

beWellnm
New Mexico Health Insurance Exchange
Minutes of the Special Board of Directors Meeting
Tuesday, June 28, 2022, 2:00 P.M.
Digitally/Telephonically
Dial In: 1-415-655-0001
Access code: 2552 960 0030

BOARD MEMBERS:

Chairman David Shaw
Dan Foley
Terriane Everhart
Dr. Mark Epstein
Quinn Lopez
Dr. Nandini Kuehn
Teresa Gomez
Superintendent Toal
Nicole Comeaux on behalf of Secretary David Scrase
Patsy Romero

ABSENT:

Brandon Fryar

Minutes prepared by Katrina Janeiro of Minutes Solutions Inc. from a recording.

1. CALL TO ORDER

There being a quorum present, and the Directors having been given adequate and proper notice of the meeting, the meeting was called to order.

2. APPROVAL OF THE AGENDA – CHAIRMAN DAVID SHAW

Motion: Quinn Lopez
Second: Dr. Nandini Kuehn
The motion passed unanimously.

3. APPROVAL OF THE MINUTES OF THE MAY 20, 2022, BOARD MEETING– CHAIRMAN DAVID SHAW

Motion: Superintendent Toal
Seconded: Teresa Gomez
The motion passed unanimously.

4. MATTERS FROM THE INTERIM CEO – HEATHER KORBULIC

Heather Korbulic provided background and an overview of the topics to be discussed at this meeting as well as the July 15, 2022, regular Board meeting.

5. **CHAIRMAN'S REMARKS – CHAIRMAN DAVID SHAW**

a. **Discussion and Possible Action on Selection of Vendor for National CEO Search Services – Chairman David Shaw**

Two proposals have been received and reviewed by a small workgroup with the recommendation to proceed with REDW, whose services are under the proposed budget. Once the contract is signed, a search committee will be formed with the goal of naming a new CEO in early fall, 2022. The Board discussed an appropriate overlap between the new CEO and the current CEO.

Motion: Move that the Board proceed with REDW's proposal for national CEO search services.

Motion: Dr. Nandini Kuehn

Second: Nicole Comeaux

The motion passed unanimously.

b. **Discussion and Possible Action on Approval of Marketing Resources to Assist with Open Enrollment and the End of the Public Health Emergency – Heather Korbulic**

Heather Korbulic outlined the proposed increase in budget, not to exceed \$895,000, for market resources to assist with open enrollment and the end of the public health emergency, noting the Finance Committee approval.

The process for both account transfers and procedural denials was outlined, showing at least six different communication touch points for each. A preview of the metrics that will be collected from each vendor was presented, and the Board thanked Heather Korbulic in advance for keeping a close eye on these metrics and continuing to present this data to the Board.

Heather Korbulic presented a new tool that was originally used for vaccination efforts, which will assist in centralizing the process to encourage and guide New Mexicans to get enrolled. This tool will also allow the Exchange to realize and target locations and demographics that are currently underserved with messaging and communication campaigns.

It was confirmed that these funds do not overlap with previously approved funds. The Board requested the impact of these budget changes on premium rates, and Heather Korbulic suggested including room in future budgets for items such as these that require technological implementation, as they are typically required each year for various reasons.

It was questioned whether some of the funds already given to Hispano Chamber can be redirected to this project, and Heather Korbulic explained that the Hispano Chamber will be presenting an outline of their spending at the next Board meeting.

ACTION – Heather Korbulic is to confirm the increase amounts are correct as outlined in the presented Outreach and Education Budget.

ACTION – Heather Korbulic is to provide research results of other state insurance exchanges' marketing budgets.

Motion: Move that the Board approve an increase in the 2022 budget in the amount not to exceed \$895,000 to support the enhanced outreach services and tools necessary to respond to the unwinding of the federally declared Public Health Emergency.

Motion: Superintendent Toal

Seconded: Director Foley

The motion passed unanimously.

c. Discussion and Possible Action for Approval of Procurement of User Acceptance Testing (UAT) Services – Heather Korbolic

Heather Korbolic outlined the reasons why securing external UAT support is both urgent and important. Other states have confirmed the benefits and value of their internal UAT teams, and one goal of this external support is to prepare beWellnm to be self-sufficient internally in these areas in the future. This external vendor would be engaged from August, 2022, until January, 2023. Superintendent Toal is willing to contribute \$200,000 for this item that was received as funding for contractors from the Healthcare Affordability Fund.

Motion: Move that the Board approve an increase in the 2022 budget in the amount not to exceed \$1,100,000, to support the procurement of User Acceptance Testing Services.

Motion: Patsy Romero

Seconded: Teresa Gomez

The motion passed unanimously.

6. PUBLIC COMMENT

There were no comments.

7. OTHER BOARD BUSINESS – DIRECTORS AND HEATHER KORBULIC, INTERIM CEO

All Board members were strongly encouraged to attend the next Board meeting.

8. NEXT MEETING

The next Board of Directors meeting will be held on July 15, 2022, at the CNM Workforce Training Center

9. ADJOURNMENT

Motion: Director Romero

Seconded: Director Foley

The motion passed unanimously.

DISCLAIMER

The above minutes should be used as a summary of the motions passed and issues discussed at the meeting of the members of the Board of the New Mexico Health Insurance Exchange. This document shall not be considered a verbatim copy of every word spoken at the meeting.

Director

Director

Date

Date