



Board of Directors Meeting

March 8, 2017



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2016 – Mar. 5, 2017	
Total Enrollments	312,933
Medical Assistance	150,895
MinnesotaCare	40,516
Qualified Health Plans	121,522
QHP new enrollees	52,384
QHP renewals	66,324
QHP via SHOP	2,814
Qualified Dental Plans	11,966

QHP Households Receiving Financial Help, Nov. 1, 2016 – Mar. 5, 2017	
Households with Advanced Premium Tax Credits	68.3%
Households with Cost Sharing Reductions	13.6%

Current SHOP Enrollment, Mar. 5, 2017	
Employers enrolled	398
Employees enrolled	1,785
Individuals enrolled (including dependents)	2,814

Enrollment Dashboard – 2 of 2

Plans & Carriers, Nov. 1, 2016 – Mar. 5, 2017		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	23.0%	8.0%
HealthPartners	26.9%	26.6%
Medica	22.9%	21.3%
UCare	27.1%	23.8%
Metal Level		
Platinum	--	--
Gold	10.0%	16.4%
Silver	32.3%	35.2%
Bronze	56.2%	47.0%
Catastrophic	1.5%	1.4%

QHP Enrollee Demographics, Nov. 1, 2016 – Mar. 5, 2017		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.4%	10.4%
18-25	7.2%	7.3%
26-34	15.1%	16.9%
35-44	13.5%	14.0%
45-54	18.3%	18.5%
55-64	35.9%	32.6%
65+	0.5%	0.3%
Sex		
Male	48.3%	48.3%
Female	51.7%	51.7%

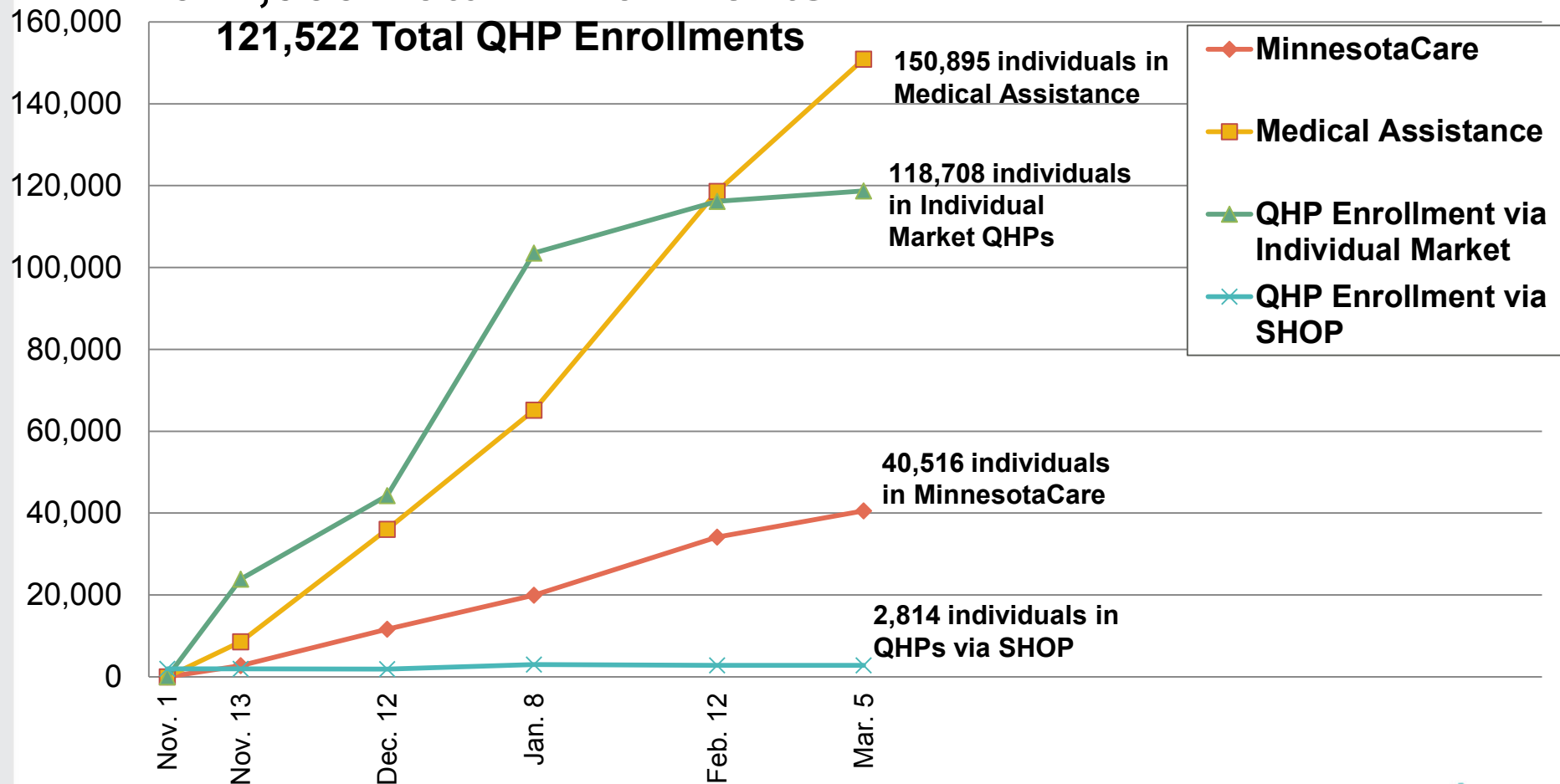
Note: Data reflects all QHP enrollment except SHOP enrollment.

