedural terminations.
 - ✓ We are working with OSI, HSD, and KPMG on systems testing, looking to minimize issues and communicate the NMHIX coverage option.
 - ✓ We have expanded our communications plan to include not only individualized but also more global outreach to inform and assist.
 - ✓ Our expectation is that number of New Mexicans purchasing coverage through the exchange will increase although we cannot project how large or small that increase might be.
 - ✓ Brent and Alex have additional information which can be shared regarding any specific questions.

Q1 2023 Project 7



- Analyze the impact of discontinuing our premium billing operations.
 - ✓ A substantial portion of our call volume and complaints are generated by billing questions and issues.
 - ✓ The constant need for reconciliations and the resolution of discrepancies involving multiple systems is challenging.
 - ✓ We need to understand the true value and cost of providing premium billing.
 - ✓ Our analysis and recommendation should be available by the March meeting though we would not expect to be able to unwind premium billing for some time even if we chose that path.
 - ✓ Sean can explain the review process if there are any questions.

Q1 2023 Project 8



- Provide recommendations for updating the NMHIX Strategic Plan.
 - ✓ Because of timing (1095s and Medicaid Unwinding) this is a lower priority but still important.
 - ✓ The plan, adopted by the Board, applies an overarching vision to our efforts, focuses on the big picture, focusing on mission and values.
 - ✓ This update will assure we keep stakeholders and team members aligned and on track to succeed.
 - ✓ The GetInsured strategic review and recommendations will be presented at the March board meeting.

5. Public Comment



6. Other Board Business

Directors and Bruce Gilbert



7. Next beWellnm Board Meeting- March 17, 2023



8. Adjournment



An orange square graphic is positioned behind the word "well" in the logo, partially overlapping it.

be well nm[®]

THE PLACE TO SHOP, COMPARE AND BUY HEALTH INSURANCE. *Affordably.*

beWellnm.com | 1.833.ToBeWell



NEW MEXICO HEALTH INSURANCE EXCHANGE