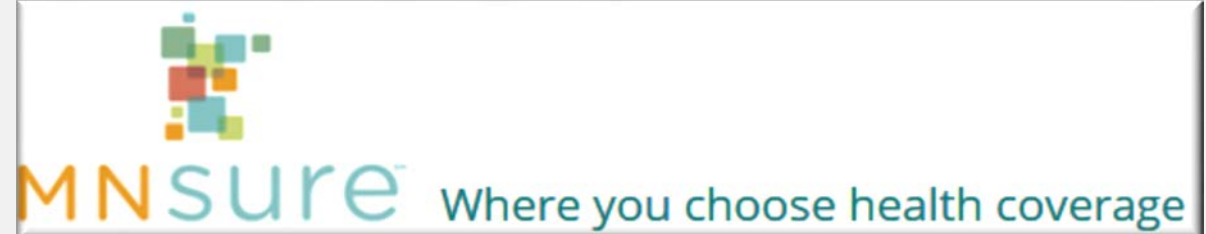


HEALTH INDUSTRY ADVISORY COMMITTEE

April 26, 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.

GOALS

- Sub Group Updates
- Options to Combine HIAC/CSEAC Topics?
- Health Access Survey Follow-Up

AGENDA

- **2:30 – 2:35** **Welcome & Introductions**
- **2:35 – 2:40** **Approval of February 22 and March 27 meeting minutes**
- **2:40 – 2:45** **Public Comment / Operational Feedback Loop**
- **2:45 – 3:00** **MNsure Board & Staff Update**
- **3:00 – 3:15** **Political Landscape Discussion**
- **3:15 – 3:45** **Reactions/Discussion: Health Access Survey**
- **3:45 – 4:15** **Sub Group Updates**
- **4:15 – 4:30** **HIAC/CSEAC Combined Options/Interest Topics?**
- **4:30 – 5:00** **Next Steps/Wrap/Adjourn**

PUBLIC COMMENT AND OPERATIONAL FEEDBACK LOOP



MNSURE BOARD AND STAFF UPDATE

Cumulative Enrollment, Nov. 1, 2017 – Mar. 11, 2018	
Total	289,003
Medical Assistance applications	138,336
MinnesotaCare applications	36,968
Qualified Health Plans	113,699
QHP new consumers	37,330
Qualified Dental Plans	11,593

Contact Center, Jan. 8 – Mar. 11, 2018	
Call Volume	95,728
Service Level (% of calls answered in 5 min. or less)	81.9%
Average Speed of Answer	0:02:08
Calls Abandoned while in Queue	5.1%