Enrollments by Program

Nov. 1, 2016 – Mar. 5, 2017

312,933 Total Enrollments

121,522 Total QHP Enrollments



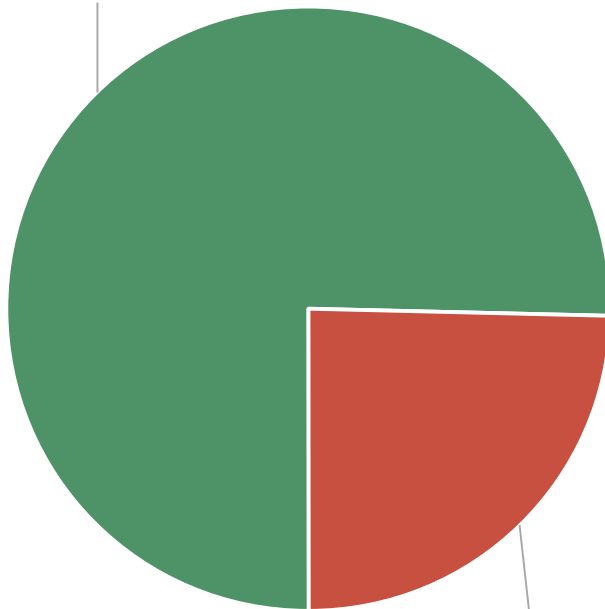
Program enrollment began at zero for all programs except SHOP starting November 1, 2016.

Current MA and MCRE Enrollee Count February 2017



Medical Assistance

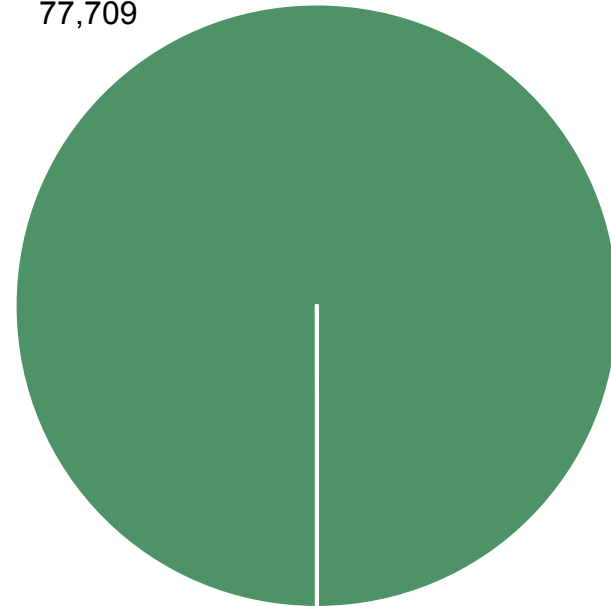
Minnesota Eligibility
Technology System
648,181



