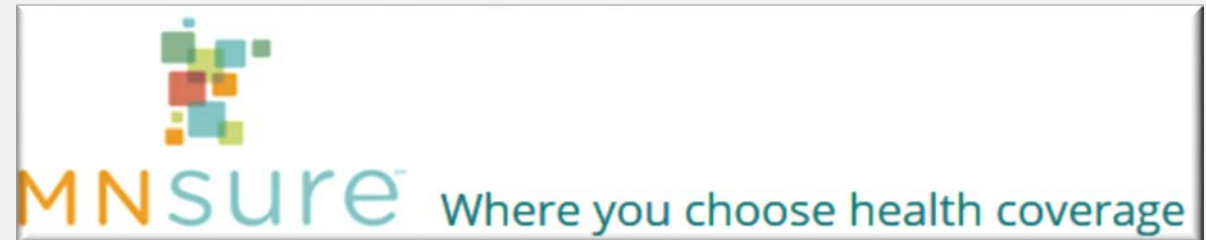


# HEALTH INDUSTRY ADVISORY COMMITTEE

February 22, 2018  
2:30-5:00 PM  
UCare, 500 Stinson Blvd NE  
Minneapolis, MN



MnSure's Accessibility & Equal Opportunity (AEO) office can provide this information in accessible formats for individuals with disabilities. Additionally, the AEO office can provide information on disability rights and protections to access MnSure programs. The AEO office can be reached via 1-855-3MNSURE (1-855-366-7873) or [AEO@MnSure.org](mailto:AEO@MnSure.org).

# GOALS

- Learn more about GetInsured consumer decision support tools
- Review Sub-group assignments and next steps

# AGENDA

- **2:30 – 2:35**      **Welcome & Introductions**
- **2:35 – 2:40**      **Approval of January 25 Meeting Minutes**
- **2:40 – 2:45**      **Public Comment / Operational Feedback Loop**
- **2:45 – 3:00**      **MNsured Board & Staff Update**
- **3:00 – 3:30**      **GetInsured Demo/Presentation via WebEx and Q&A**
- **3:30 – 3:45**      **Political Landscape Discussion**
- **3:45 – 4:00**      **Broker Industry Overview – Committee Members Perspective**
- **4:00 – 4:30**      **Review Survey Results/Sub-Group Assignments/Next Steps**
- **4:30 – 4:45**      **Wrap-Up/Adjourn**

## REVIEW OF JANUARY 25 MEETING MINUTES



## PUBLIC COMMENT AND OPERATIONAL FEEDBACK LOOP



## MNSURE BOARD AND STAFF UPDATE

# MNsure Dashboard

2018 Enrollment as of Jan. 9, 2018	
Qualified Health Plans	111,677
New consumers	30,259
Medical Assistance (METS)	849,308
Medical Assistance (Legacy systems)	37,945
<u>MinnesotaCare (METS)</u>	90,681
Qualified Dental Plans	10,724

Contact Center, Nov. 15, 2017 – Jan. 7, 2018	
Call Volume	105,328
Service Level (% of calls answered in 5 min. or less)	99.53%
Average Speed of Answer	0:00:04
Calls Abandoned while in Queue	0.17%

