

Member Retention Subgroup Preliminary Draft

Health Industry Advisory Committee

June 21, 2018

MNSURE HIAC SUBGROUP OBJECTIVES

- **Research issue** – Perform research and data gathering associated with subgroup topic
- **Identify gaps** – Understand the gaps that MNsure could address
- **Discuss solutions** – Discuss possible action MNsure could take to address gaps and/or improve outcomes
- **Document recommendations** – Briefly document specific recommendations the HIAC should consider for presentation to the MNsure board
- **Present recommendations** - At the May 24 HIAC meeting, present recommendations for consideration

Research of Issue

Percent of Enrollees that Remained Effectuated													
		Month Coverage Effectuated											
		January	February	March	April	May	June	July	August	September	October	November	December
Monthly Retention Rate	January	100.00%											
	February	95.70%	100.00%										
	March	92.80%	96.80%	100.00%									
	April	90.50%	92.80%	97.00%	100.00%								
	May	88.50%	89.40%	91.20%	95.10%	100.00%							
	June	86.40%	85.80%	86.70%	88.70%	94.10%	100.00%						
	July	84.50%	83.40%	83.10%	85.50%	87.10%	94.40%	100.00%					
	August	83.00%	81.80%	81.00%	82.40%	83.60%	88.20%	95.70%	100.00%				
	September	81.50%	80.40%	79.30%	78.10%	80.30%	83.80%	89.20%	91.80%	100.00%			
	October	80.20%	79.00%	78.00%	76.00%	77.30%	80.80%	84.70%	83.30%	95.30%	100.00%		
	November	79.30%	78.20%	77.40%	75.30%	74.60%	78.10%	82.10%	80.80%	86.70%	96.40%	100.00%	
	December	79.20%	78.10%	77.30%	75.20%	74.30%	77.90%	82.00%	80.70%	86.70%	96.40%	100.00%	100.00%

Reporting From HealthPlans

HealthPlan Interview Findings:

- Hard to compare with data since ACA
- Enrollment was throughout the year, not effective 1/1
- Turnover of roughly 1% per year
- Significant Differences with ACA:
 - Guaranteed enrollment in ACA
 - Premium grace period – 90 days

Gaps in Understanding

Reason for Discontinuation of Coverage:

- Non-problematic reasons:
 - Enrollee gained coverage through employer
 - Enrollee gained coverage through spouse
 - Enrollee gained coverage through Medicare (age-in)
 - Enrollee became eligible for MNCare or Medical Assistance
- Problematic reasons:
 - Cost of coverage not affordable
 - Avoiding paying premium at end of year to take advantage of grace period
 - Lack of tax penalty reduced incentive for coverage
 - Didn't fully understand financial obligation of coverage

Preliminary Solution Discussion

- Reinstitute the insurance coverage mandate – Not something MNsure can impact
- Eliminate guaranteed issue for insurance products – Not something MNsure can impact
- Improve communication between MNsure and plans
- Better educate members regarding coverage benefits and cost commitments
- Improve communications to enrollees that unpaid premiums result in a loss of coverage and individuals cannot sign up outside of open enrollment without a life event
- Better understand who drops coverage and why – Follow-up request for MNsure
- Explore flexibility in enrollment outside of open enrollment, especially with changes in the individual mandate at the federal level – may not be something MNsure can impact
- Institute a penalty for a gap in coverage. This was in Federal legislation that did not get through the Senate.

Recommendations

- Advocate for continuation of reinsurance
- Request for additional MNsure data analysis:
 - Study reasons members drop insurance coverage during the year
 - For members that enroll in January, that have a MNsure account, but were not enrolled in December, how long were they without insurance
 - What % of members re-enroll each year in the same health plan product.
- Advocate for:
 - State based insurance mandate/tax penalty
 - Premium penalty for dropping out and re-enrolling next term.