Legacy
Systems
211,843

MinnesotaCare

Minnesota Eligibility
Technology System
77,709



Legacy
Systems
0

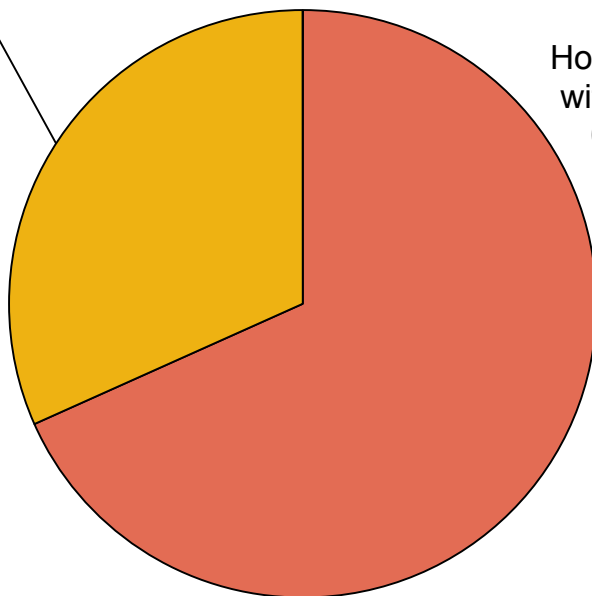
QHP Households Receiving Financial Help

Nov. 1, 2016 – Mar. 5, 2017



Advanced Premium Tax Credit subsidies

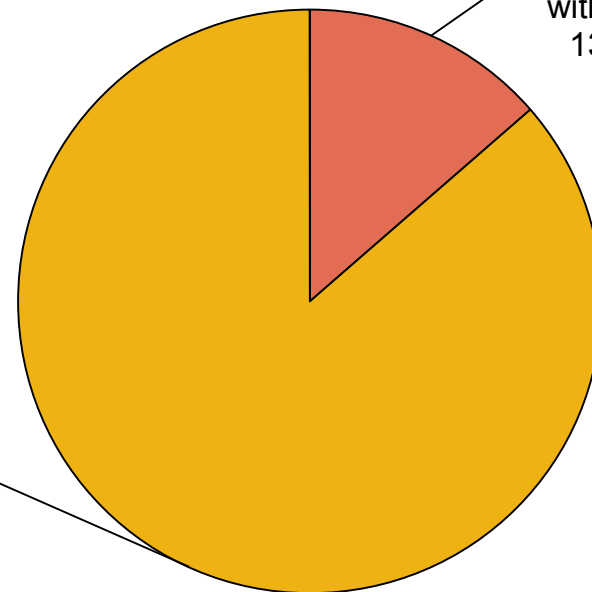
