

beWellnm  
New Mexico Health Insurance Exchange  
Board Meeting Minutes  
Friday, January 29, 2021, 8:30AM-12:30PM MDT  
Public Dial-In: 1-415-655-0001  
Access Code: 126 661 1376  
Online: [Board web link](#)

<p>Board Members Present:</p> <ul style="list-style-type: none"><li>• Mr. Mark Epstein</li><li>• Ms. Terriane Everhart</li><li>• Mr. Dan Foley</li><li>• Superintendent Russell Toal</li><li>• Mr. Brandon Fryar</li><li>• Ms. Mona Ghattas</li><li>• Ms. Teresa Gomez</li><li>• Ms. Nandini Kuehn</li><li>• Ms. Janice Torrez</li><li>• Ms. Patsy Romero</li><li>• Mr. David Shaw</li><li>• Mr. Abuko Estrada on behalf of Secretary David Scrase</li></ul>	<p>Board Members Absent:</p>
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**1. Welcome, Roll Call, and Confirmation of Quorum-** Chairman David Shaw

The meeting was called to order at 8:31 a.m. Roll call was taken and a quorum was established.

**2. Approval of Agenda-** Chairman David Shaw

**Motion:** Director Romero

**Second:** Director Gomez

**The motion passed unanimously.**

**3. Approval of Minutes of the November 20, 2020 and December 17, 2020 beWellnm Board Meetings-** Chairman David Shaw

**Motion:** Superintendent Toal

**Second:** Director Gomez

**The motion passed unanimously.**

**4. Chairman's Remarks-** Chairman David Shaw

Chairman Shaw thanked Director Gomez for chairing the December 17 Special Board Meeting. He introduced a new Board member, Cynthia Settles. Chairman Shaw will appoint a new Operations Committee Chair in light of David Leachman's resignation from the Board.

**5. Matters from the CEO-** Mr. Jeffery Bustamante, CEO

Mr. Bustamante provided a high-level summary of the January committee meetings. The Native American Committee discussed the new Native American Advisory Committee, new Tribal leadership, and strategies for growing open enrollment in 2021. The Operations Committee discussed the status of the individual exchange technology build. The Outreach and Education Committee discussed the Open Enrollment recap and the onboarding of the new marketing and outreach vendor, the Albuquerque Hispano Chamber of Commerce. The Finance Committee discussed the updated assessment plan and the annual financial statements audit.

The Health Benefit Plan Committee met multiple times in November and December. The committee made a strong commitment to evaluate options and commit to a recommendation for plan year 2023. For plan year 2022 the committee decided not to pursue standardized plans. A strategic retreat will be held in the second quarter of 2021 to discuss and help shape the role of standardized plans. The expected facilitator for the retreat will be Janet Johnson, the CEO of Jordan Johnson, Inc.

Mr. Bustamante indicated that the current administration has signaled that there will be aggressive support for the Affordable Care Act, and has announced a new three-month Open Enrollment Period. Congress has started to pursue legislative mechanisms for increasing affordability and access to coverage.

The Legislative Committee met recently and discussed a handful of bills that have been introduced at the state level that reference the Exchange, including bills that would support expanded enrollment as well as the healthcare affordability fund. The committee also discussed concerns surrounding the impact of the health affordability fund (tax) on premiums.

Mr. Bustamante then provided an Open Enrollment update. He recognized the outreach and education team for their hard work through the Open Enrollment Period. BeWellnm finished the enrollment period with 42,984 enrollments, which represents modest year-over-year growth of 0.6%. BeWellnm outpaced the average enrollment of other state-based exchanges using the federal platform (SBE-FP) by 3.7%, as well as Medicaid expansion states using the federal platform, by about 1.7%. BeWellnm also beat carrier projections from those participating in the Exchange by 7,085, and beat CBO projection by about 4,500.

