Board of Directors Meeting
November 16, 2016

Proposed New and Re-appointed Advisory Committee Members

Consumer & Small Employer

- Leigh Grauman
- Peter Musimami
- Denise Robertson
- Kathleen Saari
- Matthew Steffens
- ➢ Mary Ellen Becker
- ➢ Bentley Graves
- ❖ Matthew Flory

Current members:
- o Nancy Breymeier
- o Amy Chatelaine
- o Kim Johnson
- o Richard Klick
- o Ann McIntosh
- o Kate Onyeneho
- o Hussein Sheikh
- o Alexandra Zoellner

Health Industry

- Thomas Hoffman
- Hillary Hume
- Daniel Miesle
- Bette Zerwas
- ➢ Andy McCoy

Current members:
- o Kenneth Bence
- o Kyle Bozentko
- o David Dziuk
- o Forrest Flint
- o Carl Floren
- o Harlan Johnson
- o Heidi Mathson
- o Reuben Moore
- o Chris Rofidal
- o Charles Sawyer
- o Jonathan Watson
- o Ghita Worcester

Key

- Proposed new member
- ➢ Proposed member for re-appointment
- ❖ Proposed member to be transferred between Committees
- o Current member (term not up)

MNsure

Proposed Advisory Committee Leadership

Consumer & Small Employer

➤ **Chair:** Richard Klick

Health Industry

➤ **Chair:** Jonathan Watson

➤ **Vice-Chair:** Ghita Worcester

MNsure

Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1 – 13, 2016	
Total Enrollments	**35,210**
Medical Assistance	8,574
MinnesotaCare	2,753
Qualified Health Plans	23,883
QHP active renewals	9,492
QHP new enrollees	14,391
Qualified Dental Plans	825

QHP Households Receiving Financial Help, Nov. 1 – 13, 2016	
Households with Advanced Premium Tax Credits	56.3%
Households with Cost Sharing Reductions	11.4%

Prepared for November 16, 2016 Board Meeting

MNsure

Enrollment Dashboard – 2 of 2

Plans & Carriers, Nov. 1 – 13, 2016		
Carrier	**2017 Enrollment To Date**	**2016 Enrollment**
Blue Cross Blue Shield	--	20.2%
BluePlus	12.8%	8.0%
HealthPartners	25.6%	26.6%
Medica	34.2%	21.3%
UCare	27.5%	23.8%
Metal Level		
Platinum	--	--
Gold	13.4%	16.4%
Silver	33.4%	35.2%
Bronze	52.0%	47.0%
Catastrophic	1.2%	1.4%

QHP Enrollee Demographics, Nov. 1 – 13, 2016		
Age	**2017 Enrollment To Date**	**2016 Enrollment**
<18	10.4%	10.4%
18-25	6.5%	7.3%
26-34	13.6%	16.9%
35-44	12.9%	14.0%
45-54	17.8%	18.5%
55-64	38.1%	32.6%
65+	0.9%	0.3%
Sex		
Male	47.2%	48.3%
Female	52.8%	51.7%

Note: Data reflects all QHP enrollment except SHOP enrollment.

Prepared for November 16, 2016 Board Meeting

MNsure

Enrollments by Program
November 1 – 13, 2016

35,210 Total Enrollments

23,883 individuals in Individual Market QHPs

8,574 individuals in Medical Assistance

2,753 individuals in MinnesotaCare

Legend:
- MinnesotaCare
- Medical Assistance
- QHP Enrollment via Individual Market