Households without APTC 31.7%



Households with APTC 68.3%

Cost Sharing Reduction subsidies

Households with CSR 13.6%



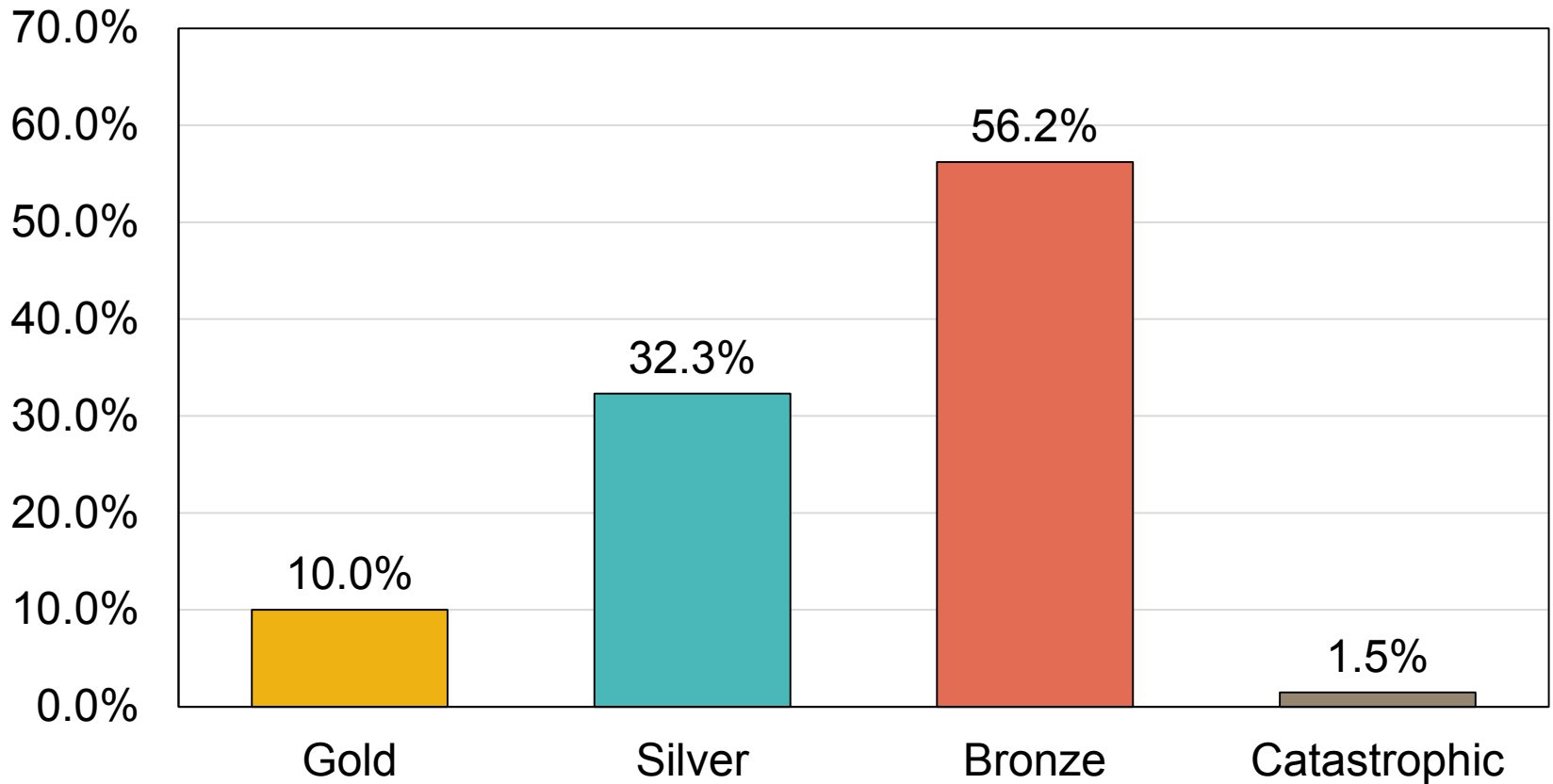
Households without CSR 86.4%

Note: Data is based on effectuated enrollment for February 2017. Data reflects all QHP enrollment except SHOP enrollment.

