

## New Mexico Health Insurance Exchange Work Group Minutes

<b>Work Group</b>	<b>Outreach, Education, Adoption, Enrollment</b>	<b>Date</b>	<b>8/07/2012</b>
<b>Facilitator</b>	Mike Nuñez	<b>Time</b>	11:00 a.m. MT
<b>Location</b>	Conference Call/ In-Person	<b>Scribe</b>	Cicero Group

**Agenda Item**
 **Discussion Item**
 **Conclusion**
 **Action Item**

Attendees			
No.	Name	No.	Name
1.	Mike Nuñez ( <i>Team Lead</i> )	8.	Roz Begay
2.	Dan Case ( <i>Cicero Group</i> )	9.	J.R. Damron
3.	Mike Wallace	10.	Paul Romero
4.	Kathy Armijo Etre	11.	Milton Sanchez ( <i>Human Services Department</i> )
5.	Mike Brochu	12.	Craig Dunbar
6.	Kathryn Toone ( <i>Leavitt Partners</i> )	13.	Terrence Linton
7.	Jonni Pool ( <i>Human Services Department</i> )	14.	

### Agenda Item 1: Introduction

**Name: Mike Nuñez**

DISCUSSION ITEM 1      Overview of Meeting

Mike Nuñez initiated the Work Group by having new members and non-member attendees introduce themselves. Following the introductions, Mike Nuñez provided the group with an overview of the meeting's agenda

### Agenda Item 2: Scope of Committee

**Name: Mike Nuñez**

DISCUSSION ITEM 1      Scope

It was stated that the scope of the group's work is limited to interaction by Navigators, Brokers, and Agents with the Exchange. Furthermore, Medicaid patient advocates are not in the scope of the committee.

### Agenda Item 3: Navigators

**Name: Mike Nuñez**

DISCUSSION ITEM 1      Definition

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Mike Nuñez provided the Work Group with an overview of what a Navigator is, as well as their described duties.

DISCUSSION ITEM 2 Navigator Distinction from Agents/Brokers

Mike Nuñez presented the Work Group with a series of slides outlining the unique role of a Navigator, as well as the unique role of Agents, and Brokers. Work Group members were told that a broker cannot act as a Navigator and a Navigator cannot act as a broker (i.e. zero crossovers).

DISCUSSION ITEM 3 Questions and Comments

The Work Group inquired whether the Exchange would provide enough Navigator oversight that the licensure of a Navigator could be avoided. The idea is that Navigators would play more of a customer service role rather than act as a salesperson. While it was not argued that training should be avoided, it was argued that Navigators could play this support role without the need for licensure, due to the high financial cost and administrative burden to establish a licensure program.

The Work Group outlined the training process as needing to be standardized and heavily focused on customer privacy issues (e.g. HIPAA training).

DISCUSSION ITEM 4 Overview of Previous Homework

Mike Nuñez passed out a document that summarized the Work Group’s initial response to the assigned homework of answering the proposed Work Group questions. Mike Nuñez outlined the major themes that emerged from the homework.

DISCUSSION ITEM 5 Navigator Compensation

Mike Nuñez provided the Work Group with an outline of how Navigators may be compensated in the Exchange. The Work Group was given details on what is required under PPACA, as well as what is optional under the discretion of the state.

Concluding the discussion, several Work Group members sought further clarification on the Navigator program – including Navigator support for the eligibility and enrollment process, eligibility determination, Navigator training, and privacy standards.

The Work Group was provided with background on the current training standards for Medicaid employees. It was indicated that the Exchange could leverage the current Medicaid training system for Exchange Navigators.

CONCLUSIONS

The Work Group discussed a variety of ideas to better develop their thought process. No conclusions were made during the discussion.

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**Agenda Item 4: New Mexico Population Demographics**

**Name: Mike Nuñez**

DISCUSSION ITEM 1      Overview of Spanish Speaking-Only Population

Mike Nuñez gave the Work Group an overview, as well as health care related statistics, on the “Spanish Speaking Only” population.

DISCUSSION ITEM 2      Off Reservation Tribal Members

The Work Group discussed how to best reach tribal members living outside of a reservation. It was stated that the best method would be to utilize a grass roots approach, incorporating a variety of channels (e.g. traditional media, social networking, associations, etc.). Moreover, it was stated that it would be very challenging to provide outreach and education for this segment of the population, due to the unique demographic and socioeconomic attributes of this group.

DISCUSSION ITEM 3      Questions and Comments

A reminder was given to the Work Group to keep in mind that the primary population the Exchange should be targeting is those who are not currently sick. It was stated that those who are currently sick already understand the healthcare market and know where to receive care.

**Agenda Item 5: Concluding Remarks**

**Name: Mike Nuñez**

DISCUSSION ITEM 1      Work Group Homework

Mike Nuñez requested that members continue reviewing the Work Group’s assigned questions and provide their initial responses.

DISCUSSION ITEM 2      Concluding

The Work Group inquired if there were other states that were making significant progress that the committee could look to for guidance. Mike Nuñez indicated that he would provide the Work Group with an Internet link that would provide further information.

Mike Nuñez provided the Work Group with a high-level overview of what the committee has accomplished thus far, including questions raised, initial responses, and recommendations.

CONCLUSIONS

The Work Group discussed a variety of ideas to better develop their thought process. No further conclusions were made during the discussion.