Y-axis: 0, 5,000, 10,000, 15,000, 20,000, 25,000, 30,000

X-axis: Nov. 1, Nov. 13
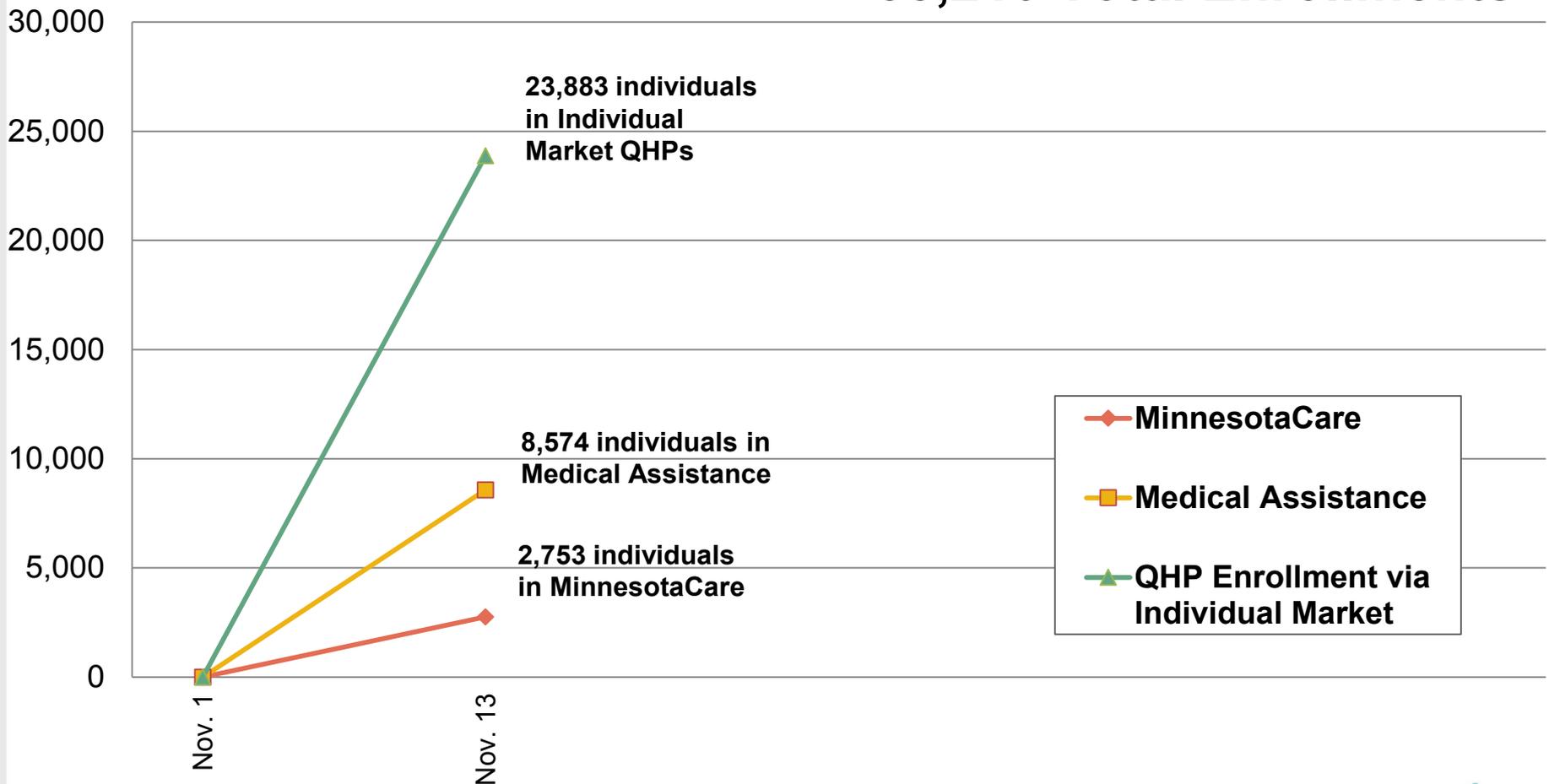
Program enrollment began at zero for all programs starting November 1, 2016.

Prepared for November 16, 2016 Board Meeting

MNsure

Current MA and MCRE Enrollee Count October 2016

Medical Assistance

Minnesota Eligibility Technology System
558,818

Legacy Systems
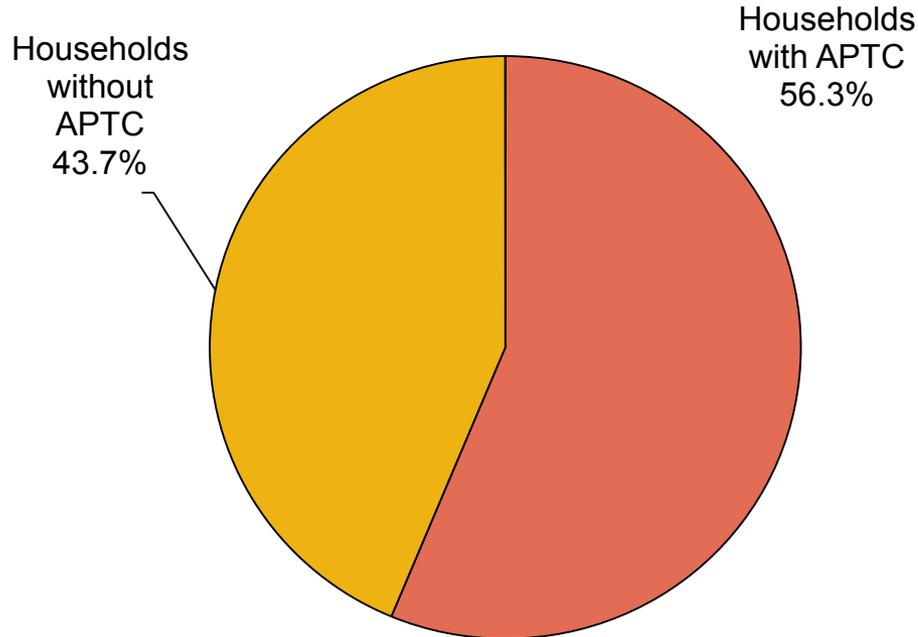287,600
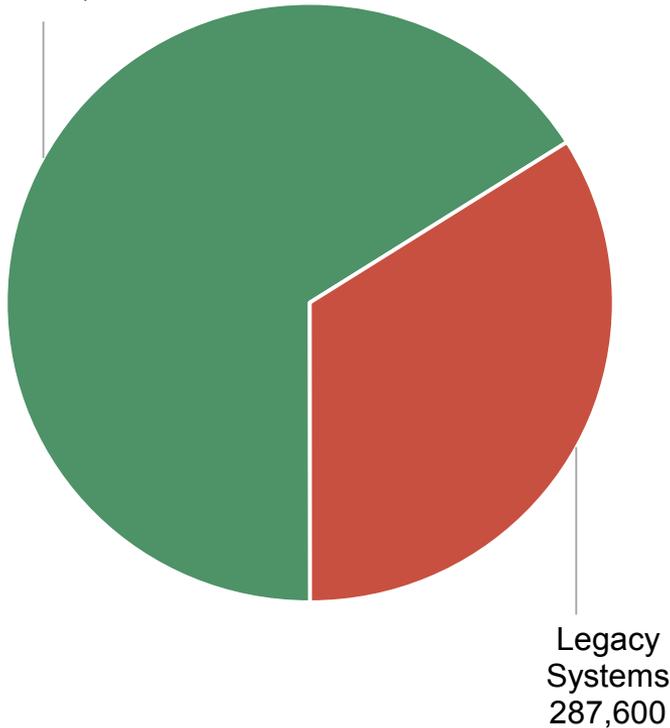
MinnesotaCare

