



Board of Directors Meeting

January 11, 2017



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2016 – Jan. 8, 2017	
Total Enrollments	191,689
Medical Assistance	65,148
MinnesotaCare	19,954
Qualified Health Plans	106,587
QHP new enrollees	38,940
QHP renewals	64,638
QHP via SHOP	3,009
Qualified Dental Plans	10,269

QHP Households Receiving Financial Help, Nov. 1, 2016 – Jan. 8, 2017	
Households with Advanced Premium Tax Credits	62.3%
Households with Cost Sharing Reductions	12.5%

Current SHOP Enrollment, Jan. 8, 2017	
Employers enrolled	438
Employees enrolled	1,934
Individuals enrolled (including dependents)	3,009

Enrollment Dashboard – 2 of 2

Plans & Carriers, Nov. 1, 2016 – Jan. 8, 2017		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	22.8%	8.0%
HealthPartners	26.2%	26.6%
Medica	23.9%	21.3%
UCare	27.1%	23.8%
Metal Level		
Platinum	--	--
Gold	10.6%	16.4%
Silver	32.5%	35.2%
Bronze	55.6%	47.0%
Catastrophic	1.4%	1.4%

QHP Enrollee Demographics, Nov. 1, 2016 – Jan. 8, 2017		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.5%	10.4%
18-25	6.9%	7.3%
26-34	14.2%	16.9%
35-44	13.1%	14.0%
45-54	18.2%	18.5%
55-64	36.5%	32.6%
65+	0.6%	0.3%
Sex		
Male	47.9%	48.3%
Female	52.1%	51.7%

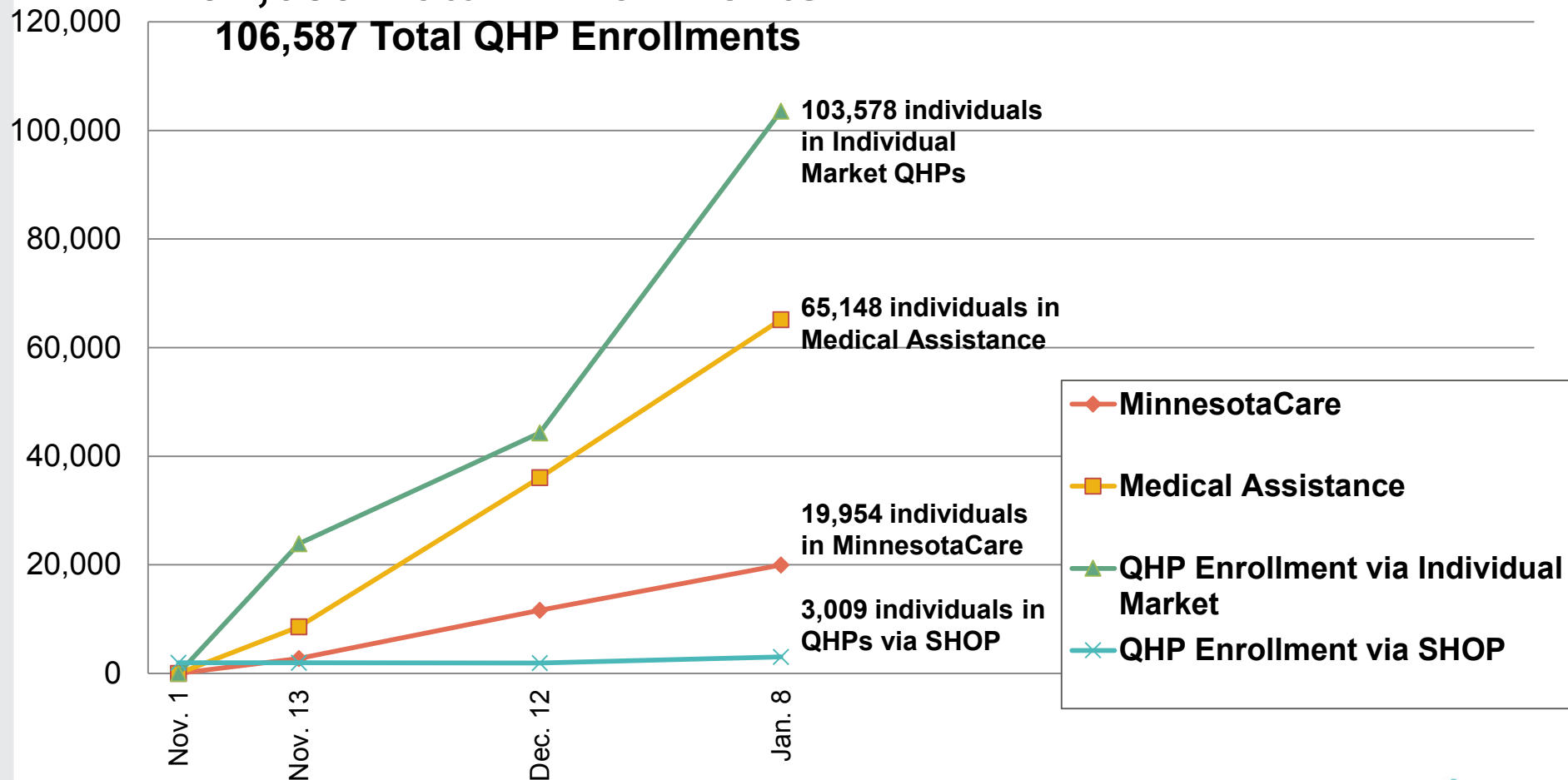
Note: Data reflects all QHP enrollment except SHOP enrollment.

