



# Board of Directors Meeting

## November 14, 2018



# Proposed New and Re-appointed Advisory Committee Members

## Consumer & Small Employer

- Grace Aysta
- Leigh Grauman
- Denise Robertson
- Kathleen Saari
- Matt Steffens

### Current members:

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

## Health Industry

- Maria Lima-Leite
- Danielle Paciulli
- Tom Hoffman
- Hillary Hume
- Dan Miesle

### Current members:

- Matthew Aiken
- Carl Floren
- Hodan Guled
- Jenifer Ivanca
- Joel Ulland
- Nancy Yaklich

### Key

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

# Proposed Advisory Committee Leadership

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## Consumer & Small Employer

- **Chair:** Matt Steffens

## Health Industry

- **Chair:** Joel Ulland
- **Vice-Chair:** Tom Hoffman

# MNsure Dashboard

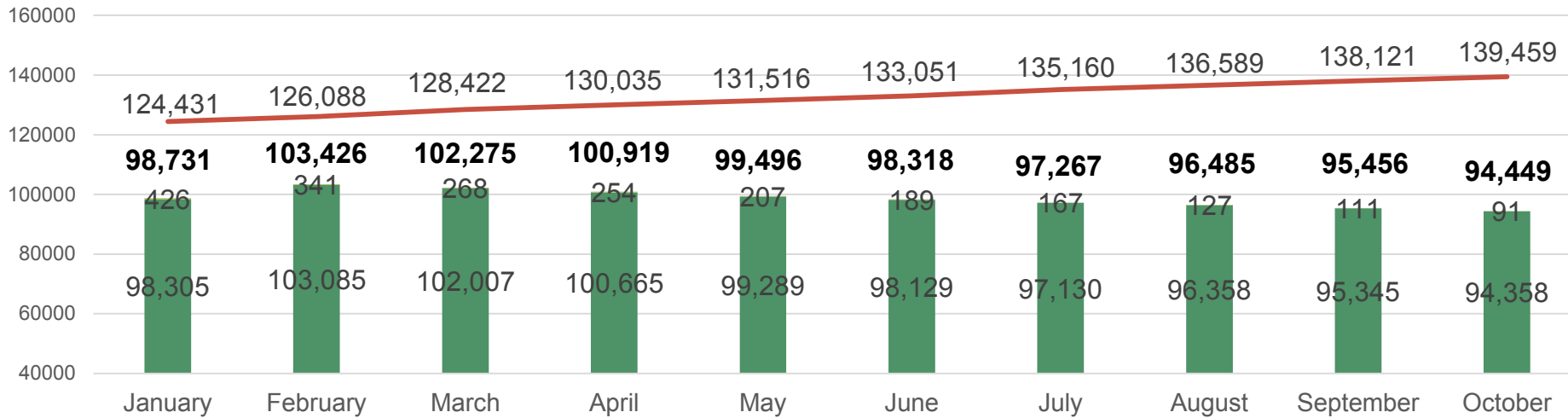
<b>METS Activity, Nov. 1-12, 2018</b>	
<b>Total</b>	<b>114,922</b>
Medical Assistance applicants	11,575
MinnesotaCare applicants	5,403
Qualified Health Plan Sign-ups	97,944
QHP new consumers	2,379
Qualified Dental Plan Sign-ups	8,975

<b>Financial Assistance – Plan Year 2019 as of Nov. 12, 2018</b>	
Households with Advanced Premium Tax Credits	54%
Households with Cost Sharing Reductions	9%
Average Monthly APTC by Household	\$475

