

Stakeholder Advisory Committee

January 14th, 2020 - 10:00am

NMHIX Internal Conference Room

Dial In: 888-537-7715

Participant Code: 61508140#



NEW MEXICO HEALTH INSURANCE EXCHANGE

A photograph of a family of four—a man, a woman, and two children—smiling and holding a large orange sign. The sign is a speech bubble shape and contains the text "be well nm" in white, lowercase, sans-serif font. A registered trademark symbol (®) is located to the right of the "nm". The family is positioned in the lower right quadrant of the slide against a teal background.

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Agenda



- House Bill 100
- Individual Exchange Build Update
- 2020 Open Enrollment Update
- Contact Center Activities

House Bill 100



House Bill 100

- <https://www.nmlegis.gov/Legislation/Legislation?chamber=H&legType=B&legNo=100&year=20>
- Legislation is a revision to the New Mexico Health Insurance Exchange Act
- December 2019 Special Board Meeting, NMHIX Board voted to support the legislation in concept
 - NMHIX Board reviewing for possible support on January 16
- Seeking discussion, input, and potential support from the Stakeholder Advisory Committee



Individual Exchange Build Update



Weekly Status Dashboard



Schedule		Risks		Resources	
Status	Trending	Status	Trending	Status	Trending
G	↔	G	↔	G	↔

Key Milestones	Due Date	Status
First IV&V Health Check Start	11/18/19	C
Annual Work Cycle Plan	12/16/20	G
Project Schedule Baseline	12/20/19	G
Map & Gap Sessions	1/17/20	G
Environment Plan	1/23/20	G
Development Environment Complete	2/12/20	G
CSR Portal FSD Submission	2/18/20	G
RTM Submission	4/23/20	G

Summary

- All 2019 Map & Gap Analysis completed
- Project schedule updated by hCentive
- 4 of 4 HSD sessions completed. Additional sessions for full week to be scheduled in Jan.
- First IV&V health check underway
- First set of hCentive Deliverables underway.

Trending Scale:	Improving ↑	No Change ↔	Worsening ↓
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C Task Complete	Y 1+ Week Behind Schedule
G On Track – No Major Issues	R Major Risk

Status

- **Accomplishments**

- IV&V first health-check review interviews complete
- PMO review of project schedule underway, hCentive provided further update
- Map & Gap Analysis sessions including with HSD underway, no major issues to note
- Annual Workplan Deliverable reviewed, comments submitted back to hCentive
- Environment workplan DED review underway
- Continuing follow-up by beWellnm, HSD, hCentive on Map & Gap action items

- **Highlights for next six weeks**

- Complete Annual Workplan Deliverable in 10-5-5 review
- Deep dive sessions in Jan as a follow-up from IV&V health check reviews
- Baseline project schedule
- Additional Map & Gap Analysis sessions scheduled for week of 1/23/20.
- Additional sessions with HSD scheduled for week of 1/13/20
- Begin FSDs development
- Develop outline for Operational Readiness Planning for Individual Marketplace Staffing, Policies & Procedures, CMS Reporting, etc.

- **NMHIX Escalation Needed**

- None at this time



2020 Open Enrollment-update



Data Snapshot

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State	2019 End of OE Enrollment	2020 End of OE Enrollment	% Reduction
New Mexico	45,001	42,714	5%
Nevada	83,449	~77,000	7.7%
Oregon	148,150	145,264	2%
Arizona	161,241	153,020	5.1%
Kentucky	85,745	83,139	3.1%
Arkansas	67,413	64,360	4.6%
National	8.5 Million	8.26 Million	~2.9%

OE Key Secondary Themes

Key Themes from Open Enrollment:

- Call Center traffic up
- New enrollees up for those with no prior year enrollment
- Overall new enrollees down
- Assisted enrollments up
- Number of agents/brokers up
- Percent of plans with CSR up
- Demographics Stable
- Overall premium down, but average premium paid up
- Deductibles up