Individual Market: Metal Levels

Nov. 1, 2016 – Mar. 5, 2017

2017 QHP Metal Level Selection

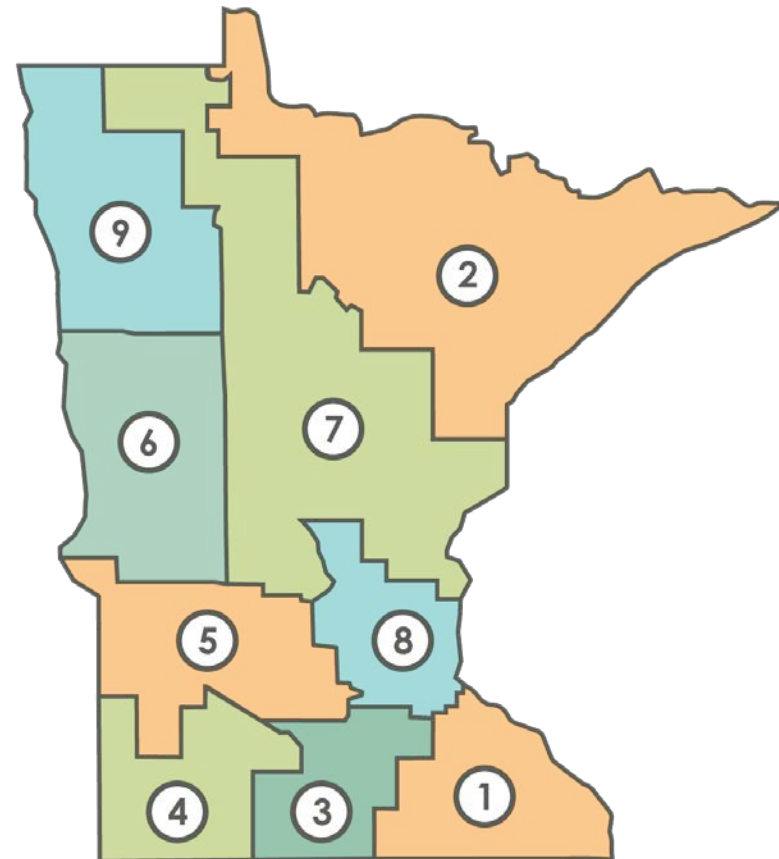


Note: Data reflects all QHP enrollment except SHOP enrollment.