# Effectuated Enrollments and Average Premiums, 2018

Monthly Effectuated Enrollments  
January – October 2018

Individual Market SHOP Cumulative QHP Sign-ups



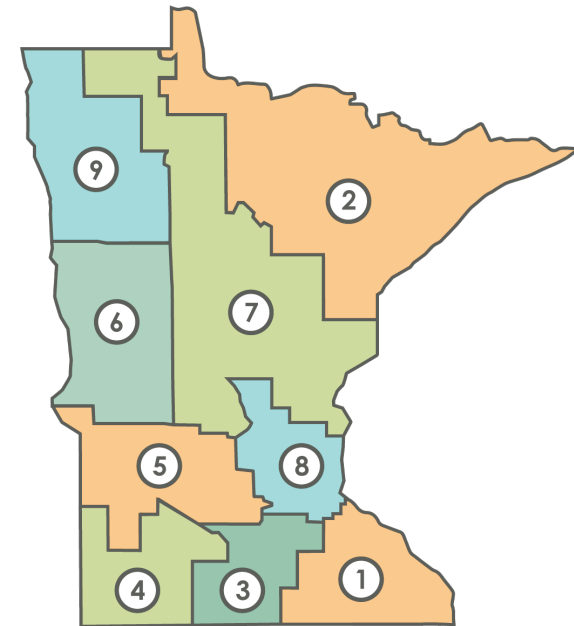
Average Pre-APTC Premium	\$541.00	\$533.23	\$532.89	\$532.55	\$531.47	\$530.41	\$530.10	\$529.27	\$529.24	\$529.29
Average Post-APTC Premium	\$286.70	\$277.83	\$276.02	\$276.45	\$276.62	\$276.41	\$276.76	\$276.53	\$276.93	\$278.15

Note: Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

# PY19 QHP Enrollment by Rating Region

## Nov. 1-12, 2018

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region	Average Monthly Tax Credit per Household
1	7.9%	6.8%	\$782
2	5.7%	6.5%	\$461
3	4.7%	5.0%	\$632
4	2.1%	3.2%	\$724
5	3.6%	4.4%	\$602
6	4.1%	4.8%	\$534
7	7.7%	9.5%	\$505
8	62.6%	58.3%	\$361
9	1.5%	1.5%	\$534



Note: Data is based on cumulative MNsure sign-ups for Plan Year 2019 as of November 12, 2018.

# QHP Dashboard

2019 Plans & Carriers		
Carrier	2019 Enrollment To Date	2018 Enrollment
BluePlus	14.0%	13.1%
HealthPartners	25.4%	25.6%
Medica	29.3%	30.1%
UCare	31.3%	31.3%
Metal Level		
Gold	10.4%	9.9%
Silver	33.0%	33.3%
Bronze	55.0%	55.1%
Catastrophic	1.6%	1.7%

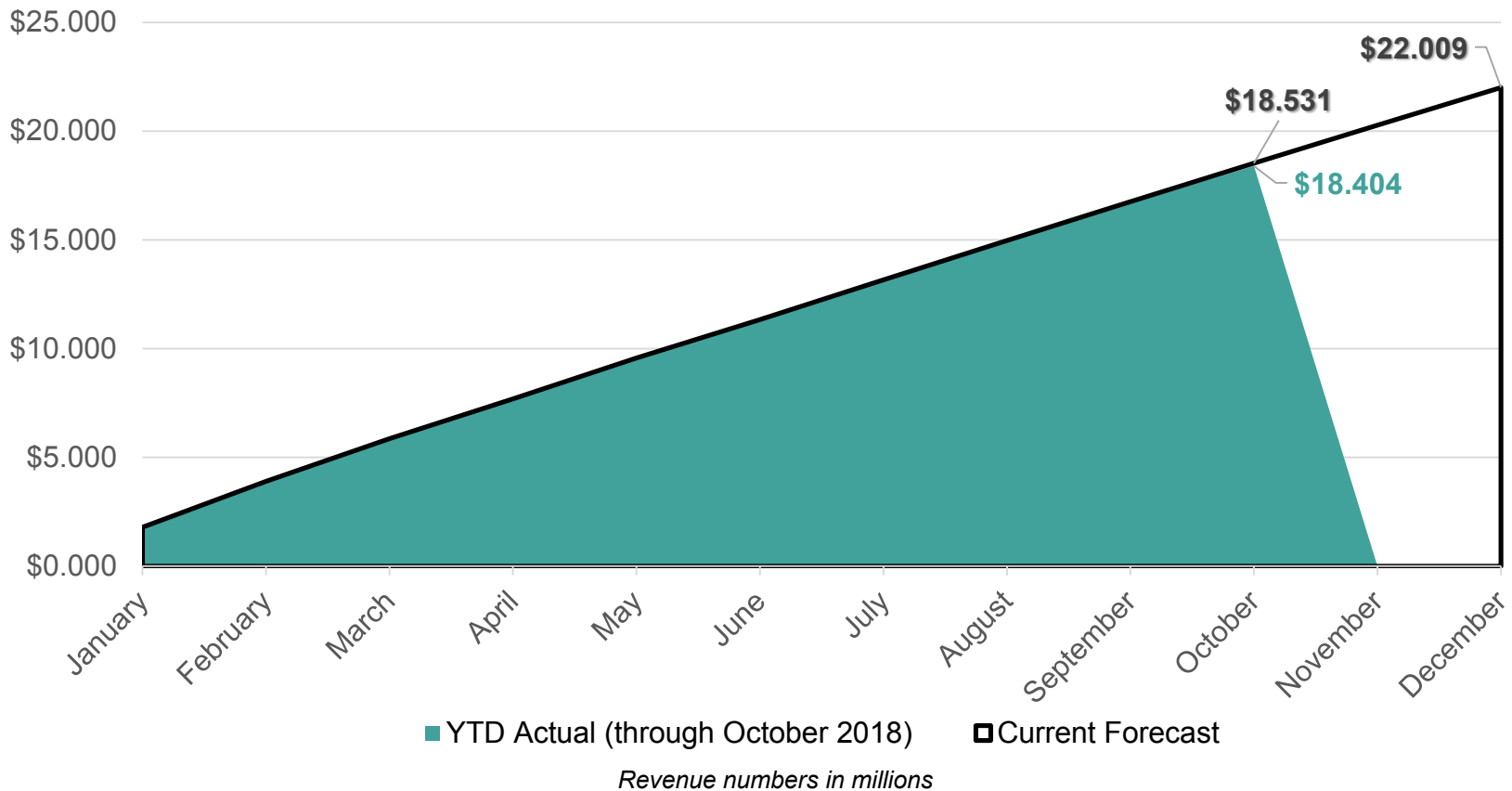
2019 QHP Enrollee Demographics		
Sex	2019 Enrollment To Date	2018 Enrollment
Male	47.9%	47.9%
Female	52.1%	52.1%