# QHP Dashboard

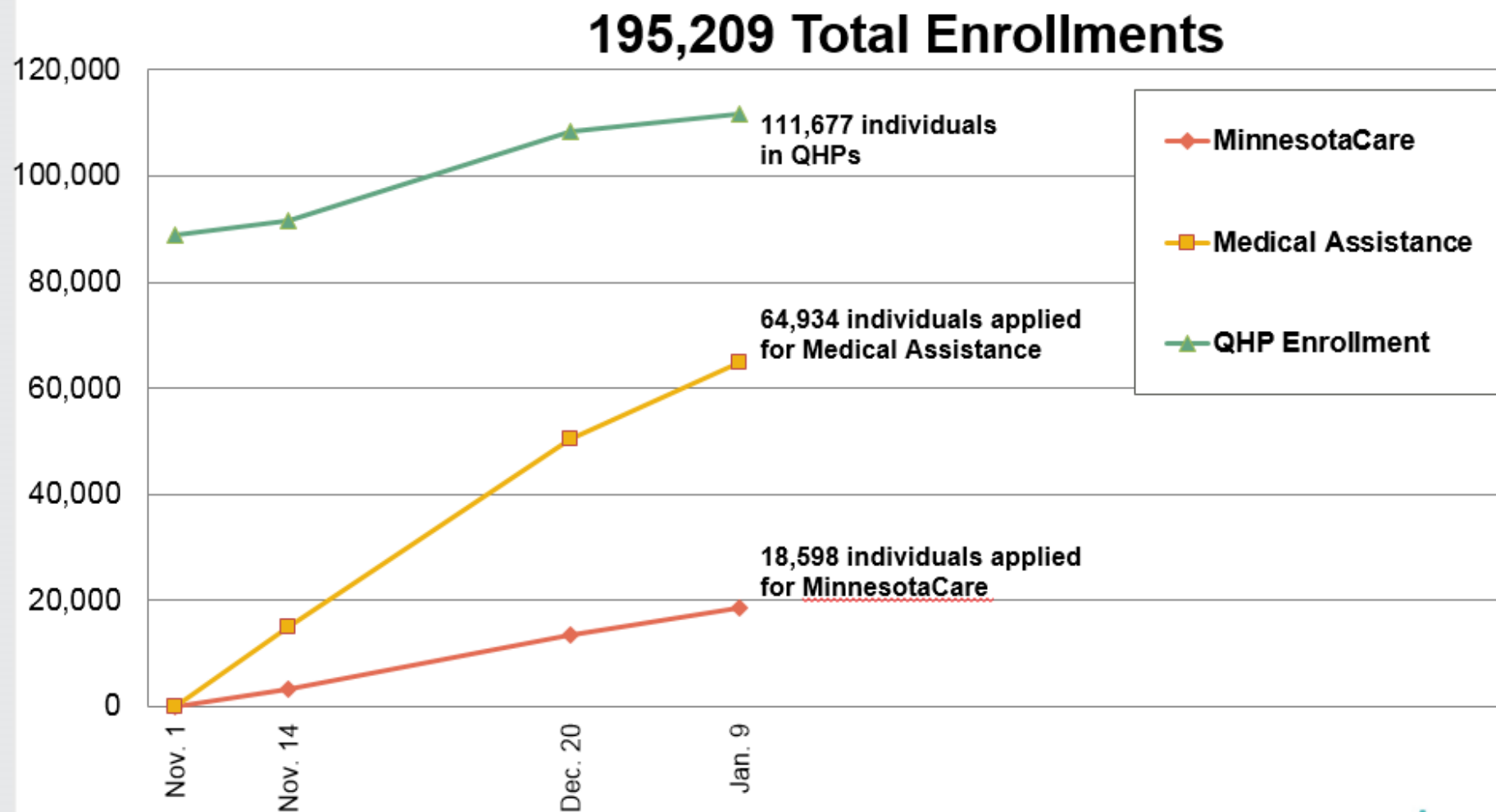
2018 Plans & Carriers as of Jan. 9, 2018		
Carrier	2018 Enrollment To Date	2017 Enrollment
<u>BluePlus</u>	15.5%	22.1%
HealthPartners	25.6%	27.3%
<u>Medica</u>	29.1%	23.5%
<u>UCare</u>	29.7%	26.9%
<b>Metal Level</b>		
Gold	9.7%	10.1%
Silver	32.7%	32.4%
Bronze	55.9%	55.9%
Catastrophic	1.7%	1.6%

2018 QHP Enrollee Demographics as of Jan. 9, 2018		
Age	2018 Enrollment To Date	2017 Enrollment
<18	10.6%	10.7%
18-25	7.2%	7.3%
26-34	13.7%	15.5%
35-44	13.3%	13.6%
45-54	17.8%	18.2%
55-64	37.0%	34.3%
65+	0.5%	0.5%
<b>Sex</b>		
Male	48.2%	48.1%
Female	51.8%	51.9%