QHP Enrollment by Rating Region

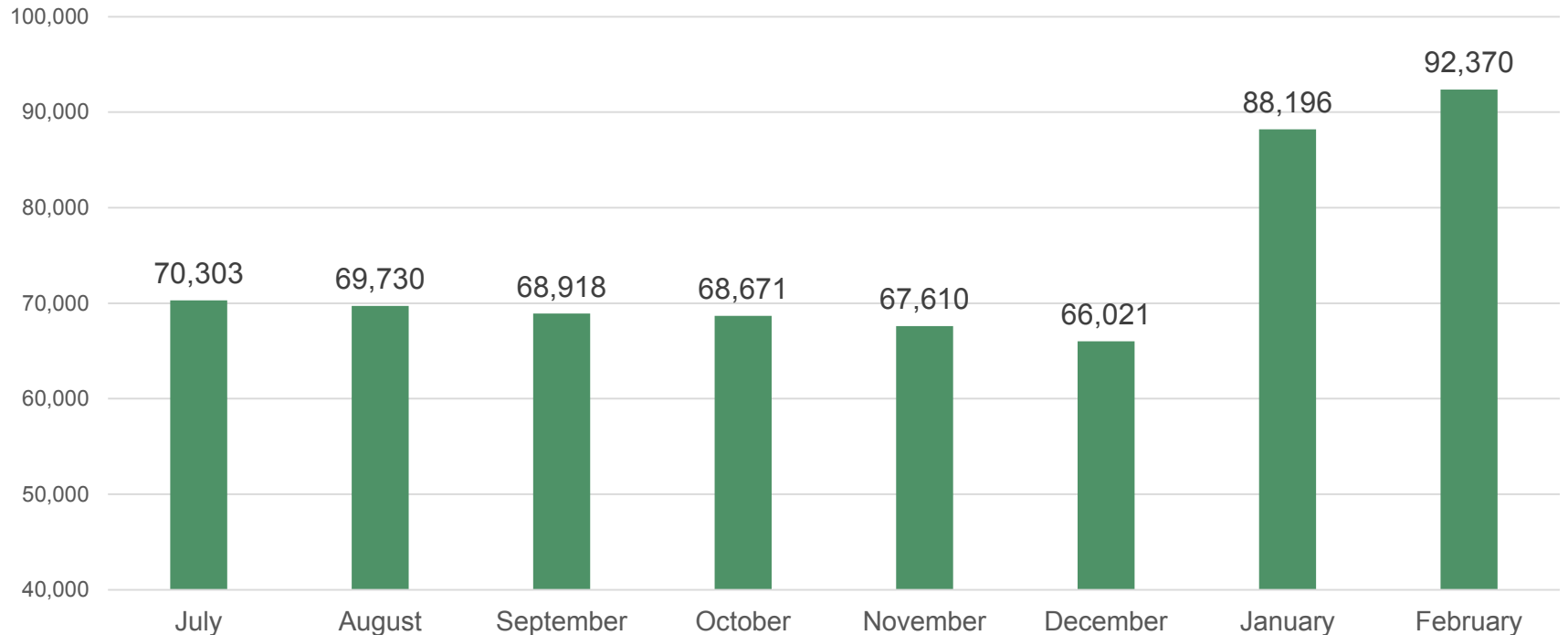
Nov. 1, 2016 – Mar. 5, 2017

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.3%
2	5.9%	6.2%
3	4.7%	5.1%
4	2.2%	3.1%
5	3.8%	4.3%
6	4.2%	4.7%
7	7.9%	8.9%
8	61.6%	58.9%
9	1.6%	1.5%



