

BeWellnm  
New Mexico Health Insurance Exchange  
Board Meeting Minutes  
Friday, May 17, 2019, 8:30 AM  
CNM Workforce Training Center  
5600 Eagle Rock Ave. NE, Albuquerque, NM 87113

<p>Board Members Present:</p> <ul style="list-style-type: none"><li>• Dr. J.R. Damron- Via Phone</li><li>• Mr. Damian Esquibel</li><li>• Ms. Terriane Everhart- Via Phone</li><li>• Mr. Dan Foley - Via phone</li><li>• Ms. Patsy Romero</li><li>• Dr. J. Deane Waldman</li><li>• Dr. David Leachman</li><li>• Ms. Teresa Gomez</li><li>• Mr. David Shaw</li><li>• Dr. Martin Hickey</li><li>• Secretary David Scrase</li></ul>	<p>Board Members Absent:</p> <ul style="list-style-type: none"><li>• Superintendent John Franchini</li><li>• Mr. Brandon Fryar</li></ul>
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**1. Welcome, Roll Call, and Confirmation of Quorum** - Chairman David Shaw

The meeting was called to order at 8:30 a.m. Roll call was taken and a quorum was established.

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

**Motion:** Director Hickey

**Second:** Director Esquibel

**The motion passed unanimously.**

**3. Approval of the March 15, 2019, March 26, 2019, and April 26, 2019 Board Meeting Minutes** - Chairman David Shaw

**Motion:** Director Hickey

**Second:** Director Waldman

**The motion passed unanimously.**

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

Chairman Shaw thanked the Board, staff, and committee chairs for all their hard work in the last few weeks. He also thanked Secretary Scrase and HSD for their hard work and preparation for today's meeting.

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

Mr. Bustamante confirmed that beWellnm has established a partnership with the University of New Mexico, and the Research Committee will convene soon. The Visions, Missions and Goals Committee also will reconvene soon to finalize the mission and goals document.

Mr. Bustamante recognized staff member Natasha Romero and her team, Lexi Pacheco and Carlyne Herrera, for their hard work over the last few months during the office move, RFP, and multiple Board meetings.

Mr. Bustamante provided a preview of items that will be on the agenda for the July and September Board meetings. He expects that the Board will vote on the revised 2019 and 2020 budget. beWellnm will report to the Board on its annual vendor review and provide an update on the implementation of Senate Bill 294, which takes effect on July 1, 2019. At the September Board meeting, beWellnm will present an open enrollment outreach plan preview, as well as the QHP report from OSI for Plan Year 2020.

Jonathan Rothweiler of REDW presented the Programmatic Agreed Upon Procedures (AUP) Report, a requirement of the CMS State-Based Marketplace Annual Reporting Tool (SMART) filing. The audit involved four main procedures. First, REDW tested beWellnm's cash receipts and cash disbursement procedures, and found that the procedures comply with Generally Accepted Accounting Principles (GAAP). Second, the audit confirmed compliance by beWellnm with 45 CFR 155(C) and (K). Third, REDW audited beWellnm's eligibility and enrollment procedures, and found no instances of noncompliance. Finally, REDW audited beWellnm's errors identification and appeals procedures. Overall, the report was clean, with no deviations from the prior report.

**Motion:** Move that the Board accept the 2018 CMS Programmatic Agreed Upon Procedures Report.

**Motion:** Director Hickey

**Second:** Director Waldman

**The motion passed unanimously.**

## **6. Committee Reports**

### **a. Matters from the Executive Committee - Chairman David Shaw**

Chairman Shaw stated that the Executive Committee met last Friday to discuss the issues surrounding the RFP. There was a relative consensus among all of the committees to move forward with the RFP, with some discussion regarding the implementation timeline.

Mr. Bustamante briefly discussed the benefits of a state-based exchange, which include added flexibilities and controls (slide 13). He provided a summary of the Individual Technology and Customer Engagement Center Services RFP, which sought a vendor to perform services that would facilitate a state-based exchange. The Evaluation Committee included some beWellnm staff, some Board members, and stakeholder groups.

Mr. Kevin Swinson reviewed the RFP timeline. The RFP was published on March 1, 2019. On April 1, beWellnm received four bids from strong candidates. The Evaluation Committee used both technical and consensus scoring. Each evaluator scored each bidder on each topic, and the Evaluation Committee then met to form a consensus on the scoring. In mid-April, the committee chose Get Insured and hCentive as finalists. The candidates presented for final interviews, which were again scored using consensus scoring. The committee then worked with the two finalists on “best and final offer” scoring, and presented the results to the Board committees. hCentive received the highest score. Mr. Swinson presented a slide detailing the scoring (slide 17).

