



Board of Directors Meeting

November 15, 2017



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Proposed New and Re-appointed Advisory Committee Members

Consumer & Small Employer

- Shari Meyer
- Jamie Rancour
- Matt Flory
- Kim Johnson
- Richard Klick
- Ann McIntosh
- Kate Onyeneho

Current members:

- Mary Ellen Becker
- Bentley Graves
- Leigh Grauman
- Denise Robertson
- Kathleen Saari
- Matt Steffens
- Peter Musimami

Health Industry

- Matthew Aiken
- Hodan Guled
- Jenifer Ivanka
- Joel Ulland
- Nancy Yaklich
- Kyle Bozentko
- Carl Floren
- Chris Rofidal

Current members:

- Tom Hoffman
- Hillary Hume
- Andy McCoy
- Dan Miesle
- Bette Zerwas

Key

- Proposed new member
- Proposed member for re-appointment
- Current member (term not up)

Proposed Advisory Committee Leadership

Consumer & Small Employer

- **Chair:** Denise Robertson
- **Vice-Chair:** Matt Steffens

Health Industry

- **Chair:** Hillary Hume
- **Vice-Chair:** Tom Hoffman

MNsure Dashboard

2018 Enrollment as of Nov. 14, 2017	
Qualified Health Plans	91,623
Medical Assistance (METS)	840,802
Medical Assistance (Legacy systems)	40,478
MinnesotaCare (METS)	93,049
Qualified Dental Plans	7,510

Contact Center, Nov. 1-14, 2017	
Call Volume	23,584
Service Level (% of calls answered in 5 min. or less)	100%
Average Speed of Answer	0:00:01
Calls Abandoned while in Queue	0.00%

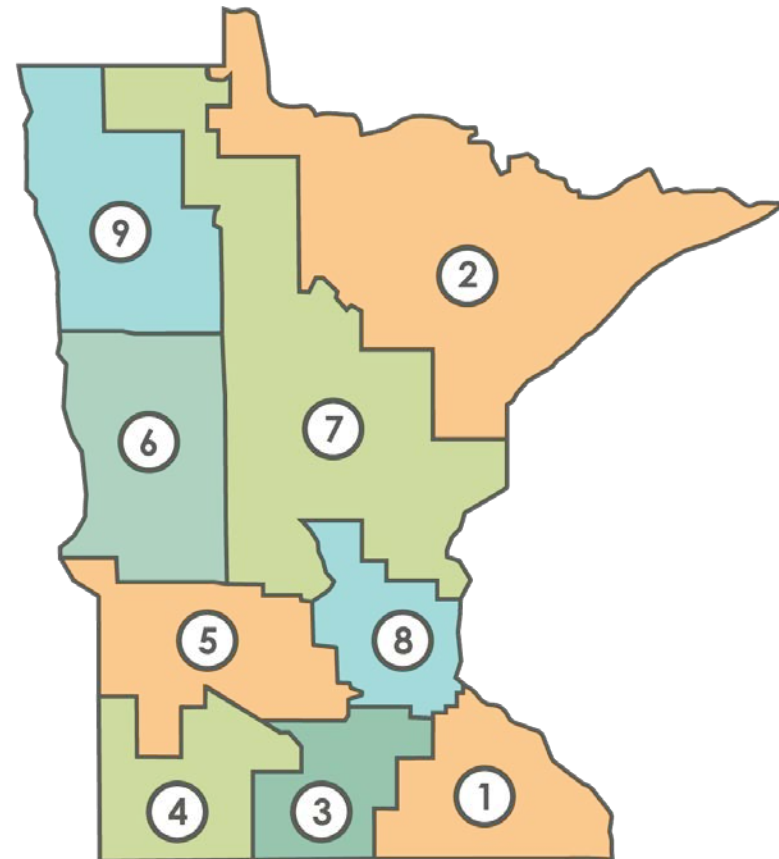
QHP Dashboard

2018 Plans & Carriers as of Nov. 14, 2017		
Carrier	2018 Enrollment To Date	2017 Enrollment
BluePlus	22.1%	22.1%
HealthPartners	25.7%	27.3%
Medica	25.5%	23.5%
UCare	26.7%	26.9%
Metal Level		
Gold	9.5%	10.1%
Silver	32.8%	32.4%
Bronze	56.6%	55.9%
Catastrophic	1.1%	1.6%

2018 QHP Enrollee Demographics as of Nov. 14, 2017		
Age	2018 Enrollment To Date	2017 Enrollment
<18	10.1%	10.7%
18-25	6.8%	7.3%
26-34	12.6%	15.5%
35-44	13.0%	13.6%
45-54	17.7%	18.2%
55-64	38.8%	34.3%
65+	1.0%	0.5%
Sex		
Male	47.8%	48.1%
Female	52.2%	51.9%