Effectuated Enrollments and Average Premiums, 2016-2017

Monthly Effectuated Enrollments
July 2016 – February 2017

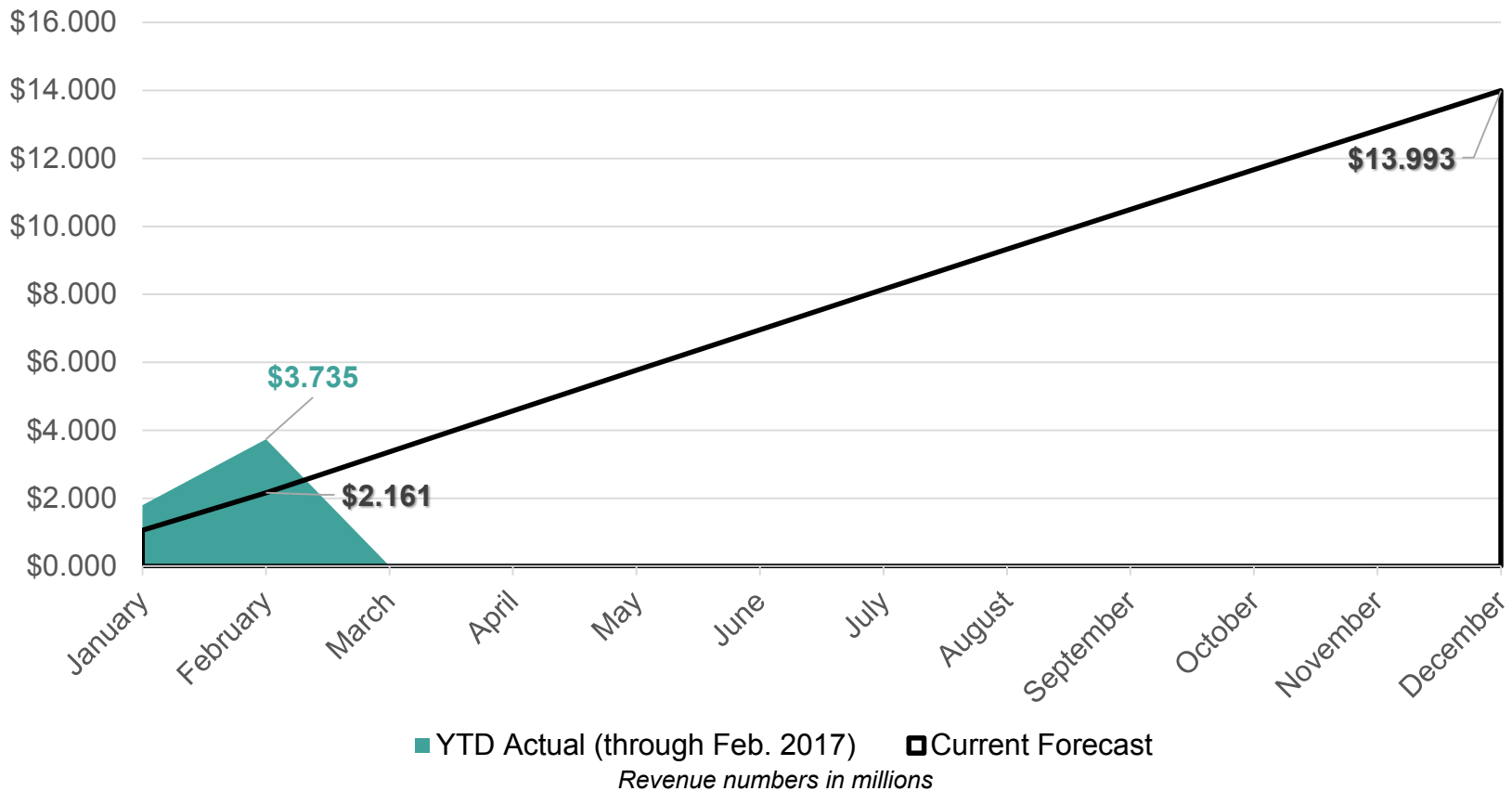


	July	August	September	October	November	December	January	February
Average Monthly Premium	\$375.93	\$375.56	\$376.08	\$375.94	\$377.21	\$378.01	\$584.32	\$582.59

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 2017

Forecast and YTD Actual



Note: EY17 forecast is based on budget passed at July 20, 2016 MNsure Board meeting. Future slides will reflect an updated forecast, if approved.

Prepared for March 8, 2017 Board Meeting

Customer Service Dashboard

Contact Center, Feb. 13 – Mar. 5, 2017	
Call Volume	22,501
Service Level (% of calls answered in 5 min. or less)	98.44%
Average Speed of Answer	0:00:19
Calls Abandoned while in Queue	0.54%

All Callers Top Contact Center Inquiries, Feb. 13 – Mar. 5, 2017	
1. Password reset/Account unlock	13.86%
2. MA/MCRE	11.75%
3. Request to Close Application	7.36%

Assister Resource Center (ARC) Top Inquiries, Feb. 13 – Mar. 5, 2017	
1. Existing/pending inquiry	53.34%
2. Password reset/Account unlock	18.22%
3. Not Enrolled	5.77%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1, 2016 – March 5, 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
XL = "Mega Project"

METS 2017 Release Roadmap

Spring 2017	Summer 2017	Fall 2017	Winter 2017
Assister Portal	Cúram Eligibility System Upgrade XL	MMIS Interface (Includes Redesign)	MMIS Interface (Includes Redesign)
Notices	Supervisor Workspace / Org Location Structure	Notices	Notices
PRISM Defects	Notices	Carrier Integration	Carrier Integration
Cost Sharing	Defects	Re-trigger of FTR via Federal Hub	Federal Tax Information (FTI) Work
Federal Poverty Level (FPL) - MA Annual Update		Defects	Periodic Data Match (PDM)
MMIS Interface (Includes Redesign)			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
Public Program Reconciliation
Renewals Operations