

beWellnm  
New Mexico Health Insurance Exchange  
Board Meeting Minutes  
Friday, March 18, 2022, 8:30AM-12:30PM MDT  
Public Dial-In: 1-415-655-0001  
Access Code: 2554 338 9914#  
Online: [Board meeting web link](#)

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

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

The meeting was called to order at 8:54 a.m. Roll call was taken and a quorum was established.

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

**Motion:** Director Lopez

**Second:** Director Fryar

**The motion passed unanimously.**

**3. Approval of Minutes of the January 28 and February 28, 2022 beWellnm Board Meeting** - Chairman David Shaw

**Motion:** Director Romero

**Second:** Director Fryar

**The motion passed unanimously.**

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

The purpose of the upcoming special Board meeting is to hear the final report from Health Management Associates (HMA).

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

Mr. Bustamante provided a summary of the March committee meetings. The Native American Committee discussed the Public Health Emergency (PHE) unwinding preparedness and upcoming activities. The Operations Committee discussed the PHE unwinding preparedness, including the technology system enhancements and the Customer Engagement Center (CEC) preparedness. The Finance Committee also discussed the PHE unwinding preparedness. The Outreach and Education Committee discussed the PHE unwinding outreach preparedness. The Stakeholder Advisory Committee will meet next week and a new chair will be identified.

Chairman Shaw indicated Ms. Mona Ghattas resigned from the Board. He will appoint a new chair of the Operations Committee.

Mr. Bustamante next discussed the PHE unwinding. He indicated that approximately 90,000 to 92,000 individuals will be eligible for redetermination of Medicaid coverage. Some will go back into Medicaid; some will be eligible for ESI; and some (an estimate of roughly 30,000) will be eligible for Exchange coverage. Those eligible for Exchange coverage will qualify for an SEP. Director Comeaux indicated that approximately 20,000 to 30,000 individuals will “roll off” of Medicaid each month, with processing beginning in June.

Mr. Bustamante outlined the PHE unwinding outreach efforts. The Directors discussed finding an attainable goal for getting eligible New Mexicans who “roll off” of Medicaid into Exchange coverage. Directors Lopez and Foley expressed concern about possibly not having enrollment available when the outreach events occur. Chairman Shaw requested that there be extended outreach to New Mexicans during the roll off. Director Foley requested that the Exchange get the list of Exchange-eligible individuals to hospitals as soon as possible to ensure that patients can get information and/or enroll during doctor appointments. Mr. Bustamante outlined some PHE unwinding strategies that will be part of future discussion.

Staff recommends increasing the print vendor contract NTE by \$903,788 for a total NTE of \$1,333,788. The increase is necessary as the SBE requires a much larger print effort than anticipated, program design effort and costs were higher than anticipated, and the end of PHE/Medicaid transfer will require a substantial notification printing effort.

**Motion:** Move that the Board authorize the CEO to amend the print vendor contract to increase the total not-to-exceed amount to \$1,333,788.

**Motion:** Director Fryar

**Second:** Director Romero

**The motion passed unanimously.**

The Exchange has an outstanding MOU with the Office of Superintendent of Insurance (OSI) which supports plan management, implementation of Standardized Plans, and implementation of the Health Care Affordability Fund (HCAF). The upcoming PHE roll-off requires a substantial amount of coordination between the Exchange, Medicaid, and the OSI. The OSI has a project management resource that can support all three organizations immediately. Management

recommends increasing the MOU NTE by \$165,000 to support project management for the PHE unwinding. The total 2022 NTE would become \$565,000.

**Motion:** Move that the Board authorize the CEO to increase the OSI MOU not-to-exceed by \$165,000 in support of additional project management services.

**Motion:** Director Fryar

**Second:** Director Romero

**The motion passed unanimously.**

The legal services vendor evaluation scores reflect that vendor meets or exceeds expectations in all areas. Staff recommends extending the contract with an increase in the NTE of \$75,000.

**Motion:** Move that the Board authorize the CEO to extend the legal services contract through April 30, 2023, with an increase in the not-to-exceed of \$75,000.

**Motion:** Director Fryar

**Second:** Director Lopez

**The motion passed unanimously.**

Health Management Associates (HMA) presented a draft “project closeout” report. HMA indicated that its draft report was based off of interviews that incorporated four discussion topics/domains, including: information systems, operations, stakeholder engagement, and performance and accountability management. Ms. Anne Winter recognized line staff for their dedication to getting consumers covered and resolving broker issues on top of dealing with extraordinary high call volumes and frustrated callers. She presented HMA’s findings and “key themes and learnings” regarding the project implementation, including inadequate project leadership, inconsistent Board reporting, inability of consumers to get through to the CEC for assistance and to get rapid resolution on problems/issues (high call volumes), insufficient training, lack of appropriate testing, problems with consumer portal and shopping experience, problems with the premium billing function, problematic record migrations, data exchanges and reconciliations, vendor inflexibility, and insufficient vendor commitment. HMA indicated it would provide final recommendations at the upcoming special Board meeting.

## **6. Agency Reports**

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

The OSI is preparing for the end of the PHE and continuing to work with the Exchange on the HCAF. It is also working on a proposal to provide coverage to people who don’t qualify for Medicaid or Exchange coverage. The legislative session was successful and the OSI received the funding they requested.

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

The NMMIP meeting next week will focus on annual budgets.

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

Director Comeaux indicated HSD continues to prepare for the unwinding of the PHE.

**7. Public Comment (1-2 minutes/participant)**

Broker Lauren Aragon-Cisneros expressed that she and her team – and others in the broker community - are ready, willing and able to help get eligible individuals who roll off of Medicaid into Exchange coverage, and to serve as a great resource for the Exchange.

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

Chairman Shaw will select a chair for the Operations Committee.

**9. Executive session for the discussion of limited personnel matters pursuant to NMSA 1978, 10-15-1 (H)(2)**

**Motion:** Director Foley

**Second:** Director Everhart

**The motion passed unanimously.**

Chairman Shaw indicated the matters discussed were limited to those identified in the motion for closure. No final action was taken by the Board.

**10. Next regular beWellnm Board meeting: May 20, 2022, location to be determined**

**11. Adjournment**

**Motion:** Director Gomez

**Second:** Superintendent Toal

**The motion passed unanimously.**