Enrollments by Program

Nov. 1, 2016 – Jan. 8, 2017

191,689 Total Enrollments

106,587 Total QHP Enrollments



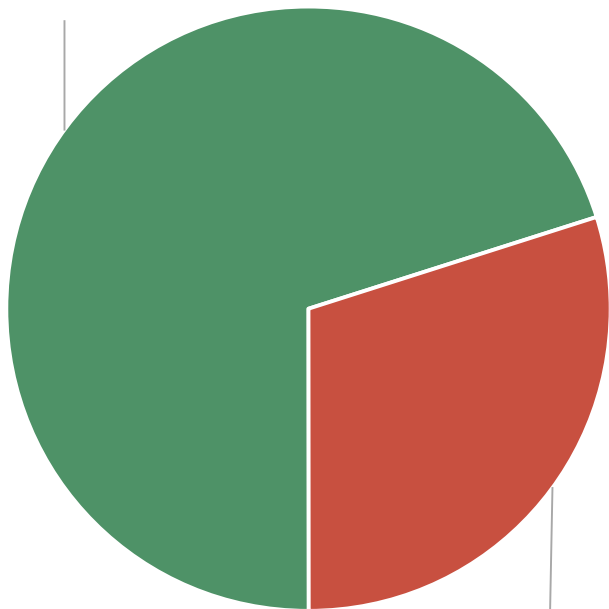
Program enrollment began at zero for all programs except SHOP starting November 1, 2016.

Current MA and MCRE Enrollee Count December 2016



Medical Assistance

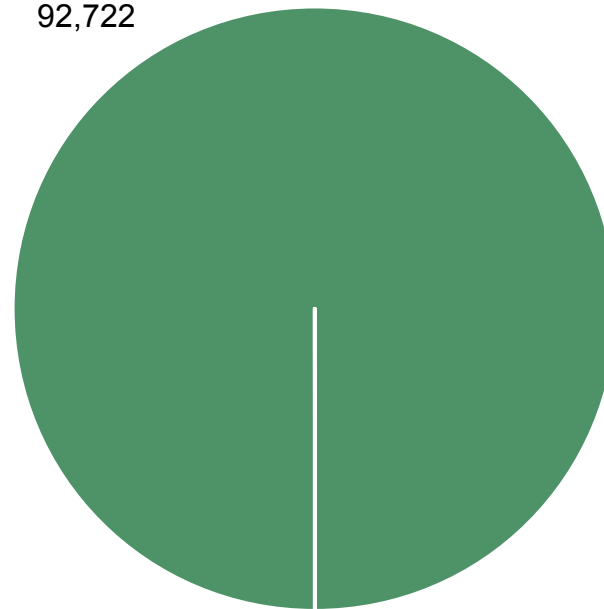
Minnesota Eligibility
Technology System
597,482