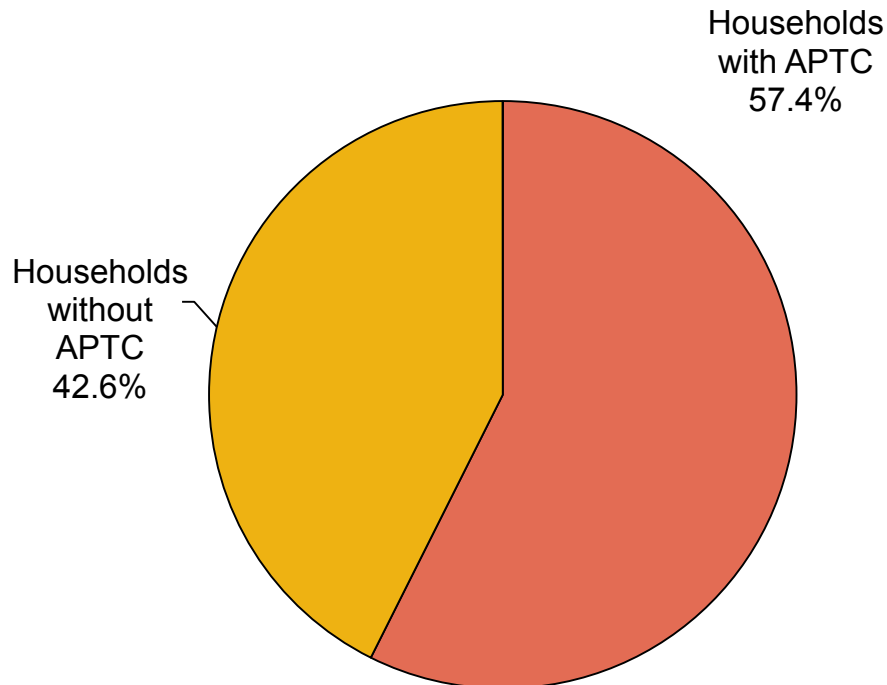
2018 QHP Enrollment by Rating Region as of Nov. 14, 2017

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	7.9%	7.7%
2	5.7%	6.6%
3	4.7%	5.4%
4	2.1%	3.5%
5	3.6%	4.4%
6	4.1%	5.1%
7	7.7%	9.4%
8	62.6%	56.3%
9	1.5%	1.6%