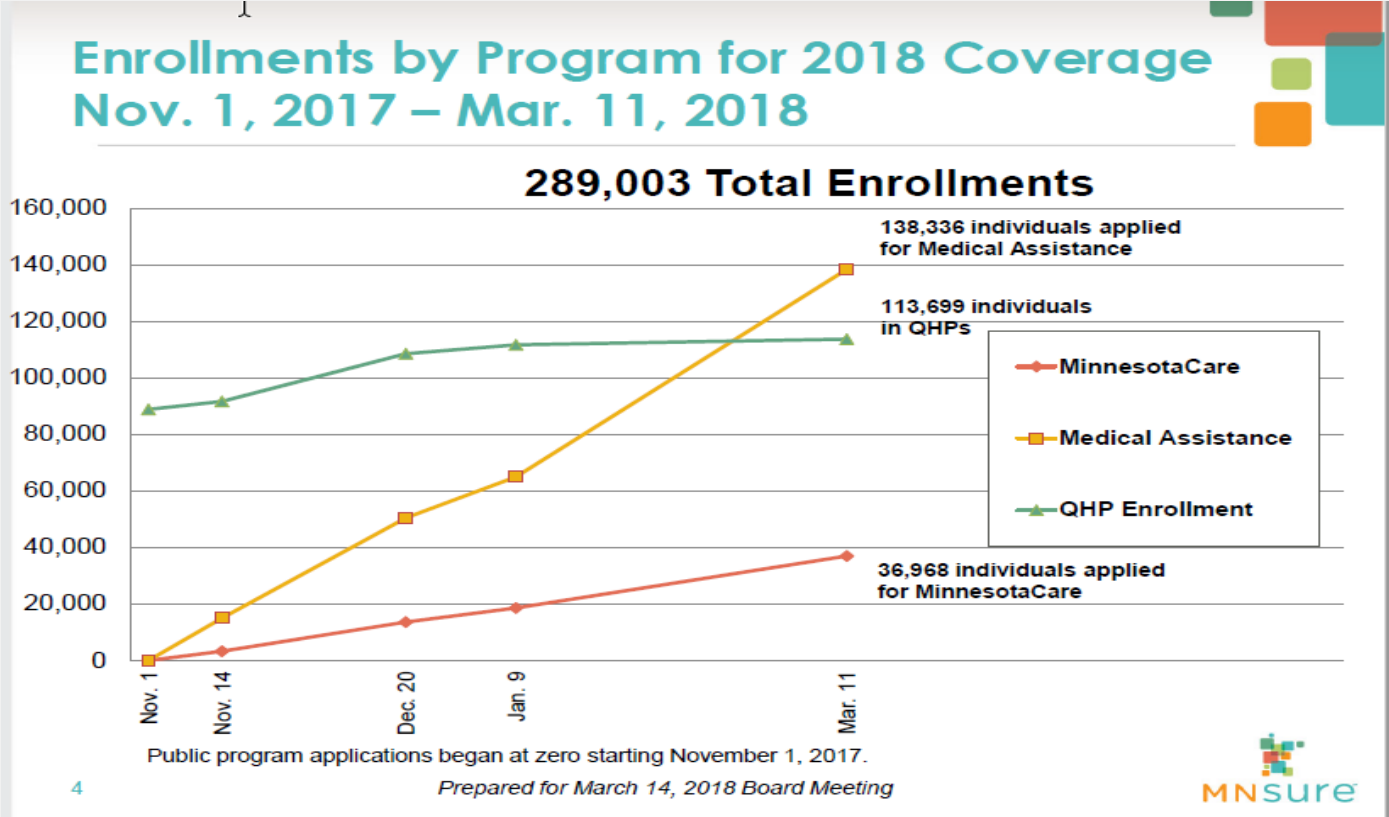
Prepared for March 14, 2018 Board Meeting