Legacy
Systems
255,021

MinnesotaCare

Minnesota Eligibility
Technology System
92,722

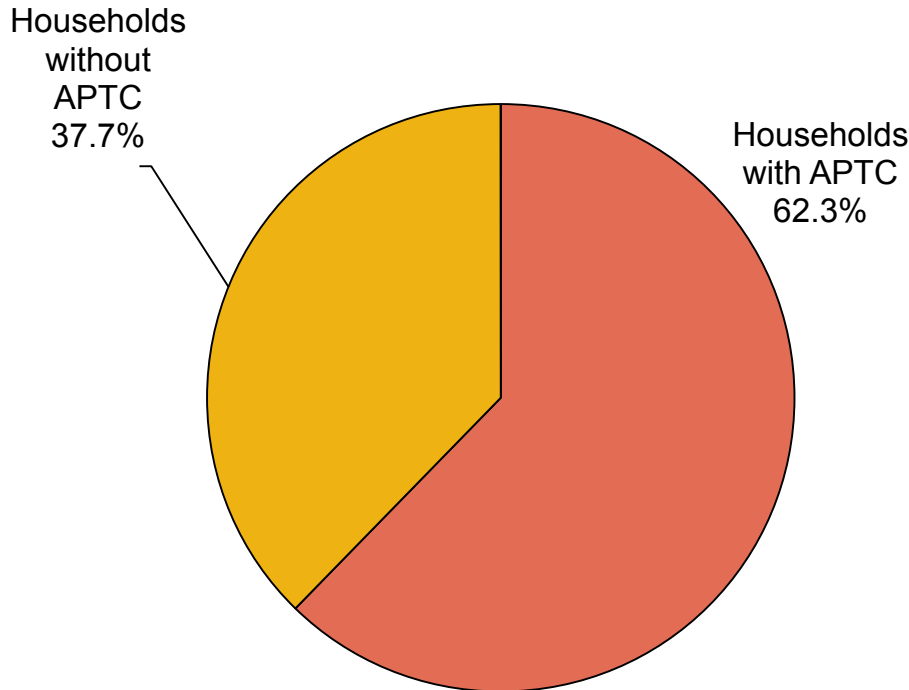


Legacy
Systems
0

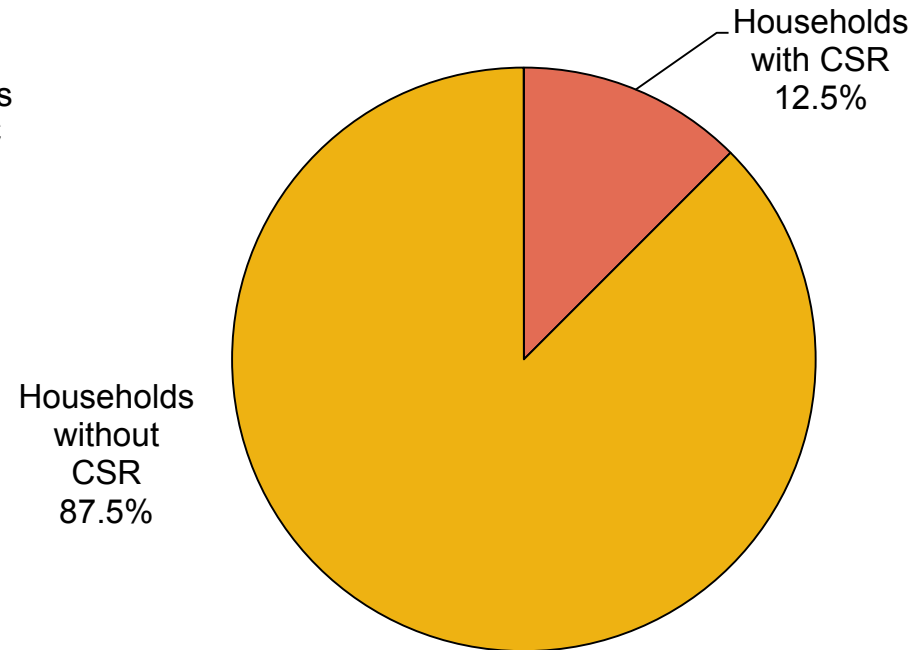
QHP Households Receiving Financial Help

Nov. 1, 2016 – Jan. 8, 2017

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



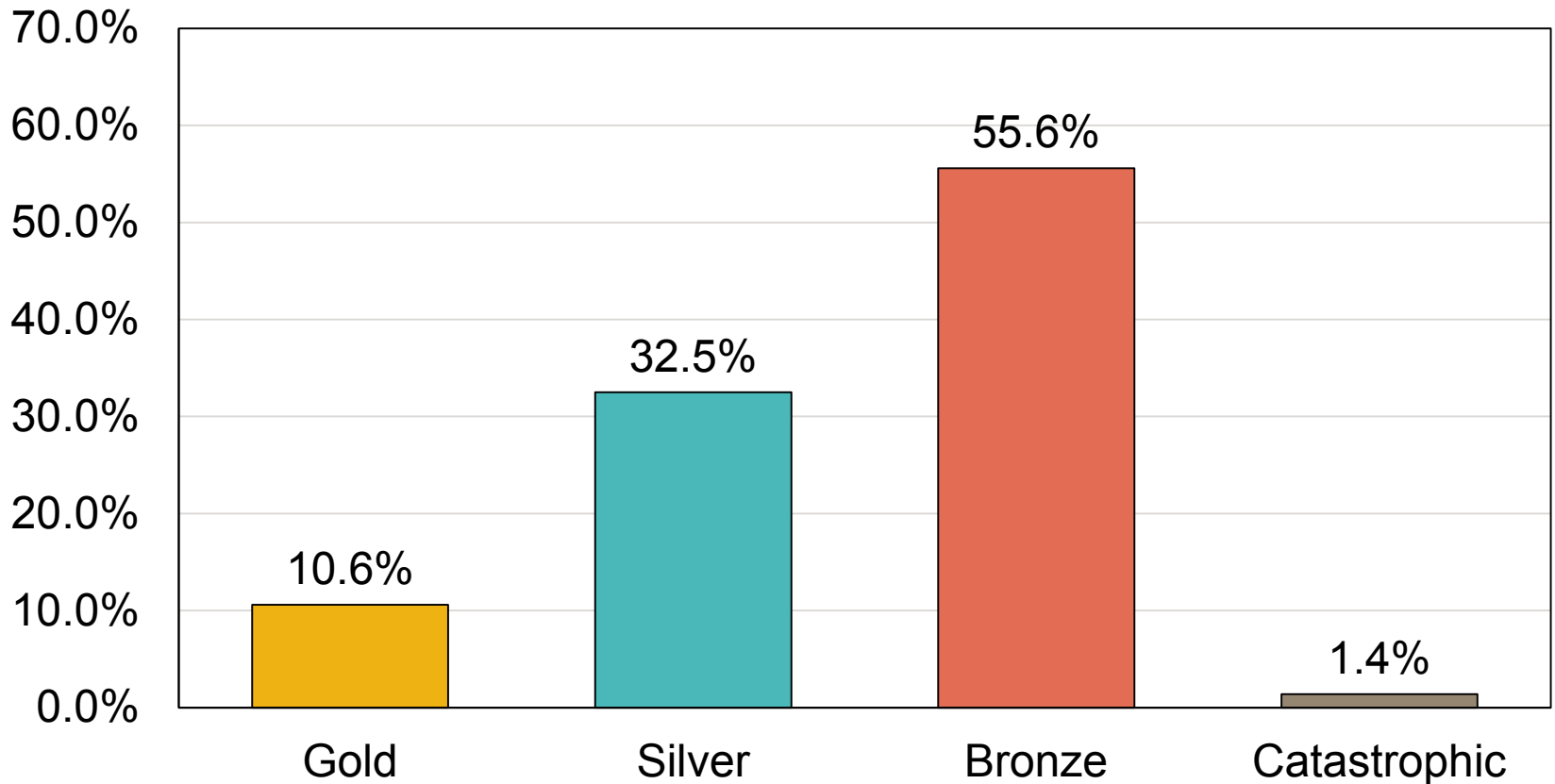
Note: Based on cumulative QHP enrollment for Open Enrollment 2017. Subsidies will be applied to payments beginning January 2017.