Contact Center Activities

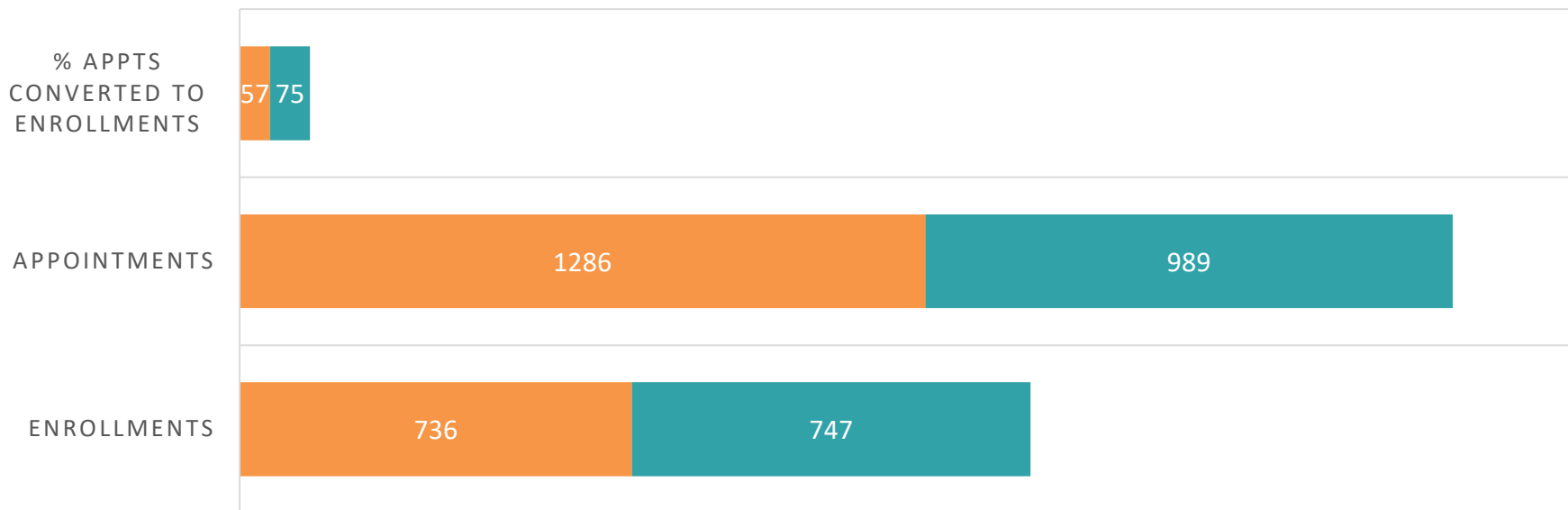


Jefferson Enrollment Center- Activities

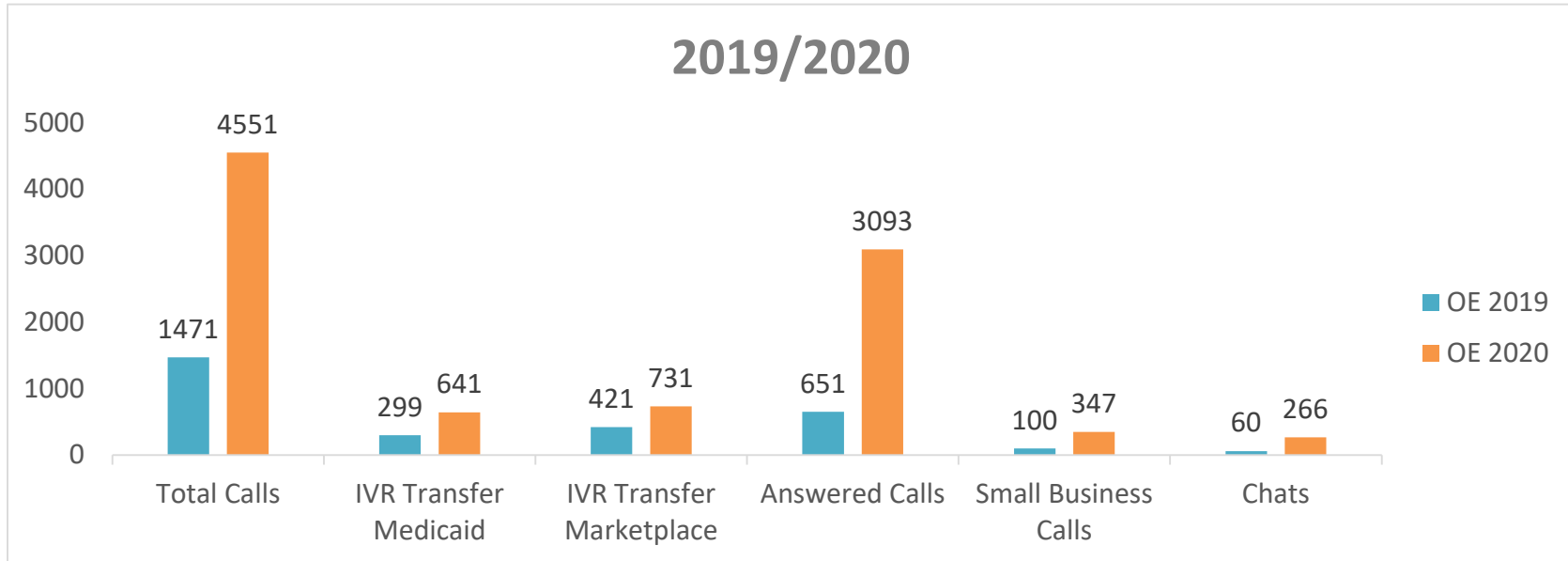
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■ OE 2019 ■ OE 2020



Call Volume



An orange square graphic is positioned behind the 'be well' portion of the logo, partially overlapping the text.

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