BOARD AND STAFF UPDATE - ENROLLMENT

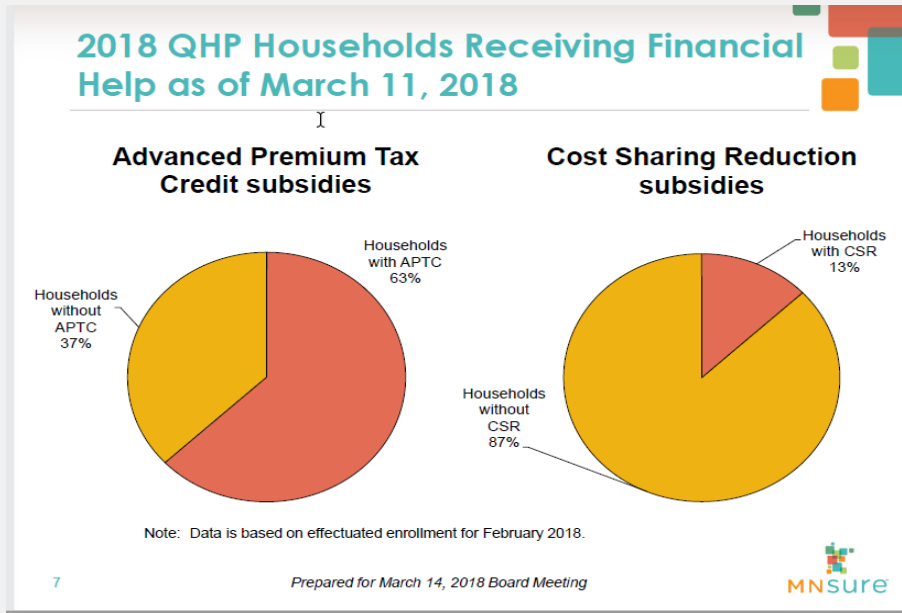
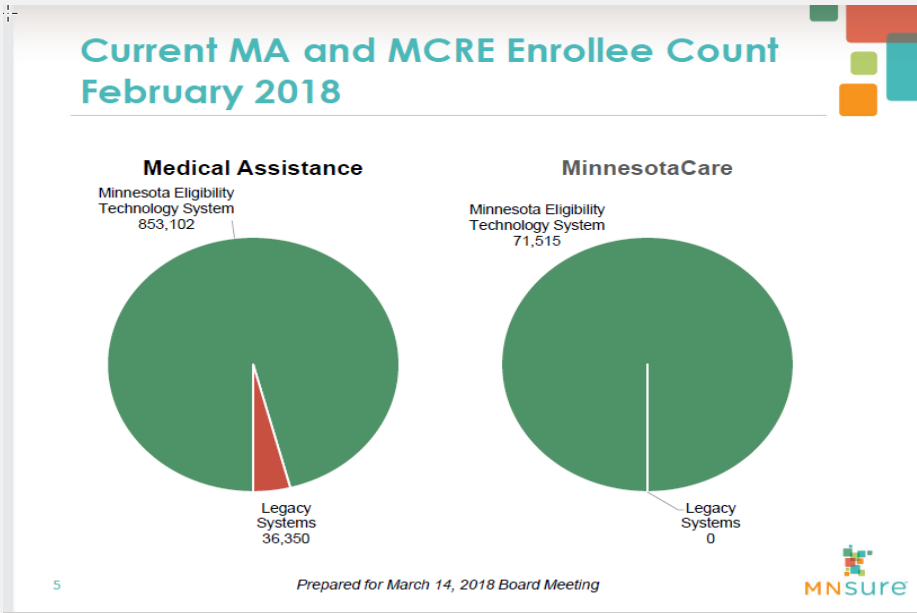
2018 Plans & Carriers as of Mar. 11, 2018		
Carrier	2018 Enrollment To Date	2017 Enrollment
BluePlus	14.3%	22.1%
HealthPartners	25.0%	27.3%
Medica	29.5%	23.5%
UCare	31.1%	26.9%
Metal Level		
Gold	9.7%	10.1%
Silver	32.7%	32.4%
Bronze	55.7%	55.9%
Catastrophic	1.9%	1.6%

2018 QHP Enrollee Demographics as of Mar. 11, 2018		
Age	2018 Enrollment To Date	2017 Enrollment
<18	10.7%	10.7%
18-25	7.3%	7.3%
26-34	14.0%	15.5%
35-44	13.6%	13.6%
45-54	17.9%	18.2%
55-64	36.2%	34.3%
65+	0.4%	0.5%
Sex		
Male	48.4%	48.1%
Female	51.6%	51.9%

BOARD AND STAFF UPDATE - ENROLLMENT



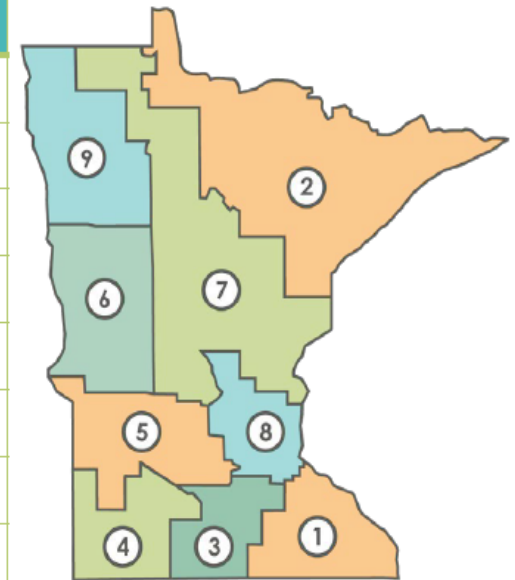
BOARD AND STAFF UPDATE – PREMIUM ASSISTANCE