Data reflects all QHP enrollment except SHOP enrollment.

Individual Market: Metal Levels

Nov. 1, 2016 – Jan. 8, 2017

2016 QHP Metal Level Selection

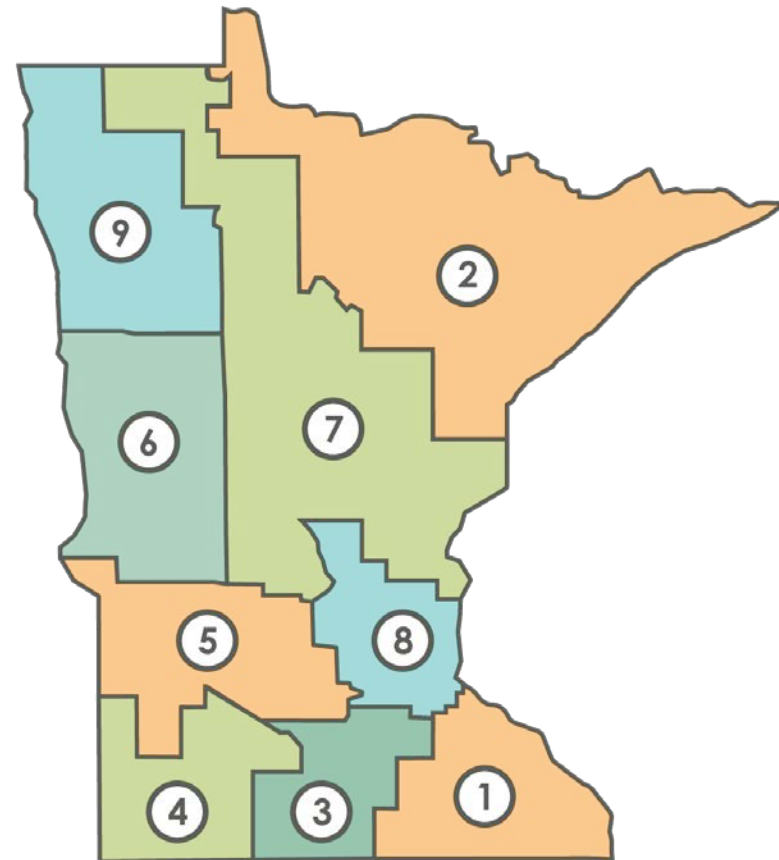


Note: Data reflects all QHP enrollment except SHOP enrollment.