**Motion:** Move that the Board authorize the CEO to enter into contract negotiations with hCentive for Individual Technology Solution and Customer Engagement Center Services in an amount not to exceed \$13,420,747 in Design, Development, and Implementation and \$14,105,487 in Maintenance and Operations for three years.

**Motion:** Director Gomez

**Second:** Director Waldman

**The motion passed unanimously.**

The Directors next discussed whether the fully state-based exchange will launch in Plan Year 2021 or Plan Year 2022. Chairman Shaw indicated that the Executive Committee felt that it is in the best interest of New Mexicans to make the transition for Plan Year 2022, in order to allow for full implementation and testing. The committee wants to make sure the transition can be made in alignment with HSD, a critical partner in the transition.

Secretary Scrase provided input from HSD. He noted that HSD considered three options, including minimal integration, medium level integration, and full integration. He noted that the Finance Committee supports a full integration, “no wrong door” approach, where members of either Medicaid or beWellnm would be routed to the correct location with electronic transfers of information, regardless of where they enter the system. The committee discussed a gradual integration, but would rather go live with full integration for the best customer experience possible. Secretary Scrase indicated that the expense to HSD is higher with full integration. However, HSD is in the middle of a large IT project for the state, and believes it would be difficult to manage that project and full integration with beWellnm in time for Plan Year 2021. Postponing the launch date to Plan Year 2022 would allow the state the time it needs to make full integration successful. The Finance Committee believes that an extension would be better for both beWellnm and HSD, and would support the goal of expansion and ease of access to care for New Mexicans. Director Romero stated that she also supports the decision to complete the transition for Plan Year 2022.

Mr. Bustamante stated that the transition process will start immediately. beWellnm is confident it can successfully complete the transition to a fully state-based exchange by Plan Year 2022.

**Motion:** Move that the Board support a transition from SBM-FP to full state-based marketplace, with an anticipated launch of individual exchange technology operations for Plan Year 2022.

**Motion:** Director Gomez

**Second:** Director Waldman

**The motion passed unanimously.**

Mr. Bustamante addressed project management services, which were procured with the expectation of higher individual technology costs. He provided his understanding that the current contract is unsuitable for the budgetary and operational needs of the project. He indicated that the original amount of the contract was \$8.5 million, which was later scaled at 30% of what beWellnm expected to spend.

**Motion:** Move that the Board authorize the CEO to renegotiate the current Project Management Services contract to a maximum of \$2,500,000 over the course of the project.

**Motion:** Director Gomez

**Second:** Director Waldman

**The motion passed with 10 yay's (Chairman Shaw; Directors Damron, Esquibel, Waldman, Everhart, Hickey, Foley, Gomez, Leachman; Secretary Scrase,). Director Romero recused herself from the vote.**

**b. Matters from the Native American Committee - Director Teresa Gomez**

Ms. Juliet Yazzie provided the update on the Native American program. beWellnm will continue its enrollment partnership locations across the state. The Native American Advisory Committee met recently and received good feedback on its marketing materials from attendees. The marketing materials will be updated based on the feedback. Ms. Yazzie provided a summary of enrollment and outreach events completed in the last couple of months, including the Pueblo of Pojoaque Community Health Fair, the 38th Native American Child and Family Conference, and the Crown Point Service Unit school health fair, various Enrollment Days, CMS ITU training, and the Gathering of Nations Pow Wow. These events resulted in approximately 779 consumer interactions. Ms. Yazzie also provided enrollment center statistics (slide 25).

Ms. Yazzie indicated that during outreach events, beWellnm finds that many individuals already have coverage, whether that is through their respective employers, the Medicaid program, or the marketplace. Secretary Scrase and Ms. Yazzie discussed a partnership between beWellnm and HSD regarding outreach efforts.

Director Waldman discussed the importance of tracking enrollment obtained as a result of outreach efforts.

**c. Matters from the Operations Committee - Chairman David Shaw**

Mr. Bustamante addressed the recommended changes to the Plan of Operation. beWellnm posted an announcement and the redlined Plan of Operation on its website, and took public comment from April 1 to May 10. No comments were received. Mr. Bustamante read the proposed changes to the Plan of Operation (slide 28). The Directors and Mr. Bustamante discussed the importance of public input, and possible alternative methods for receiving public input.

Director Romero inquired into whether any part of Senate Bill 294 conflicts with the Plan of Operation. Mr. Bustamante indicated that it will have an impact on the Plan of Operation; however, the impact will be accounted for largely in revisions to beWellnm's policies and procedures.

**Public comment regarding Plan of Operation:**

No public comment.

**Motion:** Move that the Board accept the recommended changes to the Plan of Operation as presented today.

**Motion:** Director Esquibel

**Second:** Director Leachman

**The motion passed unanimously.**

**d. Matters from the Finance Committee - Director J. Deane Waldman**

Ms. Anita Schwing indicated that there are no matters from the Finance Committee beyond the AUP report presented earlier in the meeting by Mr. Rothweiler.