CMS will open a new Open Enrollment Period, from February 15 through May 15. beWellnm staff gathered to discuss goals and strategies related to the new enrollment period. The outreach department is refocused on community level engagement and has been moving quickly to be prepared. The new enrollment period is an opportunity but challenges include overcoming barriers to coverage, including value and awareness. Superintendent Toll expressed

his desire that beWellnm, OSI, HSD, and the NMMIP to conduct outreach efforts in a coordinated way. Director Everhart inquired regarding changes to marketing and outreach efforts. Mr. Bustamante noted that beWellnm is working directly with individuals in communities who are connected to the uninsured populations to support them as they navigate population-specific challenges. A Community Engagement Specialist will create a direct connection between communities and beWellnm.

Ms. Anita Schwing provided a finance update. At the July 17, 2020 Board meeting the Board approved a 2021 operating budget of \$27,280,525. At that time the Board discussed reducing the investment account by \$6.0 million to cover part of the budget, and reducing the assessment invoiced to carriers accordingly. The Exchange will assess the carriers \$21,280,525 for 2021 operating costs, and \$0 for reserves. Ms. Schwing also provided a SMART audit update. The due date of the annual Financial Statements audit has been April 1 since early in the ACA program. Beginning this year, CMS changed the due date to June 1, which is also the due date for the SMART Programmatic Audit. The Board will hear from the auditors at the May Board meeting. There are efficiencies to be gained from this approach, and it will help with the difficulties of being audited remotely due to COVID-19 restrictions.

## **6. Committee Reports**

### **a. Matters from the Operations Committee**

Mr. Bustamante provided the update and presented the current individual exchange build project Weekly Status Dashboard. Recent accomplishments include: multiple project alignment sessions held with HSD; approval of a change request related to the scope and budget for the ASPEN-HIX project scope; the execution of the third-party security and privacy auditor contract; and status meetings with CCIIO/SMIPG, with no major issues. The next four weeks will include continued work with HSD and Deloitte on system integration and operational and transition activities; review and update Customer Engagement Center (CEC) related activities into the project schedule; update and re-baseline the project schedule based on HSD and overall testing timeline changes; Deloitte and Optum to begin development environment integration (Pre-SIT) ; continued reviews with CCIIO regarding E&E processes, premium billing, ORR, FDSH connection, plan management, and data payloads; review of IV&V updated health check readiness assessment; and completion of the third-party security and privacy audit Security and Privacy Assessment Plan (SAP). The soft launch is scheduled for September 2021, with “go live” on October 1, 2021. Open Enrollment starts on November 1, 2021.

## **7. Agency Reports**

### **a. Matters from the Office of the Superintendent of Insurance- Superintendent Russell Toal**

Superintendent Toal indicated OSI is going to be working with beWellnm to coordinate significant outreach to brokers and agents.

- b. Matters from the New Mexico Medical Insurance Pool (NMMIP) - Superintendent Russell Toal

Superintendent Toal indicated he is very pleased that the contract with Delta Consulting was extended. Delta is working with NMMIP on coordinated outreach efforts.

- c. Matters from New Mexico Human Service Department- Secretary David Scrase

Mr. Abuko Estrada provided the update. He indicated that HSD has been involved in the IT integration work related to the individual exchange build. HSD will be working consistently with OSI and beWellnm on outreach efforts to notify those in their respective networks about the upcoming Special Enrollment Period. HSD is also busy with the legislative session, trying to secure an adequate budget for Medicaid and other improvements to the New Mexico health care system.

- 8. Public Comment (1-2 minutes/participant)

There were no comments.

- 9. Other Board Business- Directors and Mr. Jeffery Bustamante, CEO

Mr. Bustamante indicated he looks forward to launching the build this year and stated that it would not be successful without its many partnerships.

- 10. Next beWellnm Board meeting- March 19, 2021; location to be determined

#### 11. Adjournment

**Motion:** Director Everhart

**Second:** Director Gomez

**The motion passed unanimously.**