Minnesota Eligibility Technology System
90,281

Legacy Systems
0

Prepared for November 16, 2016 Board Meeting
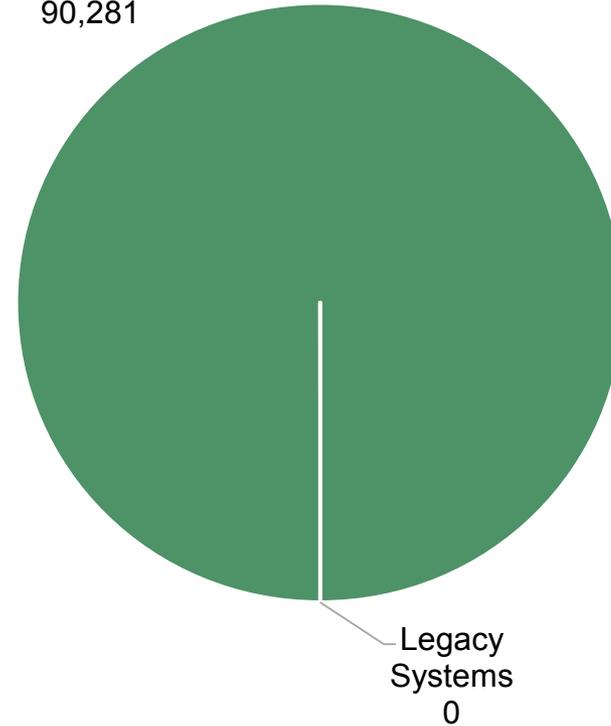
QHP Households Receiving Financial Help November 1 – 13, 2016

Advanced Premium Tax Credit subsidies

Households with APTC
56.3%

Households without APTC
43.7%

Cost Sharing Reduction subsidies

Households with CSR
11.4%

Households without CSR
88.6%
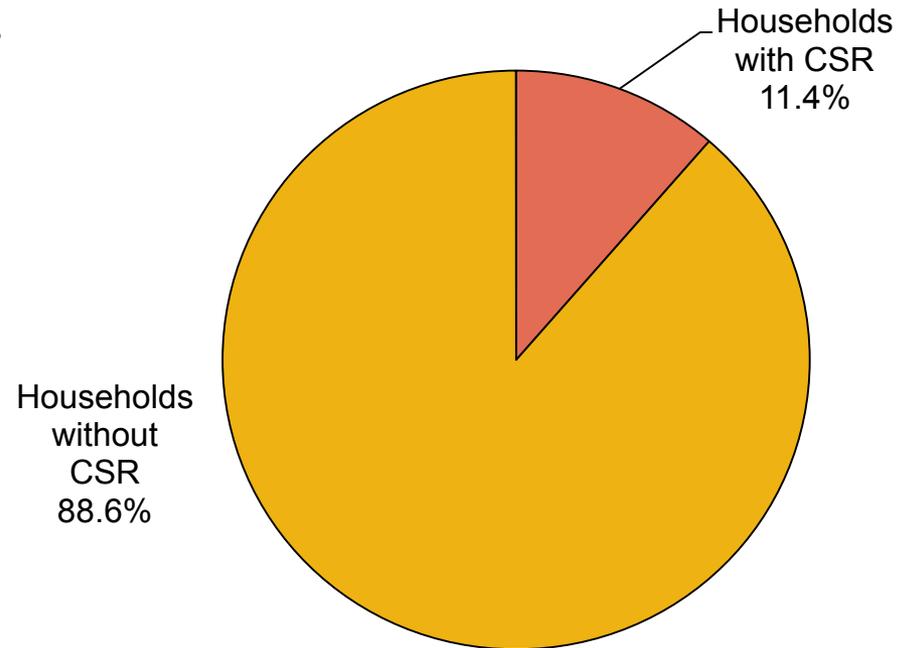
Note: Based on cumulative QHP enrollment for Open Enrollment 2017. Subsidies will be applied to payments beginning January 2017.
Data reflects all QHP enrollment except SHOP enrollment.

