

beWellNm
New Mexico Health Insurance Exchange
Board Meeting Minutes
Friday, May 14, 2021, 8:30AM-12:30PM MDT
Public Dial-In: 1-415-655-0001
Access Code: 182 904 3195#
Online: [Board meeting web link](#)

Board Members Present:	Board Members Absent:
<ul style="list-style-type: none">• Dr. Mark Epstein• Ms. Terriane Everhart• Mr. Dan Foley• Superintendent Russell Toal• Mr. Brandon Fryar• Ms. Mona Ghattas• Ms. Teresa Gomez• Ms. Nandini Kuehn• Ms. Janice Torrez• Ms. Patsy Romero• Mr. David Shaw• Ms. Nicole Comeaux on behalf of Secretary David Scrase	

1. Welcome, Roll Call, and Confirmation of Quorum- Chairman David Shaw

The meeting was called to order at 8:32 a.m. Roll call was taken and a quorum was established.

2. Approval of Agenda - Chairman David Shaw

Motion: Director Torrez

Second: Director Ghattas

The motion passed unanimously.

3. Approval of Minutes of the March 19, 2021 beWellNm Board Meetings- Chairman David Shaw

Motion: Director Romero

Second: Director Kuehn

The motion passed unanimously.

4. Chairman's Remarks - Chairman David Shaw

Chairman Shaw is working on appointing a new chair for the Operations Committee and will send out committee assignments to Board members.

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

John Rothweiler and Stephen Montoya of REDW presented the 2020 Audit Report.

Motion: Move that the Board approve the Financial Statement and Programmatic Audit.

Motion: Superintendent Toal

Second: Director Romero

The motion passed unanimously.

Mr. Bustamante provided both a federal and state policy update. The American Rescue Plan Act funding is in effect through at least the end of next year, and may be permanently authorized. On the state side, the Exchange has had meetings with OSI and vendors to ensure that the Exchange is prepared for the implementation of the state affordability fund.

Mr. Bustamante provided a detailed summary of the communications strategy through the end of the year. Messaging through the end of the open enrollment period (August 15) will be on the importance of the newly affordable and reduced rate premiums. The individual exchange technology solution will launch shortly thereafter and communications will shift accordingly. Finally, the Exchange is working with HSD and stakeholders to ensure continuity of coverage and a smooth roll-off at the end of the public health emergency.

Mr. Bustamante recognized the finance team for the clean audit; the operations team for its work on the technology build; and the outreach team for its response to specific feedback from communities throughout New Mexico.

Mr. Bustamante next provided a high-level summary of the committee meetings. The Native American committee discussed new tribal leadership, the development of a tribal sponsorship program, and strategies for growing involvement in 2021. The Operations Committee discussed the status of the individual exchange technology build. The Outreach and Education Committee discussed strategy and outreach during the current enrollment period. The Finance Committee reviewed the audit report and discussed the investment manager services procurement. The Stakeholder Advisory Committee also met and discussed the current open enrollment period and the technology build.

Mr. Bustamante provided an open enrollment update. There were 4,026 new enrollments between February 15 and April 30, and the average premium and deductible have fallen.

Director Fryer asked about the potential volume of new enrollments after the end of the public health emergency. Director Comeaux indicated that HSD anticipates between 50,000 and 60,000 individuals will roll off, not including children. HSD will begin running re-enrollments around

August and will start sending out communications to that population. HSD plans to roll individuals off over a 3-month period at the end of the public health emergency.

Mr. Bustamante next discussed outcomes tracking and key performance indicators related to the current opening enrollment period. In addition to non-enrollment metrics, such as social media and digital or in-person events, enrollments are tracked by total numbers, county, age, advanced premium tax credit, cost sharing reduction, and use of enrollment assistance.

Director Romero asked whether there is a report containing the data. Mr. Bustamante indicated that an open enrollment report is forthcoming.

Information gleaned includes: a majority of website traffic comes from organic searches and from state agency partners; the most effective social media messages speak to free local help from certified assisters and zero-dollar or low-cost premiums; and the most effective events involve “spread the word” community campaigns. The largest enrollment gains appear to be tied to three main influencers: integration with community partners; physical information being available to New Mexicans; and capitalizing on changes in the economy and employment. A strong commitment to advertising and providing free local help has had a significant impact on primary and secondary metrics, and local assistance is a primary channel for New Mexicans seeking to obtain information.