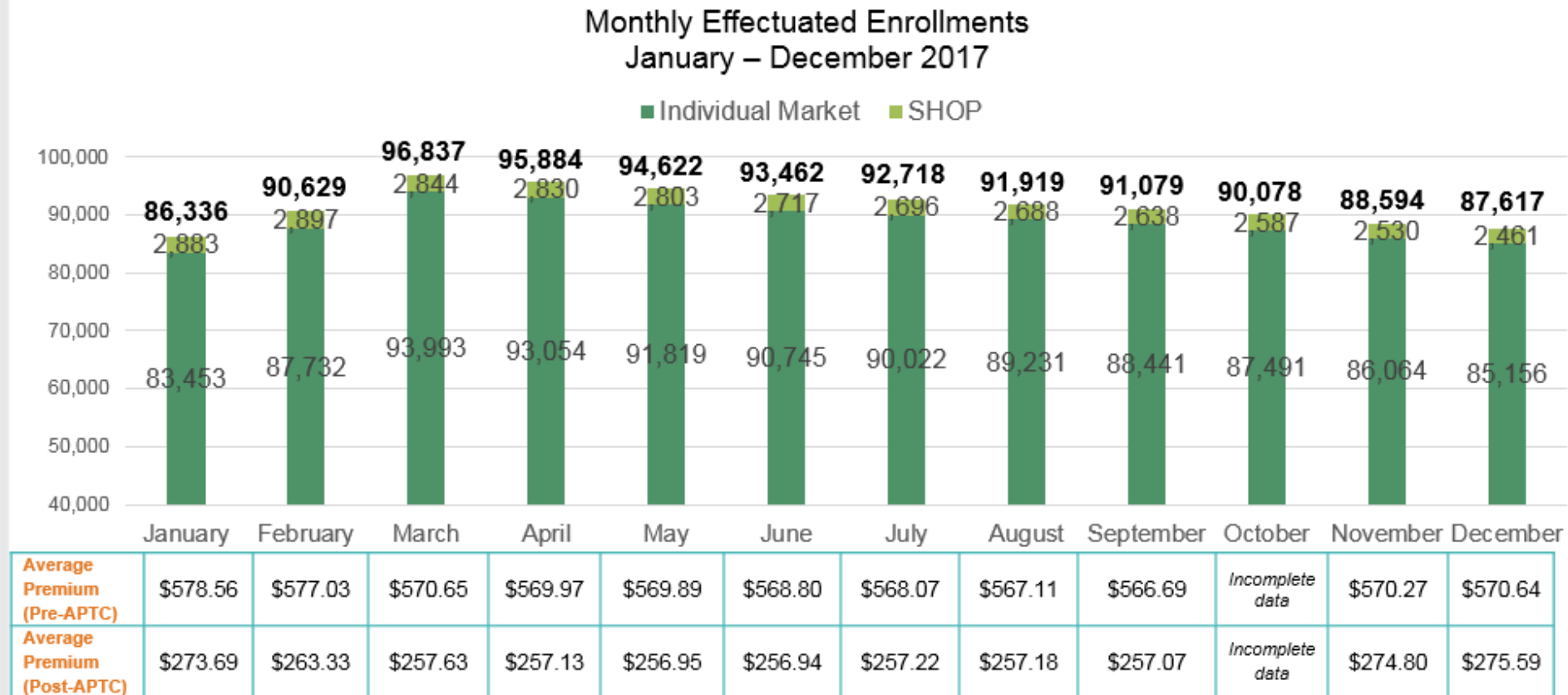
# Enrollments by Program for 2018 Coverage

## Nov. 1, 2017 – Jan. 9, 2018



Public program applications began at zero starting November 1, 2017.

# Effectuated Enrollments and Average Premiums, 2017



Note: Effectuated enrollments and average premium amounts are based upon the latest data received from carriers. Average premium post-APTC is based on individual market enrollees only. Average premiums do not include Minnesota's premium subsidy program.