QHP Enrollment by Rating Region

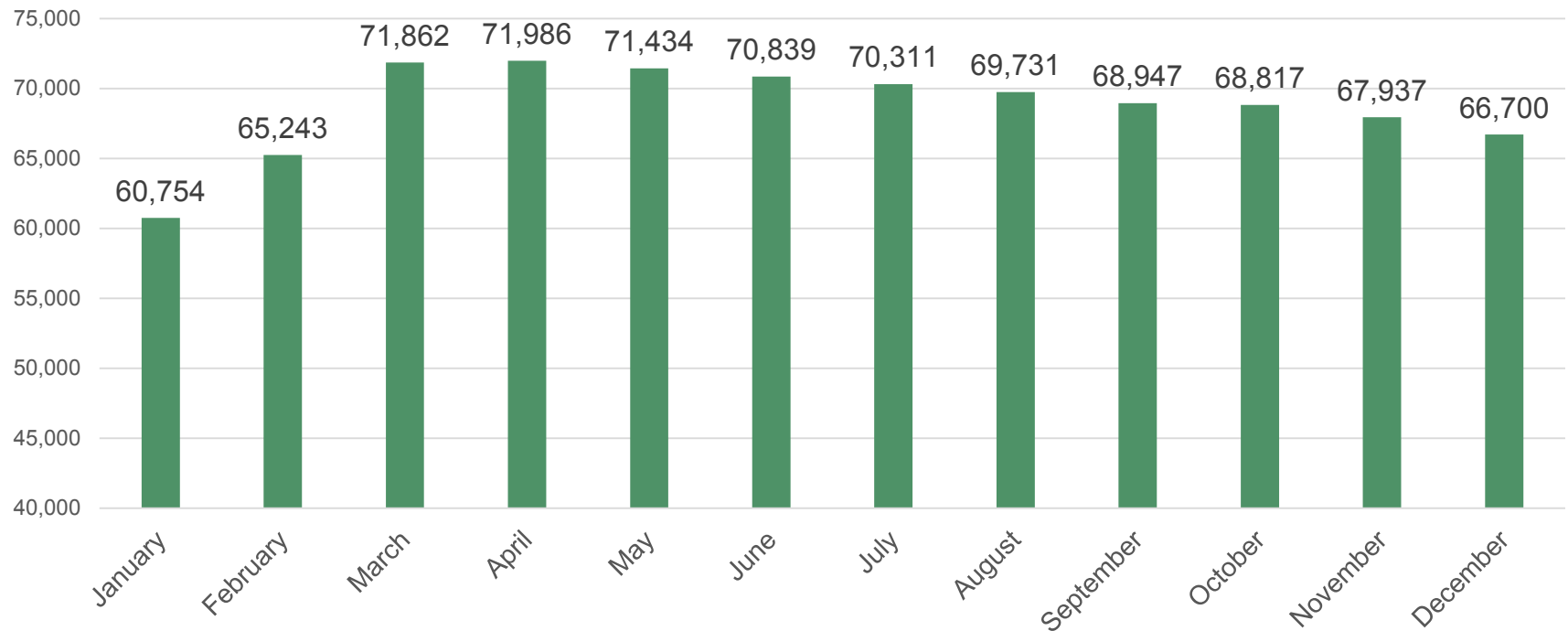
Nov. 1, 2016 – Jan. 8, 2017

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.3%
2	5.9%	6.3%
3	4.7%	5.1%
4	2.2%	3.2%
5	3.8%	4.3%
6	4.2%	4.7%
7	7.9%	8.9%
8	61.6%	58.7%
9	1.6%	1.5%



Effectuated Enrollments and Average Premiums, 2016

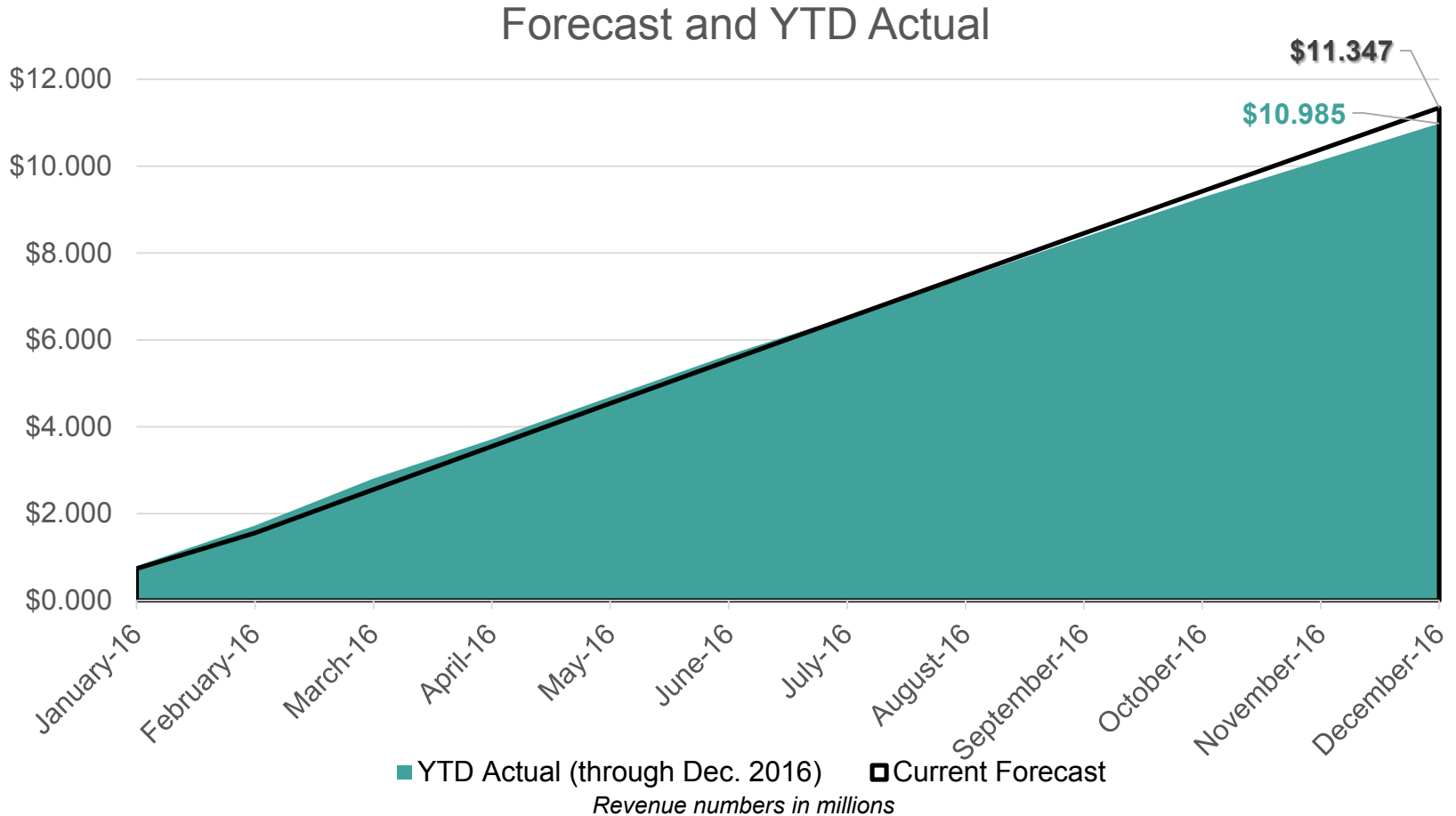
Monthly Effectuated Enrollments
January – December 2016