The Exchange also completed focus groups with New Mexicans, with strong and diverse tribal representation. High-level takeaway is that awareness of the Exchange is high but future “wins” will come from focusing on newly reduced premiums. A draft report was distributed with the Board meeting material.

6. Committee Reports

Matters from the Finance Committee - Director Brandon Fryar, Treasurer

Ms. Schwing discussed the investment manager services procurement. The contract with the Exchange’s current investment manager services vendor ends on July 31, 2021. The Exchange released a Request for Quotes and the evaluation committee selected BOK Financial, dba Bank of Albuquerque for a contract award.

Motion: Move that the Board authorize the CEO to enter into contract with the BOK Financial, dba Bank of Albuquerque, in an amount not to exceed \$60,000 per year for a two-year period beginning August 1, 2021.

Motion: Superintendent Toal

Second: Director Fryar

The motion passed unanimously.

Matters from the Operations Committee

Mr. Earnest provided an update on the status of the individual exchange technology build. Key milestones include: completed operational readiness reviews with CMS, the first round of system integration testing, and the upcoming submission of the system security package to CMS and IRS. The Exchange has completed the first round of system integration testing. It is working with HSD on operational activities, such as call center integration and coordination of appeals. IV&V health check #3 has been completed. In conjunction with OSI, the Exchange released a QHP certification document addressing timelines for certification and use of the new system. The Exchange also published a FAQ document for carriers and other stakeholders. The Exchange is working on contingency plans across all operational activities and areas. Activities for the next 2-4 weeks include continued operational readiness reviews with CMS; continued work with HSD on appeals processes and regulations and call center integration; upcoming user acceptance testing; and IRS review of the security package.

Superintendent Toal asked about the extent of the system integration with HSD and the New Mexico Medical Insurance Pool (NMMIP). Mr. Earnest detailed the account transfer process and functionality, where applicants are assessed by the Exchange for Medicaid eligibility, and then receive a final real-time eligibility determination from Medicaid. The Exchange is not integrated with the NMMIP. The Superintendent asked that the Exchange look at messaging for New Mexicans who may move to the Pool.

Director Torrez asked whether there are potential significant issues related to carrier integration. Mr. Earnest indicated that overall, work with the carriers is going well. The Exchange is in EDI testing for transfers of enrollments and premium payment reports. The carriers have a range of needs and interests, particularly in the transition related to payment processes.

Director Comeaux asked about operations and resource forecasting for the call center and its ability to handle the roll off population during open enrollment and early next year. Mr. Earnest indicated that the Exchange is working with its vendor to examine the potential impact of the end of the public health order on call center resources. Planning will be based in part on information from HSD, including the roll off timeframes and volumes.

Mr. Earnest also provided an overview of the upcoming testing timelines. There are 4 months until go live.

The Board conducted its annual review and update of the Open Meetings Act Resolution.

Motion: Move that the Board approve the updated Open Meetings Act Resolution.

Motion: Director Fryar

Second: Director Torrez

The motion passed unanimously.

7. Agency Reports

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

Superintendent Toal stated that OSI has two big tasks ahead: the QHP review process and undertaking the legislative assignments OSI received related to the revisions to the Medical Malpractice Act and the Health Care Affordability Fund.

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

Superintendent Toal indicated that the NMMIP has experienced a growth in enrollment and is focused on controlling health care costs. The NMMIP expects that once open enrollment is concluded, much of the current membership will have moved to the Exchange. NMMIP is also tightening up its care management functions.

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

Director Comeaux provided the update on behalf of Secretary Scrase. HSD is in a busy phase of its strategic planning cycle. It completed the most recent quarterly budget projection, based in part under the representation from the administration that the public health emergency would continue to the end of the calendar year, allowing for additional funds. HSD is projecting a general shortfall of \$75 million for fiscal year 2022 and is working with the governor's office and LFC to determine how to address the shortfall. As of March, there were approximately 923,000 Medicaid beneficiaries, which is expected to grow to almost 953,000 by the end of the calendar year, representing a 16.9% program growth since the public health emergency. HSD is focused on the roll off at the end of the public health emergency.

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

There were no public comments.

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

There were no comments from the Board.

10. Next beWellNm Board meeting: July 16, 2021, location to be determined

11. Adjournment

Motion: Superintendent Toal

Second: Director Foley

The motion passed unanimously.