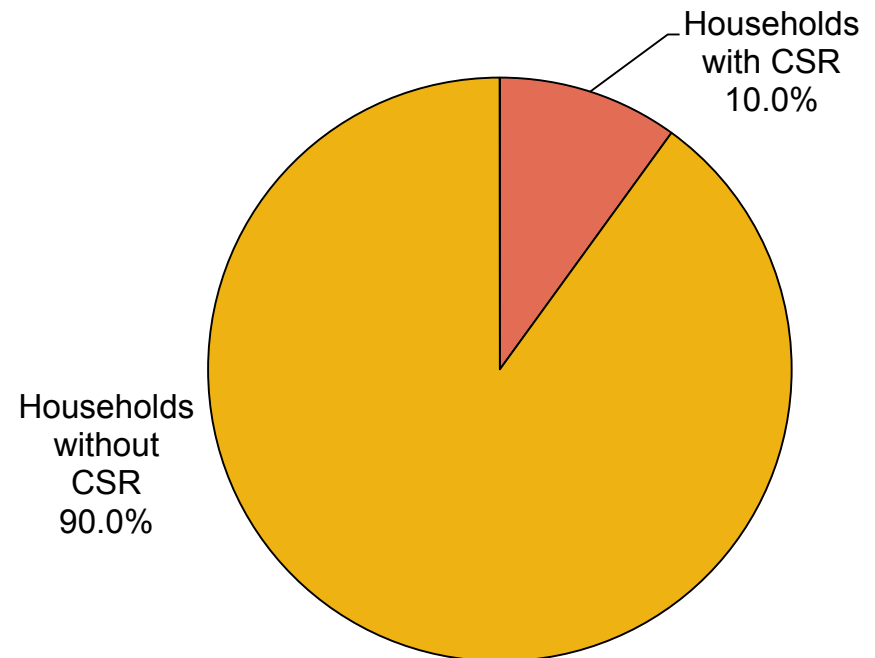


2018 QHP Households Receiving Financial Help as of November 14, 2017

Advanced Premium Tax Credit subsidies



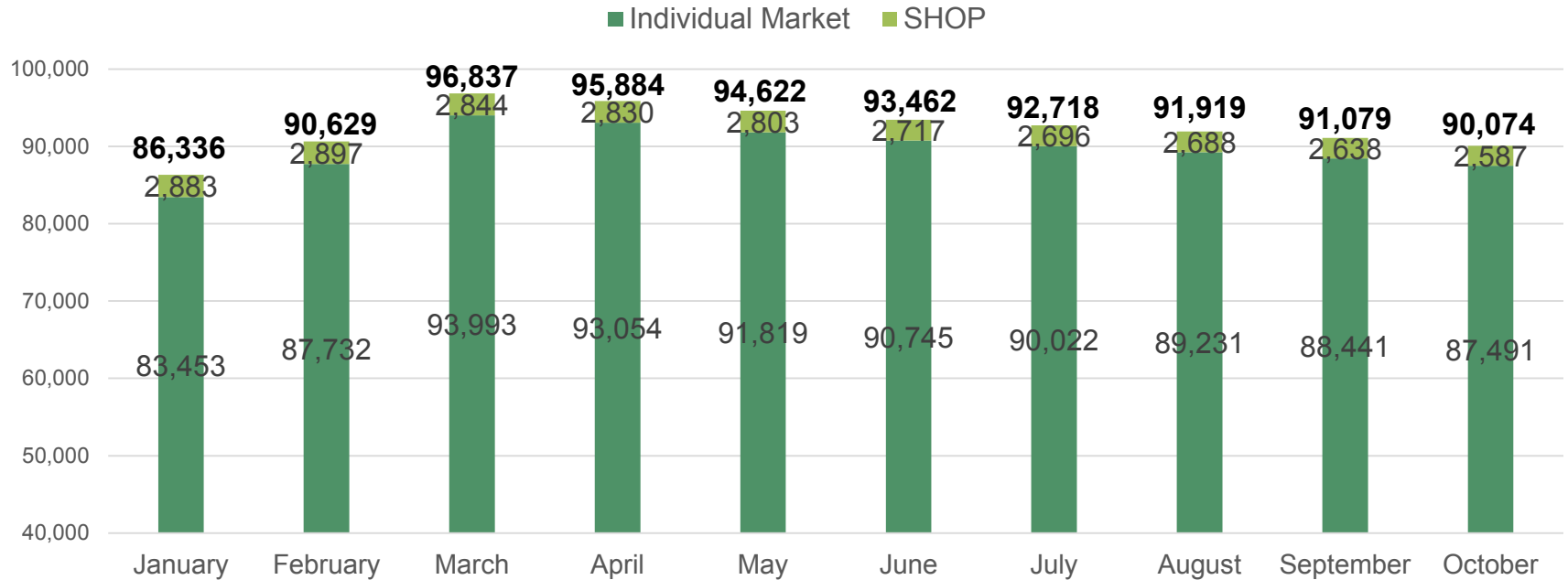
Cost Sharing Reduction subsidies



Note: Based on cumulative QHP enrollment for Open Enrollment 2018. Subsidies will be applied to payments beginning January 2018.