Average Monthly Premium	January	February	March	April	May	June	July	August	September	October	November	December
	\$385.16	\$381.89	\$375.34	\$376.03	\$375.83	\$376.02	\$375.88	\$375.51	\$375.95	\$375.61	\$376.55	\$377.23

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.

MNsure Premium Withhold Revenue Calendar Year 2016



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

Customer Service Dashboard

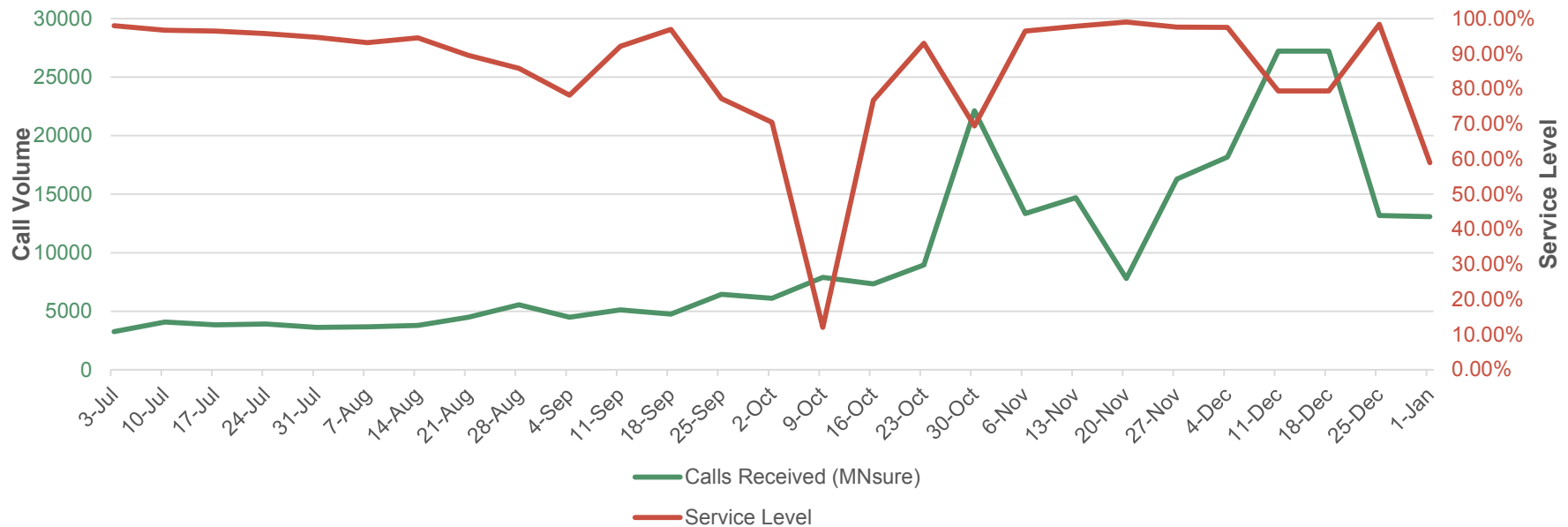
Contact Center, Dec. 12, 2016 – Jan. 8, 2017	
Call Volume	64,054
Service Level (% of calls answered in 5 min. or less)	81.83%
Average Speed of Answer	0:02:35
Calls Abandoned while in Queue	5.99%

All Callers Top Contact Center Inquiries, Dec. 12, 2016 – Jan. 8, 2017	
1. General Questions	12.56%
2. Password reset/Account unlock	11.81%
3. MA/MCRE	9.67%

Assister Resource Center (ARC) Top Inquiries, Dec. 12, 2016 – Jan. 8, 2017	
1. Existing/pending inquiry	51.68%
2. Password reset/Account unlock	14.06%
3. Determination Result	8.75%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1, 2016 – January 8, 2017