Prepared for November 16, 2016 Board Meeting

MNsure

Individual Market: Metal Levels November 1 – 13, 2016

2016 QHP Metal Level Selection

Note: Data reflects all QHP enrollment except SHOP enrollment.

Prepared for November 16, 2016 Board Meeting

MNsure
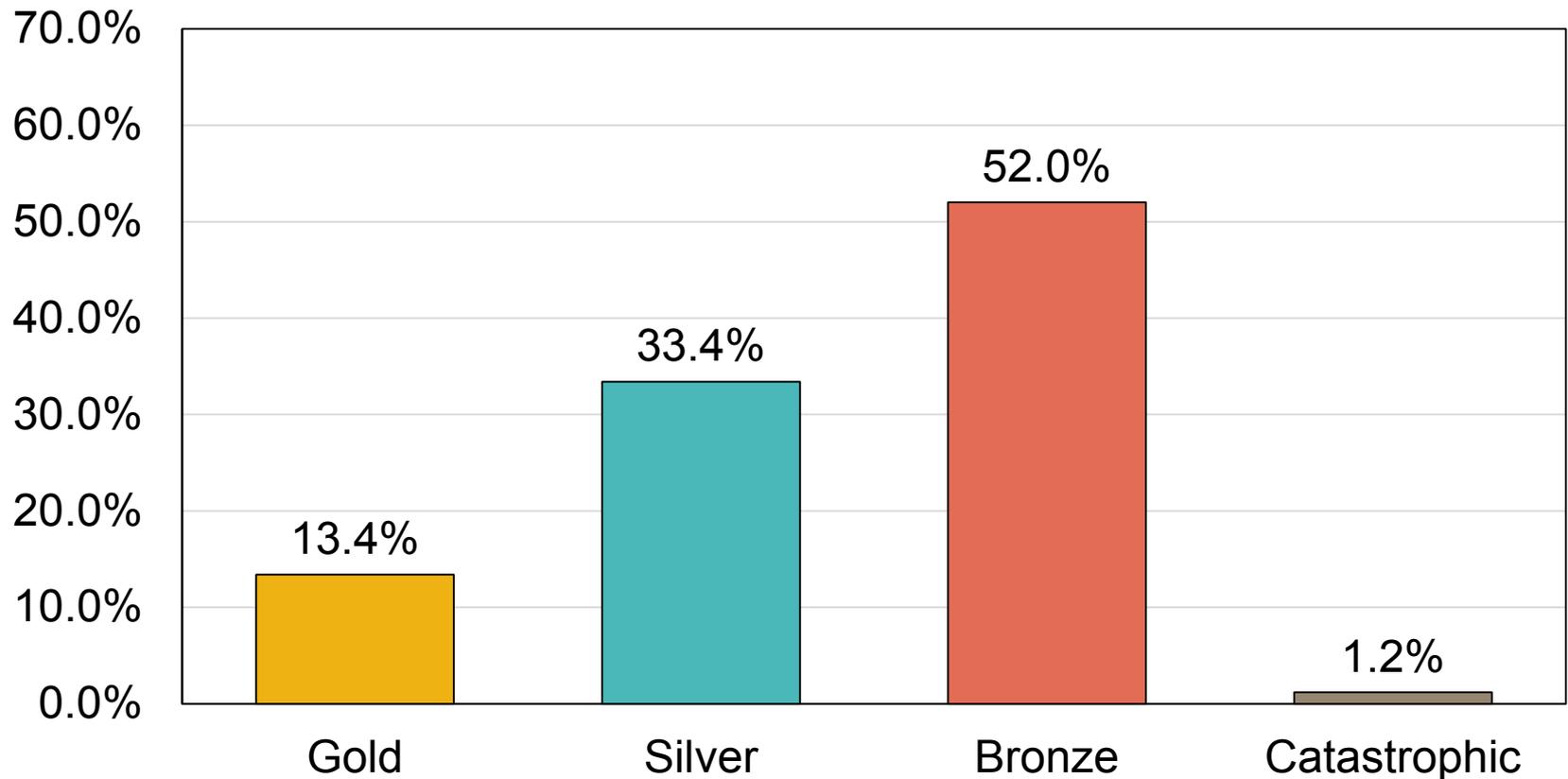
QHP Enrollment by Rating Region November 1 – 13, 2016

