

beWellnm
New Mexico Health Insurance Exchange
Special Board Meeting Minutes
Monday, March 28, 2022, 3:00PM-5:00PM MDT
Public Dial-In: 1-415-655-0001
Access Code: 2550 236 9782#
Online: [Board meeting web link](#)

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| Board Members Present: <ul style="list-style-type: none">• Ms. Terriane Everhart• Mr. Dan Foley• Dr. Mark Epstein• Superintendent Russell Toal• Mr. Brandon Fryar• Ms. Teresa Gomez• Ms. Nandini Kuehn• Mr. Quinn Lopez• Ms. Patsy Romero• Mr. David Shaw• Ms. Nicole Comeaux on behalf of Secretary David Scrase | Board Members Absent: |
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1. Welcome, Roll Call, and Confirmation of Quorum - Chairman David Shaw

The meeting was called to order at 3:02 p.m. Roll call was taken and a quorum was established.

2. Approval of Agenda - Chairman David Shaw

Motion: Superintendent Toal

Second: Director Fryar

The motion passed unanimously.

3. Matters from the CEO- Jeffery Bustamante

Mr. Bustamante submitted his resignation as Chief Executive Officer (CEO).

Motion: Move that the Board accept the CEO's resignation.

Motion: Superintendent Toal

Second: Director Romero

The motion passed unanimously.

4. Chairman's Remarks - Chairman David Shaw

Chairman Shaw indicated he has had the pleasure of working with Mr. Bustamante since he became the CEO and recognized his passion for success at the Exchange.

Motion: Move that the Board direct the beWellnm staff to proceed with an emergency procurement of services, on an interim basis, to provide for the function of a CEO to get the Exchange in line for the end of the public health emergency (PHE).

Chairman Shaw indicated that he and Director Fryar will work with Mr. Bustamante and staff to ensure that the procurement proceeds as quickly as possible.

Motion: Superintendent Toal

Second: Director Gomez

The motion passed unanimously.

Health Management Associates (HMA) presented some slides and recommendations in response to a request by the Board to assess the current state of beWellnm and provide targeted recommendations on how to move forward. Mr. Juan Montanez discussed six key recommendations, including: (1) require Optum to engage in an FFM recovery-like effort to fix the individual marketplace information systems it deployed; (2) phase out beWellnm premium billing and transition to carriers; (3) terminate the NFP subcontract – Optum assumes electronic data interchange (EDI) function, Accenture (CCSC) assumes CEC function; (4) terminate the DigiPros contract - Optum assumes print/mail function; (5) stand-up high functioning organizations, including an individual Marketplace recovery project team, a PHE unwinding project team, and a re-focused Core Operations group to implement HMA's recommendations, the PHE unwinding, and stabilize beWellnm operations, and (6) build and execute a comprehensive, cohesive stakeholder engagement plan. HMA provided further detail on each recommendation, along with "pros," "cons," and alternatives.

Director Foley asked that the Board hear from vendors and Exchange staff regarding HMA's recommendations. Chairman Shaw indicated there will be Operations and Finance Committee meetings scheduled to hear feedback from the Exchange leadership and vendors.

Superintendent Toal suggested that the Board accept the HMA report although it is not endorsing the recommendations at this time. Chairman Shaw indicated that the Board needs the perspective of the leadership team to have a better idea of the challenges associated with implementing HMA's recommendations. Director Comeaux also expressed a desire to hear directly from the Exchange team and the vendors. She agreed with Superintendent Toal that in light of the relevant timeframes, the Board should accept HMA's report and later decide on a course of action.

Chairman Shaw noted that in conjunction with the emergency procurement it is important for the Board to hear from Exchange staff and vendors. He expressed his expectation that Mr. Bustamante will schedule committee meetings in short order to discuss HMA's recommendations and get feedback from staff and Exchange leadership.

Mr. Brent Earnest agreed that the Board needs to hear from Exchange staff about detailed project plans, the work that has been done or is underway to address issues, major projects to implementing the PHE and the HCAF, and the feasibility of implementing HMA's recommendations. He asked whether the slides presented by HMA represented the totality of its report. Mr. Montanez confirmed that the presentation from March 18 and the slides presented today represent the totality of HMA's report.

Motion: Move that the Board accept the IV&V report.

Motion: Director Fryar

Second: Director Gomez

The motion passed unanimously.

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

There were no comments.

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

Director Foley asked for more detail on what services the Exchange will procure. Chairman Shaw indicated that the procurement is not for permanent CEO replacement, but for a company that can provide interim leadership services during the work needed to prepare for the end of the PHE.

Adjournment:

Motion: Superintendent Toal

Second: Director Foley

The motion passed unanimously.