

New Mexico Health Insurance Exchange Work Group Minutes

Work Group	Outreach, Education, Adoption, Enrollment	Date	09/18/2012
Facilitator	Mike Nunez	Time	11:00 a.m. MT
Location	Conference Call/ In-Person	Scribe	Cicero Group

Agenda Item

Discussion Item

Conclusion

Action Item

Attendees			
No.	Name	No.	Name
1.	Mike Nuñez (<i>Team Lead</i>)	6.	J.R. Damron
2.	Dan Case (<i>Cicero Group</i>)	7.	Jeff Newland
3.	Mike Wallace	8.	Terrence Linton
4.	Kathryn Toone (<i>Leavitt Partners</i>)	9.	Roxane Bly
5.	Jonni Pool (<i>Human Services Department</i>)	10.	Lisa Reed (<i>Office of Health Care Reform</i>)
6.	Paul Romero		

Agenda Item 1: Work Group Recap

Name: Mike Nuñez

DISCUSSION ITEM 1	Introduction
<p>Mike Nuñez initiated the meeting by reviewing the recent meetings he has had with other entities. During these meetings, Mike Nuñez discussed a variety of issues, including Navigator training, roles, requirements, Exchange integration points, timelines, etc. Mike Nuñez stated that interviews were conducted with the following entities:</p> <ul style="list-style-type: none"> • P/E MOSSA • Indian Affairs • Department of Health • Pathways to Healthy Bernalillo • Medicaid/Medical Assistance Division (MAD) 	
DISCUSSION ITEM 2	Overview of Other States
<p>Mike Nuñez provided an overview of what other states are doing with their Navigator programs, including licensure/certification requirements, oversight, definition of role, and compensation.</p>	
DISCUSSION ITEM 3	Certification and Oversight
<p>Mike Nuñez reiterated what the group's Navigator certification requirements should be. It was recommended that Department of Insurance (DOI) be the primary oversight entity to monitor licensure, training, and compliance.</p>	
DISCUSSION ITEM 4	Outreach Strategy
<p>Mike Nuñez reviewed the group's proposed outreach strategy, which covered:</p>	

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- Vision
- Funding
- Training
- Navigator certification
- Implementation
- Launch

DISCUSSION ITEM 5

Navigator Training

Mike Nuñez provided an overview of the recommendations for a Navigator training curriculum. The following were stated to be curriculum topic requirements:

- Commercial insurance basics
- Exchange and Medicaid eligibility
- Choosing an Exchange QHP
- Consumer assistance support
- Exchange privacy and security requirements
- Needs of the uninsured and vulnerable populations

A Work Group member indicated that Navigators should undergo specialized training to understand the unique needs of Native Americans, as their process will be separate from the general population.

DISCUSSION ITEM 6

Navigator Compensation

Potential compensation options were reviewed. Such options were (1) grants to consumer focused organizations and (2) productivity payments.

The Work Group felt that the second option would facilitate poor service. It was stated that a consumer satisfaction survey would need to be included in compensation determination if the Exchange went this route.

DISCUSSION ITEM 7

Questions and Comments

Mike Nuñez opened the discussion up to the Work Group to voice concerns, question, and comments. The work group discussed adequate terminology for Navigators, including proper definition and public titles.

CONCLUSIONS

The Subcommittee reviewed their progress thus far to confirm that the Work Group's assigned questions have been addressed. It was stated that the Work Group had sufficiently covered their assigned topic.

Agenda Item 2: Task Force Presentation

Name: Mike Nuñez

DISCUSSION ITEM 1

Overview of Task Force Presentation

Mike Nuñez reviewed the presentation prepared for the Task Force to Work Group members. The presentation seeks to address the group's topic questions in detail. Topics in the presentation include:

- Navigator training
- Navigator certification
- Navigator oversight
- Navigator funding
- Marketing channels
- PR and advertising

DISCUSSION ITEM 2

Questions and Comments

Mike Nuñez allowed time for Work Group members and guests to voice concerns, questions, and comments. The conversation primarily touched on Navigators roles, program funding, and consumer outreach. A presentation was given by a representative of the certified midwives program.