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.8%
2	5.9%	5.8%
3	4.7%	4.7%
4	2.2%	2.3%
5	3.8%	3.7%
6	4.2%	4.5%
7	7.9%	8.7%
8	61.6%	61.1%
9	1.6%	1.3%

Prepared for November 16, 2016 Board Meeting

MNsure
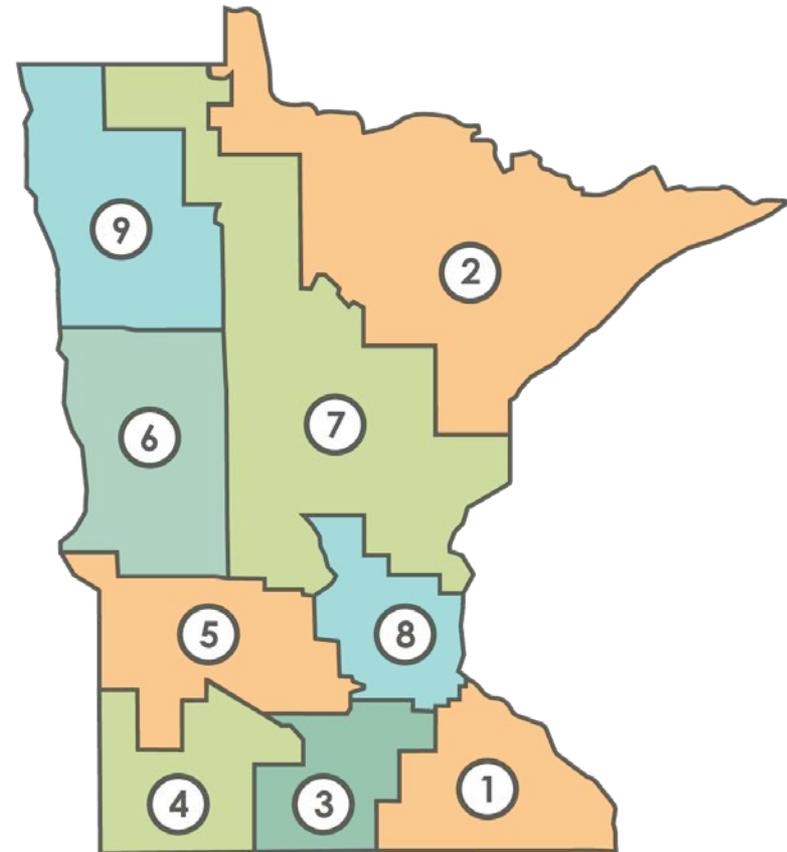
Effectuated Enrollments and Average Premiums, 2016

