

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  
IN-PERSON AND VIA TELECONFERENCE  
MAY 19, 2023, 8:30 A.M.**

**BOARD MEMBERS:**

Chairman David Shaw  
Quinn Lopez  
Lorelei Kellogg  
Jane Wishner  
Dr. Nancy Wright  
Brandon Fryar  
Dr. Mark Epstein  
Dan Foley  
Dr. Nandini Kuehn  
Anne Sapon  
Colin Baillio  
Sharon Clahchischilliage  
Terrienne Everhart  
Kari Armijo

Minutes prepared by Tanya Maher 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.

**2. APPROVAL OF THE AGENDA – CHAIRMAN DAVID SHAW**

**On a motion duly made, it was resolved to approve the agenda for the May 19, 2023, meeting as presented. Motion carried.**

**3. REVIEW AND APPROVAL OF PREVIOUS MINUTES**

**On a motion duly made, it was resolved to approve the minutes from the Board of Directors meeting held on March 17, 2023, as presented. Motion carried.**

**4. CHAIRMAN’S REMARKS – CHAIRMAN DAVID SHAW**

**Get-Insured Report: ACTION – Board members are required to review the Get-Insured report in preparation for the strategic planning meeting with the Mission and Vision Committee.**

It was noted that the members of the Mission and Vision Committee are responsible for providing the first set of feedback on the Get-Insured report and will bring it to the Board for review. The date of the strategic planning meeting will be determined.

5. **MATTERS FROM THE CEO – BRUCE GILBERT, CEO**

- a. **Six-Month Overview:** Bruce Gilbert advised that he is looking to improve core processes through a more focused management structure and the assignment of accountability. The operations and expenses are being reviewed to determine inefficiencies, which will be corrected as identified.

It was noted that the analysis of the desirability of maintaining premium billing will be completed, with the resulting recommendation presented to the Board for review at the Board of Directors meeting to be held in July 2023.

- b. **Medicaid Unwinding and Enrollment:** Alex Sanchez and Brent Earnest advised that from now on with automated calling, if someone wants to speak to an agent, they will go directly to that agent and will not go through an automated system. For simplification, the cohort groups of communication will be combined.

It was noted that the MOE file was a best guess, with focus being placed on the closures. The closure cohort will be classified as Cohort 1 and will also include account transfers from May of 2023 so that the cohorts can be combined. The approach of over-communication has been taken to ensure everyone is reached. With the goal of reaching every individual through proactive messaging, the campaign is expected to continue longer than anticipated. Strategies to help the callers is to be determined next.

- c. **Outreach:** A full stakeholder toolkit in multiple languages is available on [bewellnm.com/staycovered](http://bewellnm.com/staycovered), which includes collateral, logos, and talking points with additional items available.
- d. **Account Transfers and Enrollments:** *ACTION – The Board will review the user experience and determine the best course of action to encourage people to go through beWellnm first before going through a re-determination with HSD.*

It was noted that 31,315 individuals have been closed, with this number expected to double over the next few months. There were 528 individuals who enrolled in the New Mexico Health Insurance Exchange that lost their medical coverage.

To engage clinics, hospitals, and enrollment counsellors, the New Mexico Health Insurance Exchange is working with direct exchange, creating new partnerships, and providing different financial services within the hospital systems. A scheduling tool is being used to connect brokers to people who want to enroll.

It was announced that beWellnm Enrollment Event will be held in-person on June 24, 2023.

- e. **Easy Enrollment Project:** There is an option on the state tax form where users can check a box to have their information sent to HSD or to the New Mexico Health Insurance Exchange. It was reported that there are 3,000-6,000 applications being processed per week.

A new question was added to the New Mexico Health Insurance Exchange online application, which allows a user to state if they requested the coverage on their state tax form. It was reported that since mid-March of 2023, 2,100 individuals have enrolled from this option.

**6. MATTERS FROM THE FINANCE COMMITTEE – BRANDON FRYAR**

On a motion duly made, it was resolved to approve the 2022 financial statement audits as presented. Motion carried.

On a motion duly made, it was resolved that the Board authorize the CEO to extend the contract for Investment Management Services with BOK Financial for a two-year period starting August 1, 2023, at a cost not to exceed \$50,000 per year. Motion carried.

On a motion duly made, it was resolved that the Board authorize the CEO to amend the contract of the MOU between OSI and the New Mexico Health Insurance Exchange in an amount not to exceed \$250,000. Motion carried.

On a motion duly made, it was resolved that the Board authorize the CEO to extend the office lease and expand into the adjacent space. Motion carried.

*ACTION – A virtual meeting will be arranged with 72 hours' notice to approve the CMS Programmatic Audits before June 1, 2023.*

The audit summary was presented by REDW for the year ending December 31, 2022.

It was noted that the audit was clean with no material weaknesses, significant deficiencies, or incidences of non-compliance.

**7. MATTERS FROM THE EXECUTIVE COMMITTEE – COLIN BAILLIO**

On a motion duly made, it was resolved to approve the partnership with OSI to engage with New Mexico Health Insurance Exchange staff to develop and build a functionality that will have individuals access zero-dollar plans. Motion carried.

**8. MATTERS FROM THE OUTREACH AND EDUCATION COMMITTEE – MARK EPSTEIN**

- a. **Outreach:** There have been 21 enrollment events held to create awareness of beWellnm. Brokers were contacted directly to attend and connect with consumers who participate in the events. The scheduling tool has been used. Options for developing virtual events and leveraging partners are being explored.

**9. ANNUAL POLICY REVIEW**

On a motion duly made, it was resolved to approve the Communications Policy, the Open Meetings Act Policy, and the Procurement Policy, as presented. Motion carried.

Jane Wisner noted minor revisions to be made on the Code of Conduct. The amended policy will be brought to the Board for review.

**10. MATTERS FROM THE NATIVE AMERICAN COMMITTEE – SHARON CLAHCHISCHILLIAGE**

Presentations for education are being requested, with enrollments to follow. Awareness increased in the community by adding laundromats, gas stations, and stores. Marketing materials have been shared with the partner chapter houses for their use on social media and newsletters.

11. **AGENCY REPORTS**

The New Mexico Office of the Superintendent of insurance (OSI) nominating committee has appointed Alice Kane as the new Superintendent of Insurance.

12. **NEXT MEETING**

The next Board of Directors meeting will be held on July 28, 2023.

13. **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.

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Director

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Director

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Date

\_\_\_\_\_  
Date