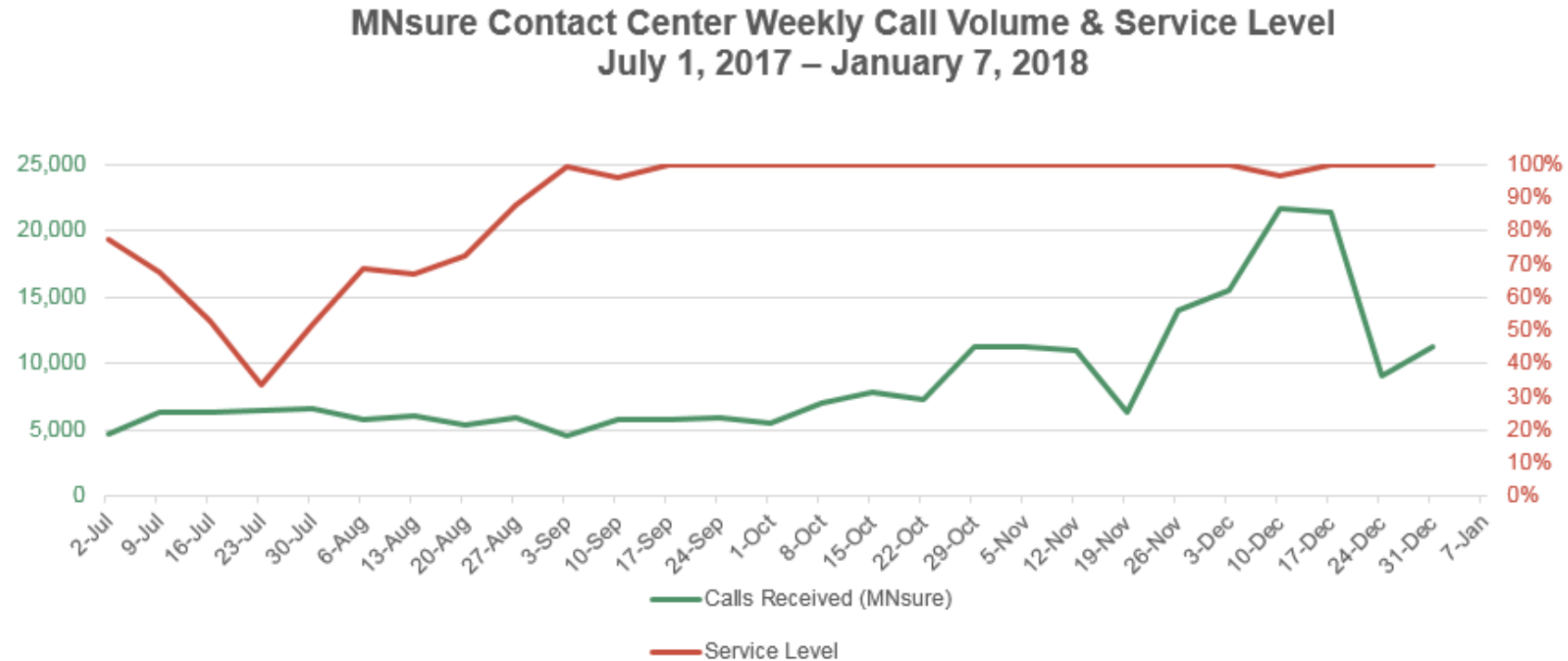
# Customer Service Dashboard

All Callers Top Contact Center Inquiries, Nov. 15, 2017 – Jan. 7, 2018	
1. General questions	36.6%
2. MA/MCRE	18.7%
3. Password reset/ Account unlock	9.9%

Assister Resource Center (ARC) Top Inquiries, Nov. 15, 2017 – Jan. 7, 2018	
1. Existing/pending inquiry	52.3%
2. Password reset/Account unlock	14.7%
3. Determination result	9.0%

Broker Line Top Inquiries, Nov. 15, 2017 – Jan. 7, 2018	
1. Password reset/Account unlock	14.0%
2. Status	13.3%
3. Questions	10.2%

# Contact Center Call Volume and Service Level



Service Level represents the percent of calls answered in 5 minutes or less.

Note: Call volumes represent weekly totals for week beginning with date.  
Service Level represents weekly average for week beginning with date.

# GETINSURED DEMO AND Q&A

access health CT

Sign UpEspañol

In this section:

All labels marked \* are required.

1

Your cost of health insurance depends on where you live, how many people are in your household, and income.

1

Your information will help us find out if you qualify for help paying for health coverage and which plans might be available for you.

Where do you live?

Enter ZIP Code: \*

Who is in your household and do they need coverage?

Members	Birthdate *	Pregnant?	Needs Coverage
Applicant	mm/dd/yyyy	<input type="checkbox"/>	<input checked="" type="checkbox"/>

+ Spouse

+ Dependent

Check to see if your household income qualifies you for financial help.

Annual Tax Household Income: \* \$

Check For Savings

Enter the approximate annual income for your tax household. This will be used to determine eligibility for potential cost-saving programs. If you are not interested in these programs and want to view plans at full price, click BROWSE PLANS.