Monthly Effectuated Enrollments
January – October 2016

	January	February	March	April	May	June	July	August	September	October
Enrollments	61,023	65,395	72,000	72,077	71,464	71,191	70,772	71,092	70,467	69,727
Average Monthly Premium	$385.89	$382.70	$376.06	$376.66	$376.37	$375.97	$375.78	$374.64	$375.03	$375.00
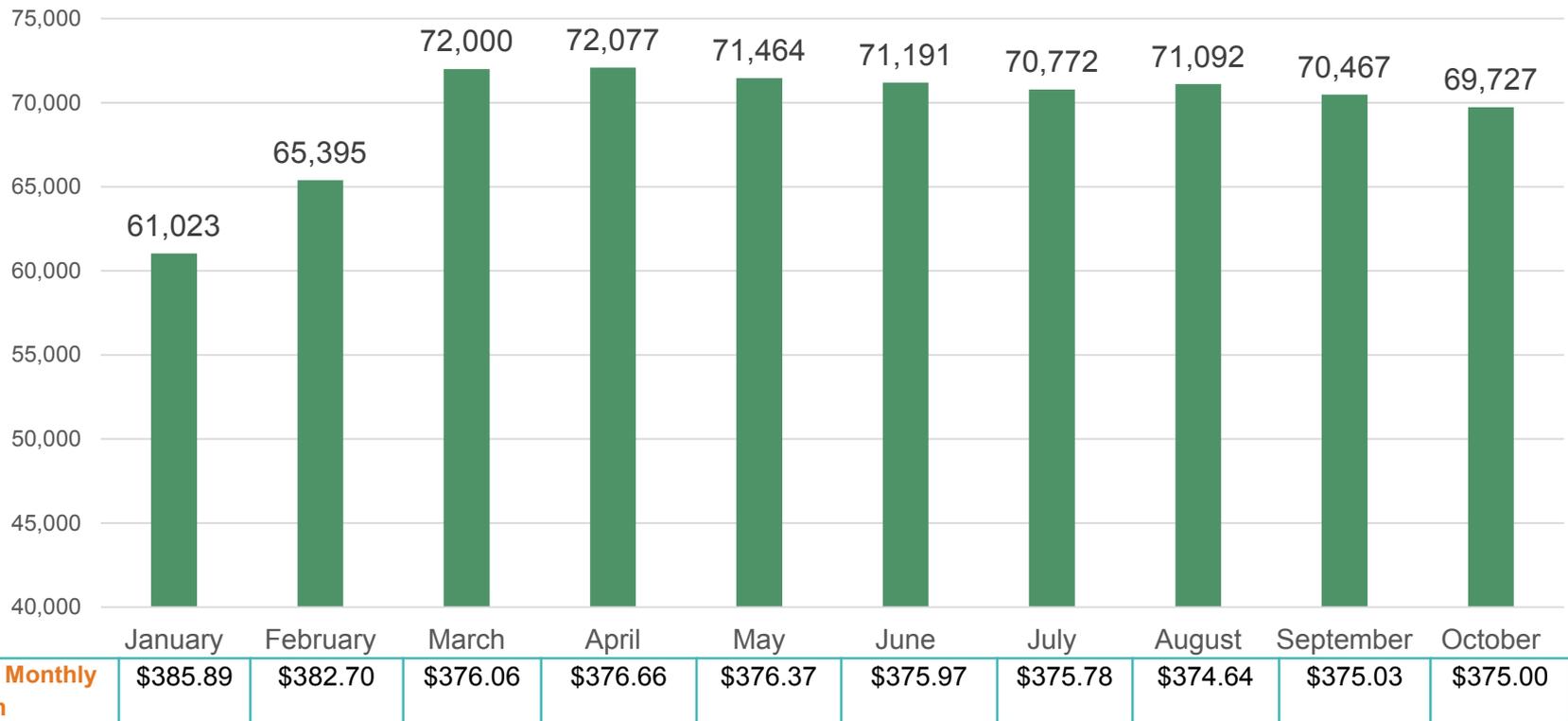
Note: Enrollment count includes both individual market and SHOP QHPs.
        Premium data represents the full cost of a plan, prior to any application of Advanced Premium Tax Credits.
        Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

Prepared for November 16, 2016 Board Meeting

MNsure

MNsure Premium Withhold Revenue Calendar Year 2016

Forecast and YTD Actual

$11.347

$9.425

$9.281

Legend:
- YTD Actual (through Oct. 2016)
- Current Forecast

Revenue numbers in millions
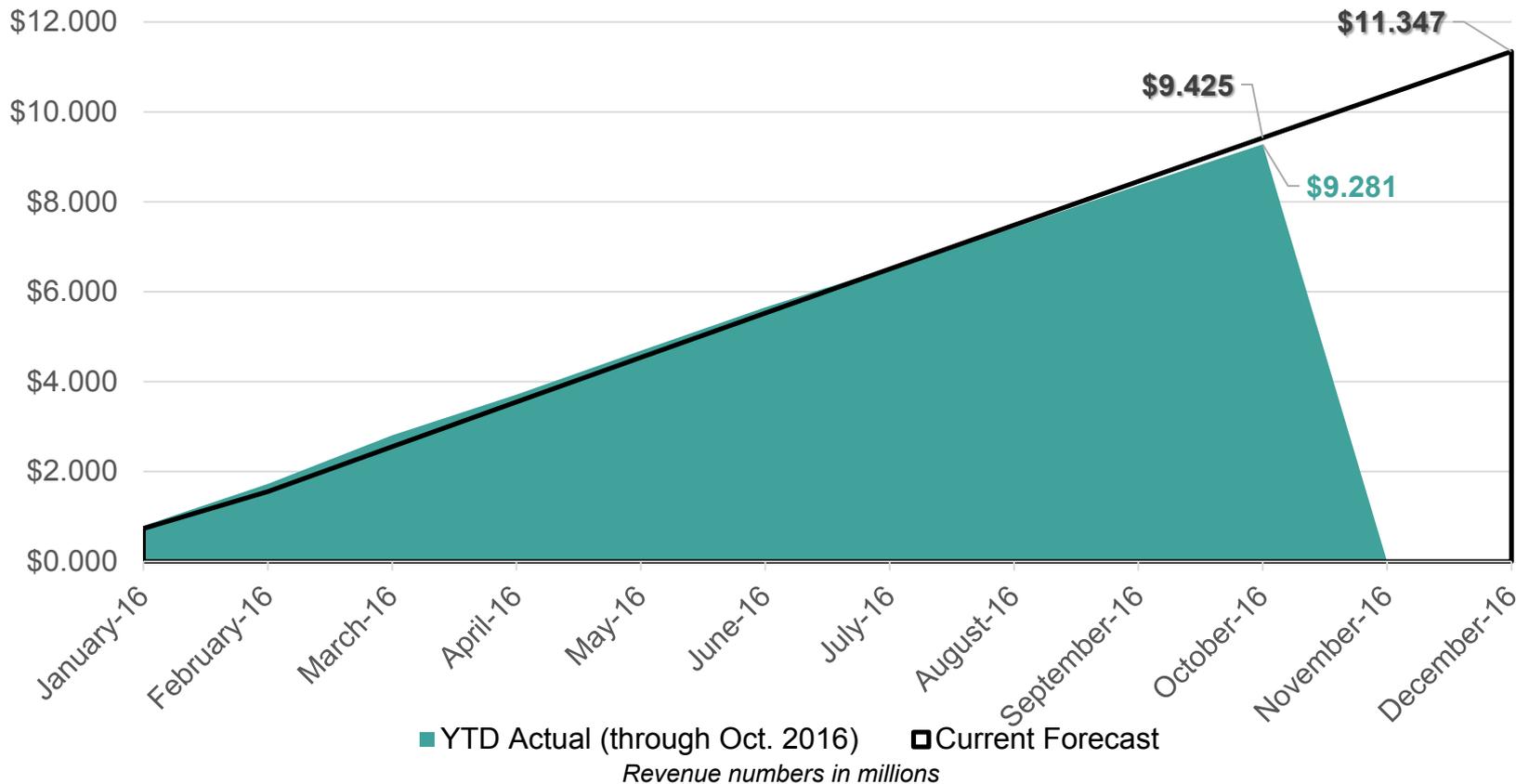
Note: EY16 forecast is based on budget passed at July 20, 2016 MNsure Board meeting.