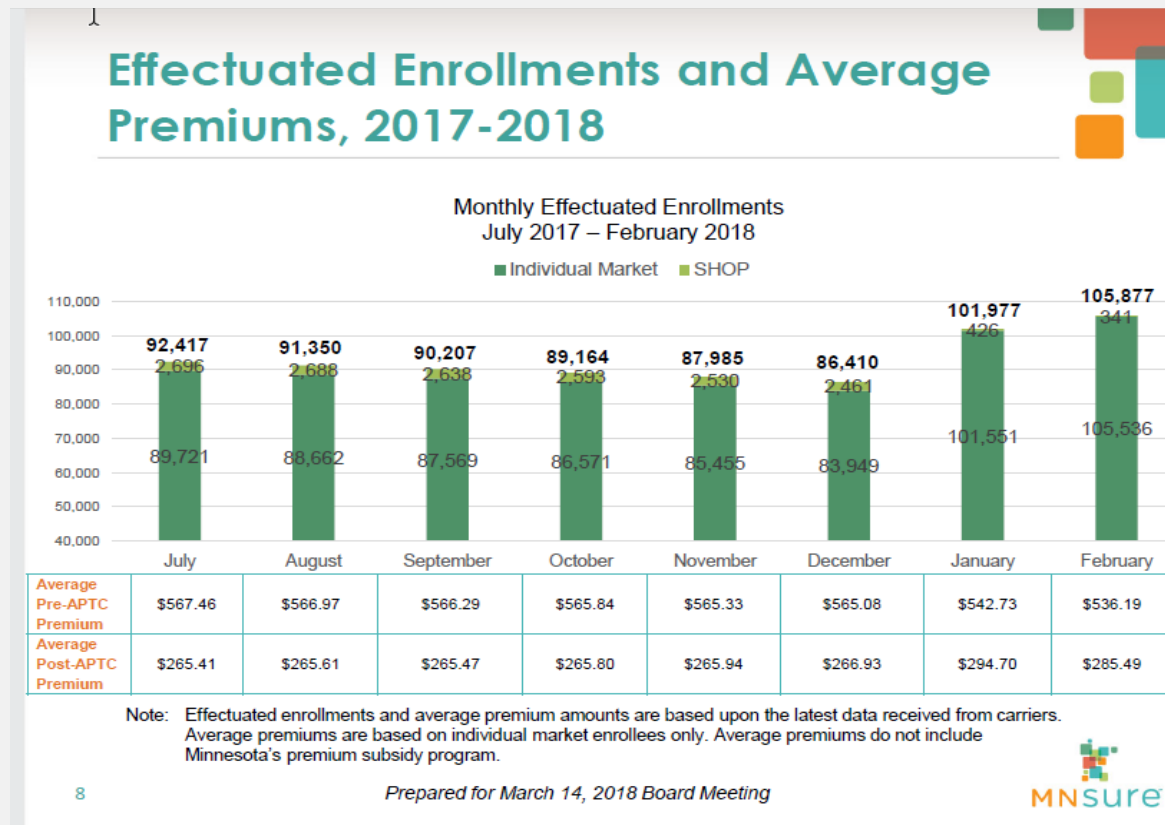
BOARD AND STAFF UPDATE-
WHERE PEOPLE ARE INSURED

2018 QHP Enrollment by Rating Region as of March 11, 2018

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	7.9%	7.0%
2	5.7%	6.4%
3	4.7%	5.2%
4	2.1%	3.1%
5	3.6%	4.3%
6	4.1%	4.8%
7	7.7%	9.4%
8	62.6%	58.4%
9	1.5%	1.5%