2019 QHP Enrollee Demographics		
Age	2019 Enrollment To Date	2018 Enrollment
<18	10.7%	11.6%
18-25	7.0%	7.1%
26-34	12.2%	12.7%
35-44	13.0%	12.9%
45-54	17.1%	18.0%
55+	39.9%	37.7%
Language Preference		
English	97.1%	97.1%
Hmong	0.7%	0.3%
Spanish	0.4%	1.1%
Somali	0.4%	0.4%
Other	1.4%	1.1%

Note: Language Preference is based on QHP-eligible population; all other data is based on cumulative MNsure sign-ups as of November 12, 2018.

# MNsure Premium Withhold Revenue Calendar Year 2018

Forecast and YTD Actual



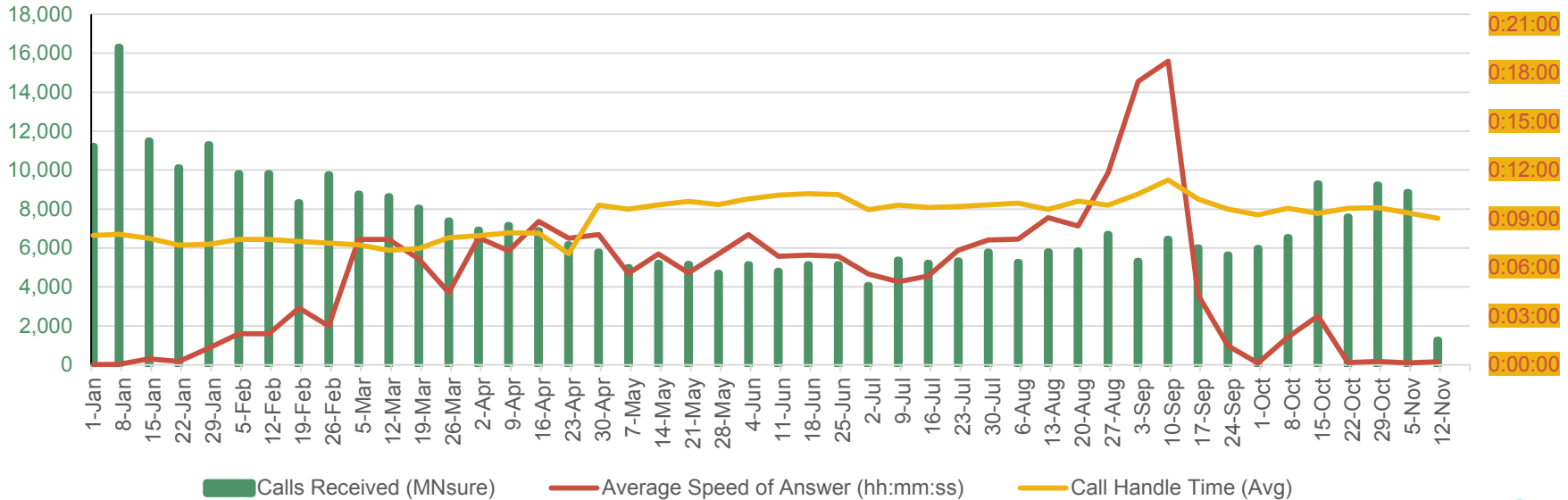
Note: EY18 forecast is based on budget approved at July 18, 2018 meeting.



