

April 20, 2016

Chair Benner and Ms. O'Toole,

Thank you for the opportunity to provide an update. In our journey of implementing MNsure, we continue to have large workloads and small improvements.

Recently, there have been improvements made to the MMIS interface. In other words, more cases entered in METS are interfacing correctly to the payment/provider system, MMIS. The result has many positive effects.

- Less need for counties to seek support from DHS. Help tickets are more manageable and when we do need to contact DHS, wait times have reduced significantly.
- Customers are receiving better service, more applications, renewals, and changes are processed accurately and timely and issues are resolved more quickly.
- This in turn frees up time both at counties and the state to begin addressing tasks that have been neglected due to volume.

The interface improvements have been an important development as counties are gearing up to implement "periodic data match (PDM)" and conversion. PDM is a mid-year check on changes that may affect eligibility. The second big added workload coming to counties, starting this summer, is the conversion of the rest of the Modified Adjusted Gross Income (MAGI) cases which number 135,000 cases or 330,000 individuals across the state. Both of these changes will require additional efforts at the county level. In one example the estimated need for counties to take on this added work is 122 additional staff across the state.

Leaders from counties and the county association, MACSSA, are talking to legislators and have been paying close attention to the legislative session where these concerns are being discussed. We are concerned about the continued legislative attempts to defund and limit MNsure and its underlying IT system METS. It's important for this board and policy makers to understand that proposals to move to the Federal Exchange, limit DHS funding and hamper development of the METS system only hurts the counties and clients we serve. While METS is not perfect, we are making progress and requiring the counties to change IT systems is not in the best interest of the clients we serve.

In closing, I want to mention a recent article. In the last month, there was an Op-Ed published in the Star Tribune from the MACSSA Director and current MACSSA President that articulates the current state of counties and METS. Even though we are seeing small improvements, there continues to be a need for a system that allows us to be able to manage cases proactively.

Respectfully submitted,

**Marti Fischbach | Director**

Employment and Economic Assistance | Community Services

The logo for Dakota County, featuring the word "Dakota" in a stylized script font with "COUNTY" in a smaller, sans-serif font underneath.