BOARD AND STAFF UPDATE- EFFECTUATED ENROLLMENT



BOARD AND STAFF UPDATES – CUSTOMER SERVICE METRICS

Customer Service Dashboard

All Callers Top Contact Center Inquiries, Jan. 8 – Mar. 11, 2018

1. How do I update my application	19.3%
2. MA/MCRE	19.1%
3. Password reset/ Account unlock	11.5%

Assister Resource Center (ARC) Top Inquiries, Jan. 8 – Mar. 11, 2018

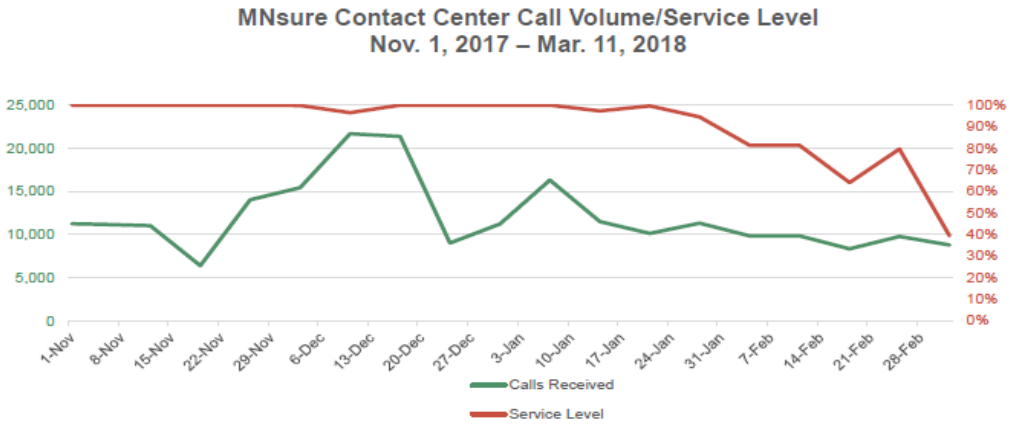
1. Existing/pending inquiry	50.9%
2. Password reset/Account unlock	15.3%
3. Determination result	9.1%

Broker Line Top Inquiries, Jan. 8 – Mar. 11, 2018

1. Status	15.9%
2. Questions	10.2%
3. Loss of Health Care Coverage	8.9%

BOARD AND STAFF UPDATE – CONTACT CENTER

Contact Center Call Volume and Service Level



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

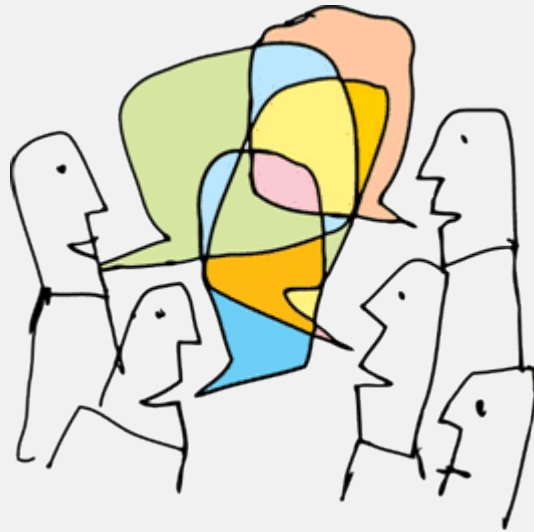
Note: Call volumes represent weekly totals for week beginning with date.
Service Level represents weekly average for week beginning with date.



HEALTHCARE POLITICAL LANDSCAPE



HEALTH ACCESS SURVEY DISCUSSION



SUB-GROUP UPDATES

- **MNsure Broker Portal**
- **Consistent member transition from signup to effectuated**
- **Member retention**
- **MNsure's ability to attract the uninsured**

HIAC/CSEAC COMBINED OPTIONS/INTEREST TOPICS?

Two Options?

- **Improving connections between MNsure/DHS/Counties - Member retention**
- **MNsure's ability to attract the uninsured**

NEXT STEPS/WRAP/ADJOURN

Upcoming Meetings

- May 22, 10 a.m.-noon
METS Executive Steering Committee Meeting
- May 24, 2:30-5 p.m.
HIAC Meeting
- June 20, 1-3 p.m.
MNsure Board Meeting