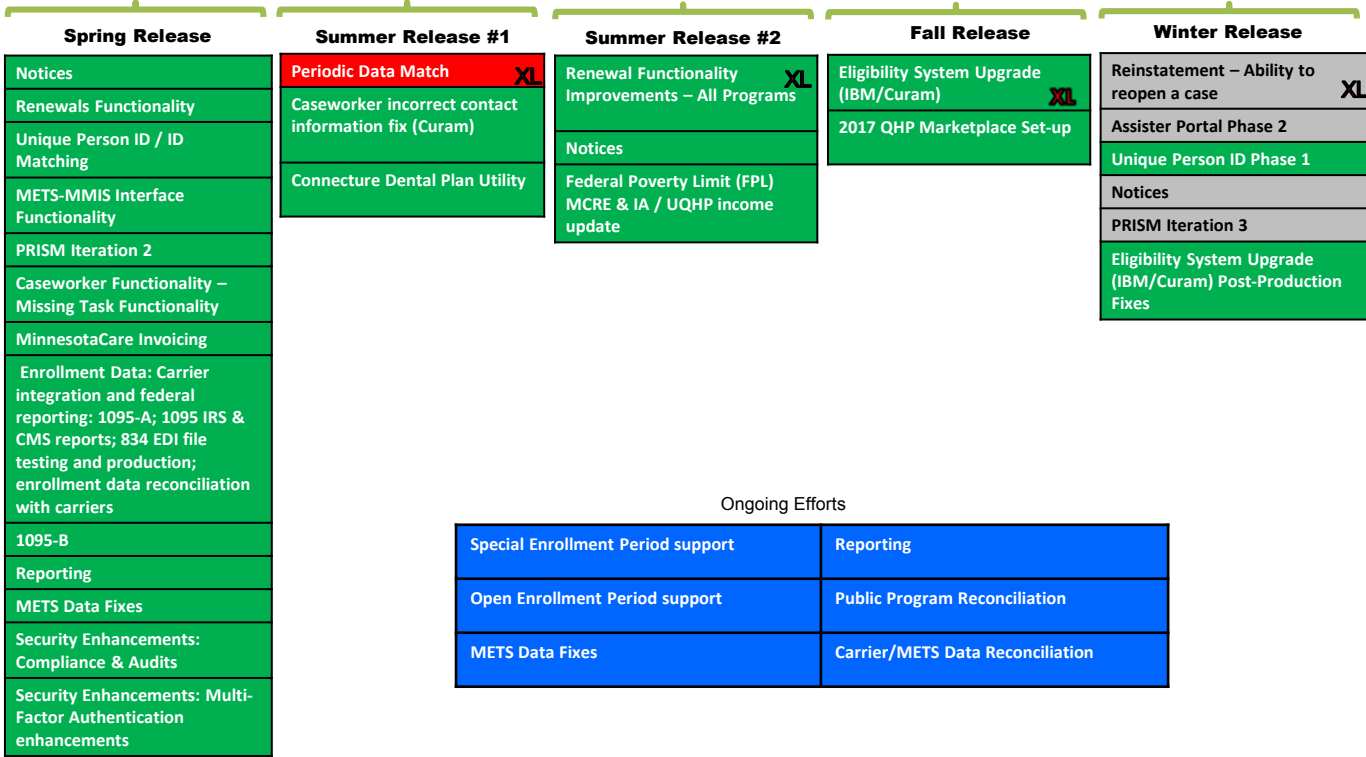
Service Level represents the percent of calls answered in 5 minutes or less.

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



Work Incomplete
Work Completed
Work Currently Underway
Work on Hold
XL = "Mega Project"