Prepared for November 16, 2016 Board Meeting

Customer Service Dashboard

Contact Center, Oct. 19 – Nov. 13, 2016	
Call Volume	48,030
Service Level (% of calls answered in 5 min. or less)	88.10%
Average Speed of Answer	0:02:21
Calls Abandoned while in Queue	3.89%

All Callers Top Contact Center Inquiries, Oct. 19 – Nov. 13, 2016	
1. Password reset/Account unlock	15.21%
2. General Questions	10.96%
3. MA/MCRE	6.45%

Assister Resource Center (ARC) Top Inquiries, Oct. 19 – Nov. 13, 2016	
1. Existing/pending inquiry	49.71%
2. Password reset/Account unlock	23.54%
3. Not enrolled	4.09%

Prepared for November 16, 2016 Board Meeting

MNsure

Contact Center
Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1 – November 13, 2016
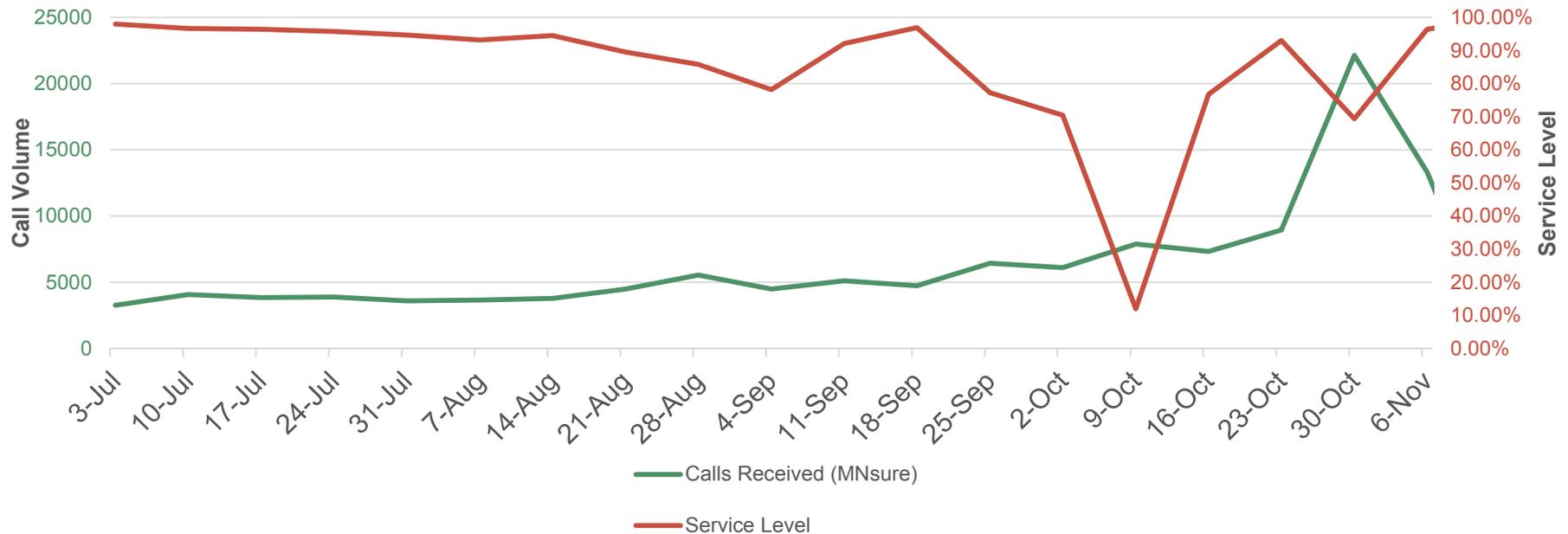
Service Level represents the percent of calls answered in 5 minutes or less.