**e. Matters from the Outreach and Education Committee - Director Martin Hickey**

Director Hickey stated that the Search Committee met via telephone to discuss an agreement with REDW and to coordinate the CEO position description. He thanked the committee members for their diligence and hard work. He indicated that a Search Committee meeting will be held to discuss a number of components of the position, including ranges in compensation. The committee will cast a wide net and will try to fill the position within four months. Director Waldman stated that the committee intentionally changed the Vision, Mission and Goals statement to integrate the metrics of outcome with the CEO job description.

Mrs. Maureen Manring provided the Outreach and Education Committee update. The outreach and education team continues to attend and support community events. As Ms. Yazzie noted, New Mexicans are increasingly enrolled in some type of coverage, making it more difficult for the outreach and education team to find uninsured New Mexicans. beWellnm hosted or attended about 47 community events, with exposure to roughly 13,000 people across the state.

beWellnm is starting to build its pipeline for the small business operation, and his hopeful that the Board's recent policy changes will increase opportunity in that regard. beWellnm is currently working with 71 small business owners, with the goal of enrolling them through SHOP. beWellnm is also working with roughly 280 small business owners regarding the individual market for their employees, providing education at "lunch and learns" and providing materials for employees. beWellnm is flexible and works with each business according to its specific needs and timelines. beWellnm hosted three very well attended small business lunch and learns in the first quarter and there continues to be much interest in SHOP. beWellnm is now partnered with navigator organization Taos Holy Cross Hospital, bringing the statewide total enrollment help to 42 locations. The outreach and education team also is engaged with chambers of commerce and health clinics throughout the state. Ms. Manring discussed

the importance of ongoing relationships and continued contact with organizations.

Mrs. Manning stated that beWellnm is working to maintain successful relationships with brokers and to engage them further with SHOP. beWellnm will meet with NFP and broker stakeholders to discuss implementation of the Board's recent policy changes. beWellnm has partnered with Independent Insurance Agents of New Mexico (IIAN) regarding continuing education credits for brokers, and recently launched notification of continuing education courses for brokers on SHOP topics. beWellnm recently reached out to specific hospitals regarding uninsured rates, and plans to meet to meet with hospital leaderships to discuss strategy and placement of enrollment counselors at the hospitals. Finally, beWellnm recently created ads and videos for certain small business owners, which will be posted to YouTube and the beWellnm website.

Mr. Bustamante presented data analysis on enrollment trends and discussed the key findings of the Government Accountability Office (GAO) Report (slide 39). The Directors discussed the benefits and importance of acquiring good data on enrollment trends and related issues, including Medicaid and its effect on marketplace enrollment.

**f. Matters from the Stakeholder Advisory Committee** - Committee Chair Mike Wallace

Mr. Bustamante indicated that the committee met in April to discuss small business, individual technologies and senate bill 294.

**7. Agency Reports**

**a. Matters from the Office of the Superintendent of Insurance** - Superintendent John Franchini

No report was given due to the absence of Superintendent John Franchini.

**b. Matters of the New Mexico Medical Insurance Pool** - Superintendent John Franchini

Director Gomez provided an update on the insurance pool. She stated that the pool is preparing to make a determination on an RFP for the third-party administrator. An announcement will be made at next week's meeting.

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

Director Scrase indicated that the provider rate increase is out for public comment.

Two bills were passed during the recent legislative session, the first allowing for a gross receipts tax for hospitals, and the second allowing for nursing home facility surcharges. On October 1, rates for individuals in federally-qualified health centers will increase, and providers will be paid to present cases in Project Echo, a statewide UNM-based program. The hope is that more individuals will use the program, especially in rural areas. HSD is also looking at graduate medical education plans to incentivize primary care physicians to practice in rural areas. HSD looks forward to partnering with beWellnm on outreach and education, with the goal of reaching uninsured New Mexicans.

## **8. Public Comment**

No public comment.

## **9. Other Board Business**

Mr. Bustamante stated that CMS has solicited feedback about 1332 waivers. beWellnm intends to provide feedback prior to July 1. Mr. Bustamante thanked the Evaluation Committee for all of its hard work on the RFP. He also recognized Ms. Manring and Ms. Romero for taking the time necessary to help a confused consumer complete enrollment, and making the needs of the consumer a priority among a very heavy workload.

Chairman Shaw thanked the staff and Board members for their support.

**10. Next beWellnm Board Meeting: July 19, 2019; location TBD.**

## **11. Adjournment**

**Motion:** Director Shaw

**Second:** Director Waldman

**The motion passed unanimously.**