Skip And Sign Up

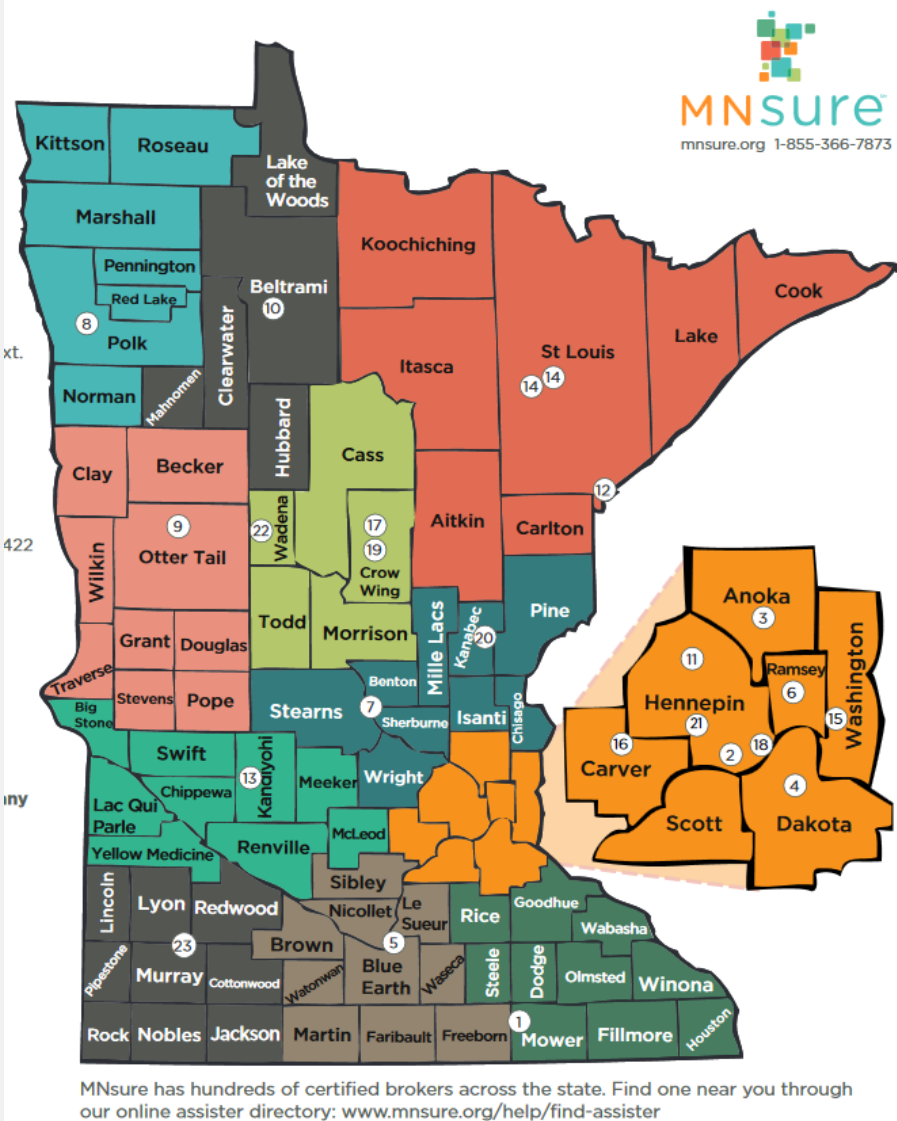
Browse Plans

13

# HEALTHCARE POLITICAL LANDSCAPE



## BROKER INDUSTRY OVERVIEW – COMMITTEE MEMBERS PERSPECTIVE



# SUB-GROUP ASSIGNMENTS BASED ON FIRST CHOICE

## **MNsure Broker Portal**

- Hillary Hume

## **Consistent member transition from signup to effectuated**

- Matthew Aiken
- Dan Miesle
- Joel Ulland
- Nancy Yaklich

## **Member retention**

- Andy McCoy
- Chris Rofidal

## **MNsure's ability to attract the uninsured**

- Kyle Bozentko
- Carl Floren
- Hodan Guled
- Tom Hoffman
- Jennifer Ivanca
- Bette Zerwas



# SUB-GROUP ASSIGNMENTS – BASED ON FIRST OR SECOND CHOICE

## **MNsure Broker Portal**

- Matthew Aiken
- Tom Hoffman
- Hillary Hume

## **Consistent member transition from signup to effectuated**

- Kyle Bozentko
- Joel Ulland
- Nancy Yaklich

## **Member retention**

- Andy McCoy
- Dan Miesle
- Chris Rofidal
- Bette Zerwas

## **MNsure's ability to attract the uninsured**

- Carl Floren
- Hodan Guled
- Jennifer Ivanca

## NEXT STEPS

## WRAP-UP

Next Meeting – March 22, 2018