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

Prepared for November 16, 2016 Board Meeting

2016 Release Roadmap

Legend:
- Work Incomplete (red)
- Work Completed (green)
- Work Currently Underway (blue)
- Work on Hold (gray)
- **XL** = "Mega Project"

Spring Release
- Notices
- Renewals Functionality
- Unique Person ID / ID Matching
- METS-MMIS Interface Functionality
- PRISM Iteration 2
- Caseworker Functionality – Missing Task Functionality
- MinnesotaCare Invoicing
- Enrollment Data: Carrier integration and federal reporting: 1095-A; 1095 IRS & CMS reports; 834 EDI file testing and production; enrollment data reconciliation with carriers
- 1095-B
- Reporting
- METS Data Fixes
- Security Enhancements: Compliance & Audits
- Security Enhancements: Multi-Factor Authentication enhancements

Summer Release #1
- Periodic Data Match **XL**
- Caseworker incorrect contact information fix (Curam)
- Connecture Dental Plan Utility

Summer Release #2
- Renewal Functionality Improvements – All Programs **XL**
- Notices
- Federal Poverty Limit (FPL) MCRE & IA / UQHP income update

Fall Release
- Eligibility System Upgrade (IBM/Curam) **XL**
- 2017 QHP Marketplace Set-up

Winter Release
- Reinstatement – Ability to reopen a case **XL**
- Assister Portal Phase 2
- Unique Person ID Phase 1
- Notices
- PRISM Iteration 3
- Eligibility System Upgrade (IBM/Curam) Post-Production Fixes

Ongoing Efforts

Special Enrollment Period support	Reporting
Open Enrollment Period support	Public Program Reconciliation
METS Data Fixes	Carrier/METS Data Reconciliation

Prepared for November 16, 2016 Board Meeting

MNsure

2016 IT Release Plan: 1095 Project Roadmap

Work Incomplete	(red)
Work Completed	(green)
Work Currently Underway	(blue)
⬌ = Change in Timing	
XL = "Mega Project"	

May-July
- 2015 1095-A Corrections and VOIDs
- 1095-A code fixes
- Effectuation, 2016 1095-A monthly files to IRS

August-September
- Effectuation, 2016 1095-A monthly files to IRS

October-December
- Automation of 2016 1095-A Corrections and VOIDs
- 2016 1095-A monthly files to IRS
- SBM PLR 2016
- 1095-A Notices, Trial Run 1
- 1095-A Notices, Trial Run 2

January-February 2017
- Production of the 2016 1095-A forms to consumers
- Production of the 2016 1095-B forms to consumers
- Additional Information needed from Curam to ESOR Data

Future 2017 Work
- More Enrollment Data Online
- 1095 - SHOP
- 1095-A 2017 CMS SBMI

Prepared for November 16, 2016 Board Meeting

MNsure

2016 IT Release Plan: ESOR Project Roadmap

Legend:
- Work Incomplete (red)
- Work Completed (green)
- Work Currently Underway (blue)
- ⬌ = Change in timing
- XL = "Mega Project"

August-September
- ID Standardization (completed)
- Passive Renewals (incomplete)

October-December
- Coverage System of Record improvements
- Passive Renewals
- 834 Electronic Data Interchange (EDI) Fixes
- Automate delivery of EDI files to Carriers
- Business Transaction Report (BTR)
- Improved Scheduling within ESOR
- ESOR Graphical User Improvements

Future 2017 Work
- SEP GUI ⬌
- ESOR Graphical User Interface V. 3 ⬌

Prepared for November 16, 2016 Board Meeting

MNsure

2016 IT Release Plan: Other Project Roadmap

Legend	
Work Incomplete	(red)
Work Completed	(green)
Work Currently Underway	(blue)
XL = "Mega Project"	

May-July

- MCRE Premiums
- METS-MMIS Interface Functionality
- Federal Poverty Limit (FPL) MA income updates
- Defect Fixes regarding Medicaid coverage of pregnant / post-partum women and newborns

August-September

- METS-MMIS Interface Functionality
- MCRE Premiums

October-December

- MAXIS to METS Migration, MAGI population
- METS-MMIS Interface Functionality
- MCRE Premiums

January-February 2017

- MAXIS to METS Migration, MAGI population
- METS-MMIS Interface Functionality
- MCRE Premiums

Prepared for November 16, 2016 Board Meeting

MNsure