Effectuated Enrollments and Average Premiums, 2017

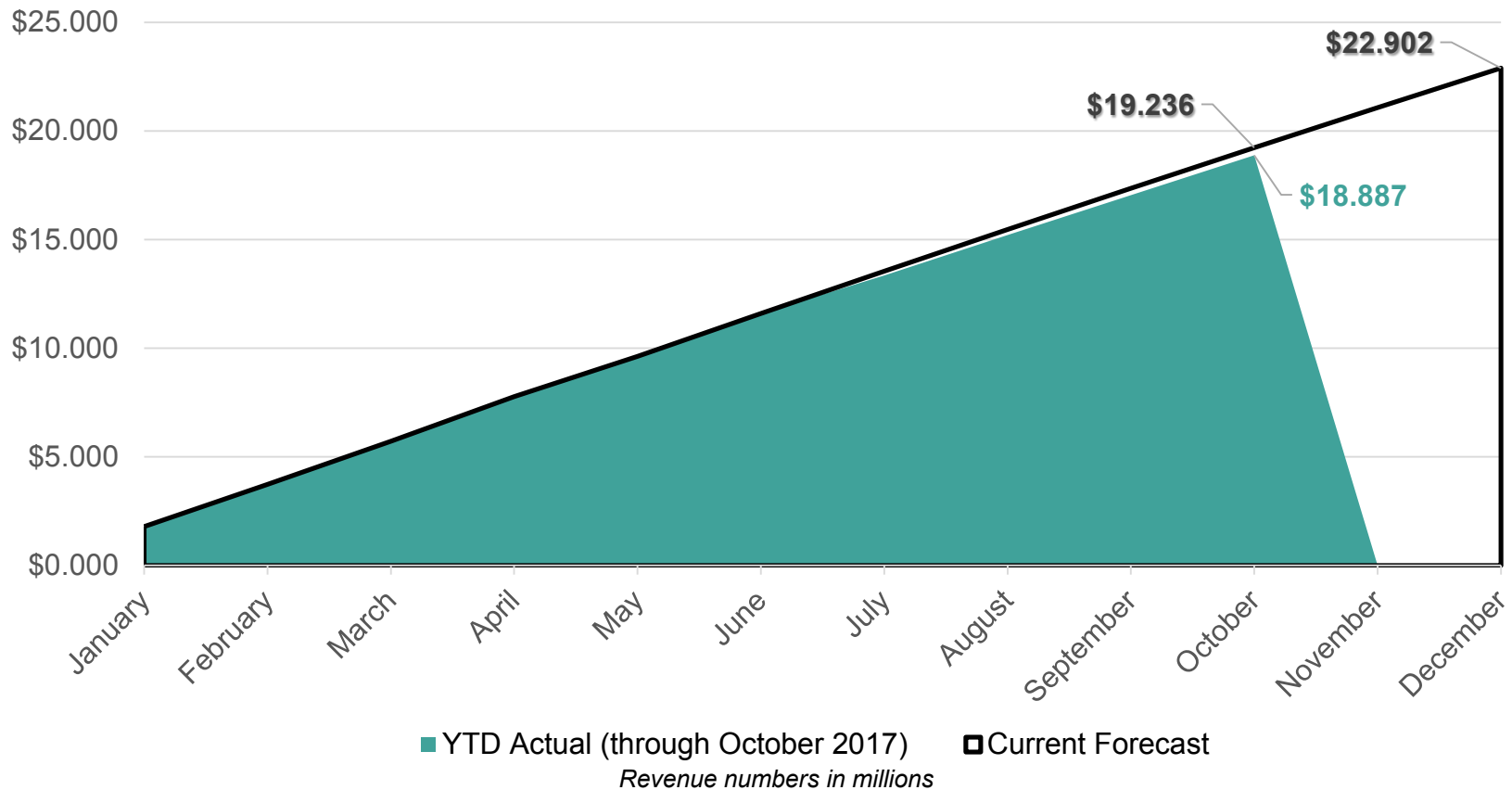
Monthly Effectuated Enrollments
January – October 2017



Note: Effectuated enrollments 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 26, 2017 MNsure Board meeting.

Customer Service Dashboard

All Callers Top Contact Center Inquiries, Nov. 1-14, 2017	
1. Password reset/Account unlock	36.55%
2. General questions	19.99%
3. MA/MCRE	16.09%

Assister Resource Center (ARC) Top Inquiries, Nov. 1-14, 2017	
1. Existing/pending inquiry	48.73%
2. Password reset/Account unlock	15.44%
3. Determination result	10.24%

Broker Line Top Inquiries, Nov. 1-14, 2017	
1. Password reset/Account unlock	18.78%
2. General questions	13.59%
3. Status	5.74%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1, 2017 – November 12, 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 2017/2018 Release Roadmap

Spring 2017	Summer 2017	Fall 2017	Winter 2017	Spring 2018	Summer 2018
Assister Portal	Cúram Eligibility System Upgrade	MMIS Interface (Includes Redesign)	MMIS Interface (Includes Redesign)	MMIS Interface (Includes Redesign)	Carrier Integration
Notices (Includes Redesign)	Supervisor Workspace / Org Location Structure	Notices (Includes Redesign)	Notices (Includes Redesign)	Notices (Includes Redesign)	Cúram Instance Alignment
PRISM Defects	Notices (Includes Redesign)	Carrier Integration	Carrier Integration	Carrier Integration	Annual Cúram Upgrade
Cost Sharing	MMIS Interface (Includes Redesign)	Trigger of FTR via Federal Hub	Periodic Data Match (PDM) /FTI Masking	Reasonable Opportunity Period (ROP) Phase 1	EngagePoint Upgrade
Federal Poverty Level (FPL) - MA Annual Update	Defects	Defects	Defects	DEED for Renewals	Oracle Upgrade
MMIS Interface (Includes Redesign)				Defects	
Defects					

Ongoing Efforts

1095-A Operations
1095-B Operations
Data Access and Management - Reports
Defect Management
Discovery
Infrastructure Improvements
MAXIS to METS Migration
Premium Reconciliation
Periodic/Annual Work
Renewals Operations