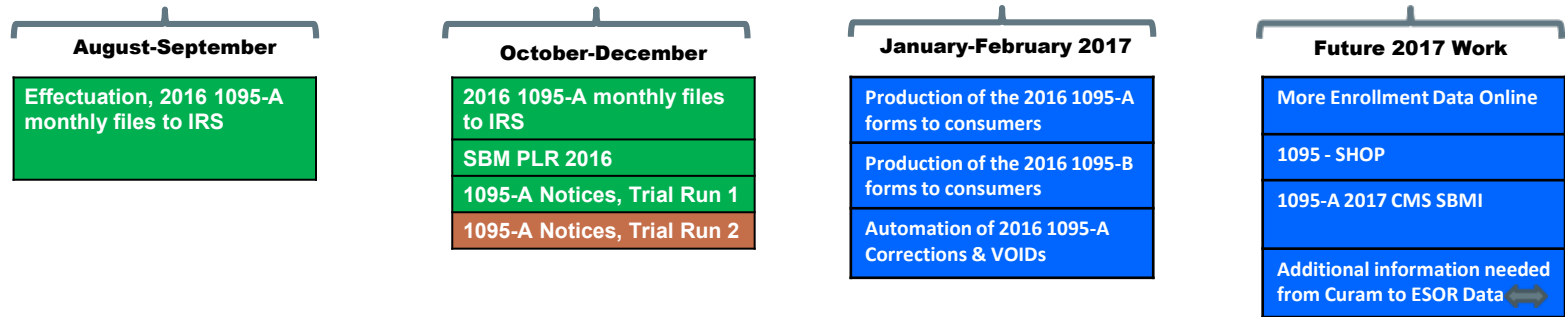
2016 Release Roadmap





IT Release Plan: 1095 Project Roadmap

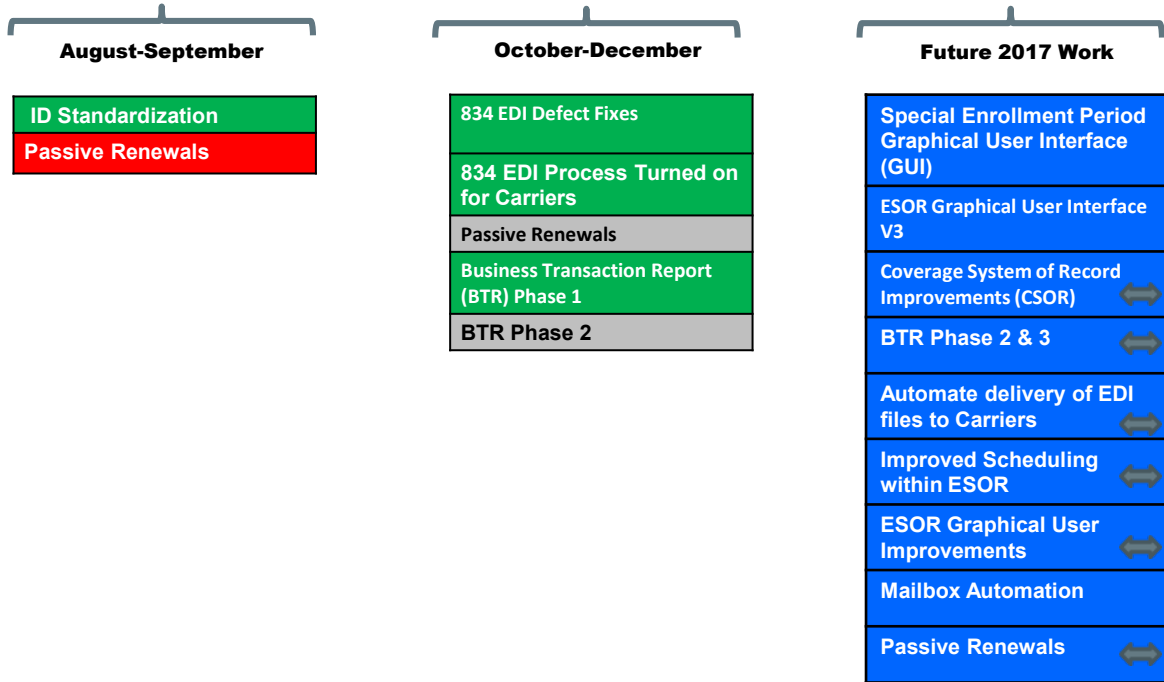
Work Incomplete
Work Completed
Work Currently Underway
↔ = Change in Timing
Work Deferred





Work Incomplete
Work Completed
Work Currently Underway
↔ = Change in Timing
Work On Hold

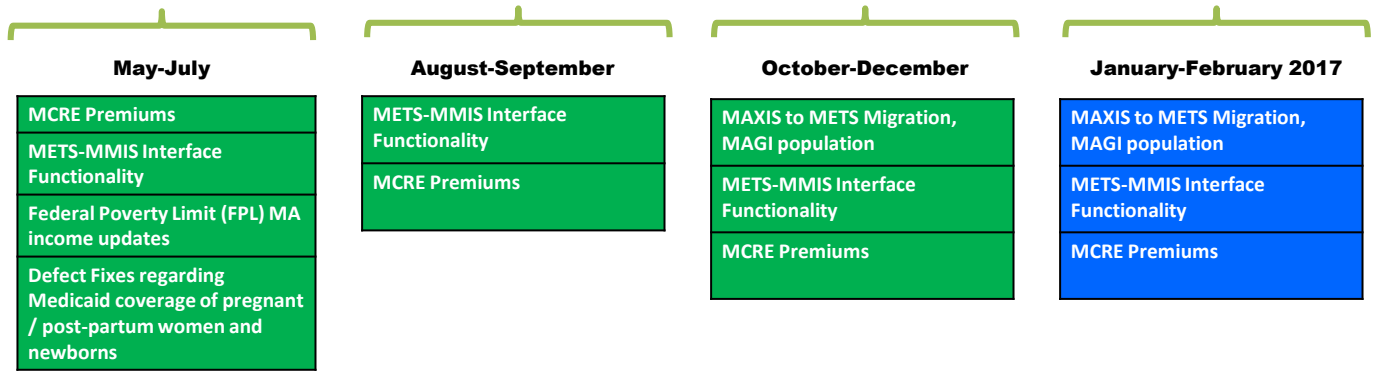
IT Release Plan: ESOR Project Roadmap





IT Release Plan: Other Project Roadmap

Work Incomplete
Work Completed
Work Currently Underway
XL = "Mega Project"



DRAFT 2017 Release Roadmap – METS Ongoing and Project Work

17.1 Release Spring	17.2 Release Summer	17.3 Release Fall	17.4 Release Winter
Assister Portal	Annual Cúram Upgrade	TBD	TBD
Cost Sharing	Prep:	TBD	TBD
Notices	• Supervisor Workspace	TBD	TBD
PRISM Defects	• Org/Location Structure	TBD	TBD
Defects	Notices	Defects	Defects
	Defects		

Ongoing Efforts

1095-A Operations
1095-B Operations
Data Access and Management - Reports
Infrastructure Improvements
MAXIS to METS Migration
MCRE Premiums Phase 3
MCRE Premium Reconciliation
METS Data Fixes
METS-MMIS Interface Improvements
Periodic/Annual Work
Renewals Operations