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New Mexico Health Insurance Exchange
Special Board Meeting Minutes
Wednesday, October 13, 2021, 8:00AM-10:00AM MDT
Public Dial-In: 1-415-655-0001
Access Code: 557 505 667#
Online: [Board meeting web link](#)

<p>Board Members Present:</p> <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. Patsy Romero• Mr. David Shaw• Ms. Nicole Comeaux on behalf of Secretary David Scrase• Mr. Quinn Lopez	<p>Board Members Absent:</p>
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1. Welcome, Roll Call, and Confirmation of Quorum - Chairman David Shaw

2. Approval of Agenda - Chairman David Shaw

Motion: Director Kuehn

Second: Director Gomez

The motion passed unanimously.

3. Chairman's Remarks - Chairman David Shaw

Chairman Shaw requested that each committee develop key performance indicators (KPIs) and measurable metrics during the upcoming committee meetings. The Board will discuss each committee's KPIs at the November Board meeting, and will further refine the KPIs at a strategic planning meeting in early 2022.

Chairman Shaw welcomed new Board member Quinn Lopez with Western Sky Community Care.

The Executive Committee met last week to discuss the CEO review process. An excel spreadsheet was emailed to Board members for scoring. The Board will meet in executive session in November to review the evaluations.

Motion: Move that the Board extend the CEO's contract to the end of November.

Motion: Director Fryar

Second: Director Romero

The Directors discussed extending the CEO's contract to the end of the year.

Amended motion: Move that the Board extend the CEO's contract through the end of December.

Motion: Director Fryar

Second: Director Comeaux

The motion passed unanimously.

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

Mr. Bustamante provided a technology build update and first addressed the most recent IV&V report. The Exchange has had multiple meetings with, and solicited feedback from, brokers, carriers and other stakeholders. Brokers asked for more in-person training; OSI indicated that more communication with the broader community (and particularly assisters) would be beneficial; and HSD indicated that work remained with ISD and MAD staff to get them up to speed on upcoming process changes. The Stakeholder Advisory Committee (SAC) met twice and received a demo of the new technology.

Director Romero asked about the hiring of additional Customer Engagement Center (CEC) staff and about call volumes. Mr. Bustamante indicated that the core CEC team is in place, with additional CSRs coming on board for open enrollment (OE). The Exchange escalation team is fully staffed. Calls have increased to over 100 per day. This is expected to continue to increase into OE.

Trainings for CSRs and staff have been developed and deployed, and are being updated based on feedback. Four additional staff have been hired and are now onboard. They are being cross-trained to ensure adequate staff support. The CEC is fielding calls and hitting assigned metrics. The Policy Manual is published on the website. Policies and procedures are in place across all service areas and continue to be refined. Superintendent Toal expressed concern that the new hires may not be trained and ready for increased call volumes. Mr. Bustamante indicated that an IV&V survey has been distributed to carriers.

The Exchange has completed performance and security testing, the FFM account data issue has been resolved, testing for notices continues in advance of deployment. Director Romero asked about the Spanish translation vendor. Ms. Fitzwater confirmed that the vendor was selected from the New Mexico Statewide Price Agreement list.

Mr. Bustamante indicated the Exchange and CEC facilities are ready and in use. The CEC has the ability to expand if current mail room is insufficient. The Exchange agrees that a command center would be useful. Meetings with HSD have increased substantially and are tailored to specific goals. Director Romero asked if a command center was set up before "go live." Mr. Bustamante indicated the command center is in place, but will be formalized for OE through established meetings with the Exchange, vendors, HSD, agents, brokers, and carriers. Mr.

Earnest confirmed that command center activity with HSD has already been established and is being formalized.

Mr. Bustamante next addressed risk mitigation and contingencies. The Exchange has made significant progress with its print vendor and has resolved the risk related to the timing of the FDSH connection and data migration. IV&V has highlighted two areas of ongoing consideration and risk for the project: appropriate staffing at the CEC and testing of CEC, notice, and premium billing processes. The Exchange and CEC have adjusted call volume estimates to support capacity during OE, and continue to develop written contingency plans. The Exchange notices have been tested in advance of deployment. Director Epstein asked when the Exchange would receive results from the IV&V carrier survey. Mr. Bustamante indicated that the results are expected shortly.

Director Comeaux asked about escalation pathways and whether there is a clear plan between the Exchange and HSD for resolving transfer issues and failures in a timely manner. Mr. Swinson confirmed that account transfers were happening successfully. Mr. Bustamante and Mr. Earnest confirmed there is a process for reconciliation and that HSD and the Exchange will meet further on the processes. Director Comeaux provided an explanation of the HSD to Exchange transfer process for certain individuals who are no longer Medicaid eligible and would not be part of the automated transfer process.

Mr. Bustamante gave a high-level update on the technology solution. The account creation function launched successfully. CEC calls have tripled without any loss of service. Most calls are related to enrollment or help with passwords. Website uptime is 100%, with an average load time of less than three seconds. Account transfers to HSD are happening successfully. The Exchange completed a final open enrollment readiness review and received the confirmation letter from CMS. The Exchange is evaluating implementation of recommendations related to the Plan Comparison Tool. Superintendent Toal expressed concern about the Plan Comparison Tool display. Mr. Bustamante indicated the Exchange will meet with OSI for further input.

Upcoming activities include HSD operational activities, continued communications to consumers, the next production data payload from CMS, continued operations trainings for Tier-2 calls and finance support teams, continue CEC hiring and onboarding, finalizing project management office and transition plans, and establishing a stakeholder OE check-in schedule. Directors Fryar and Comeaux congratulated the Exchange and HSD for their collaboration on the transition.

Mr. Swinson provided a demonstration of the technology solution. Director Gomez asked if Native Americans are required to provide documentation to prove race or ethnicity. Mr. Swinson confirmed that the member would attest to their information, but are not required to provide documentation. Director Comeaux asked about the amount of information that will prepopulate into the application in the event of an account transfer. Mr. Swinson confirmed that much of the information entered on the HSD side will be prepopulated in the Exchange application. Director Comeaux noted that some links on the Plan Comparison Tool are not functioning and recommended that the Plan Comparison Tool display be adjusted to highlight the plan most advantageous to the consumer. Mr. Earnest stated that the Exchange is aware and working to fix the issues.

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

There were no comments.

6. Adjournment

Motion: Director Romero

Second: Superintendent Toal

The motion passed unanimously.