# Contact Center Dashboard

Contact Center Main Line, 2018			
	August	September	October
Average Daily Call Volume	1,159	1,232	1,497
Service Level (% of calls answered within 5 min.)	36%	48%	90%
Calls Abandoned while in Queue	14%	17%	1%

Contact Center Performance  
January 1 – November 12, 2018



Call volumes represent weekly totals for week beginning with date.

Prepared for November 14, 2018 Board Meeting

# Call Inquiries Dashboard

<b>Contact Center Main Line Top Inquiries, October 2018</b>	
1. Medical Assistance/ MinnesotaCare enrollee inquiry	22%
2. Password reset/ Account unlock	8%
3. Reporting Income Change	7%
4. How Do I Apply	6%
5. How Do I Update My Application	5%

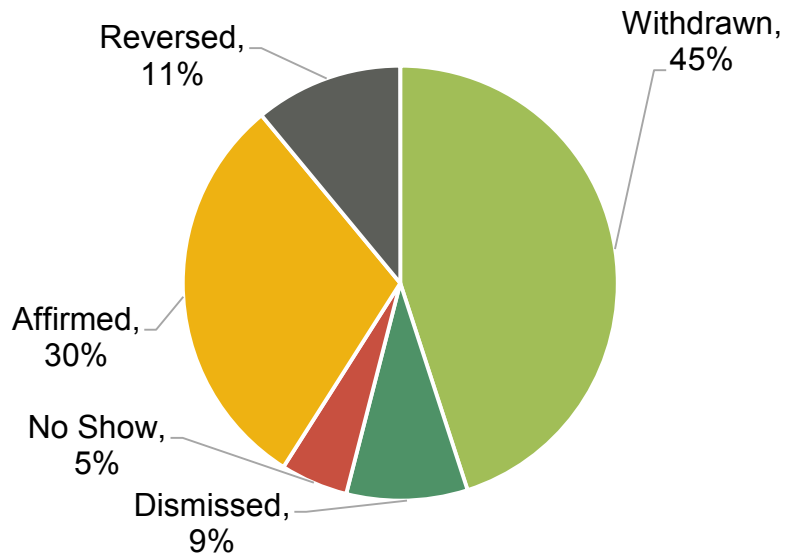
<b>Assister Resource Center (ARC) Top Inquiries, October 2018</b>	
1. Public Program Status Inquiry	38%
2. Password reset/ Account unlock	23%
3. Newborn Status Inquiry	6%
4. Status of reported Change Inquiry	4%
5. Pending Case Status Inquiry	3%

<b>Broker Line Top Inquiries, October 2018</b>	
1. Loss of employer-sponsored insurance	9%
2. Password reset/ Account unlock	7%
3. Status of Enrollment	7%
4. Loss of Public Program coverage	5%
5. Loss/Gain of min. essential coverage	5%

# Appeals Dashboard

Appeals Status 2018			
	August	September	October
Appeals Filed	225	158	154
Average Days Open	67.6	63.2	51.9

## Appeals Outcome October 2018

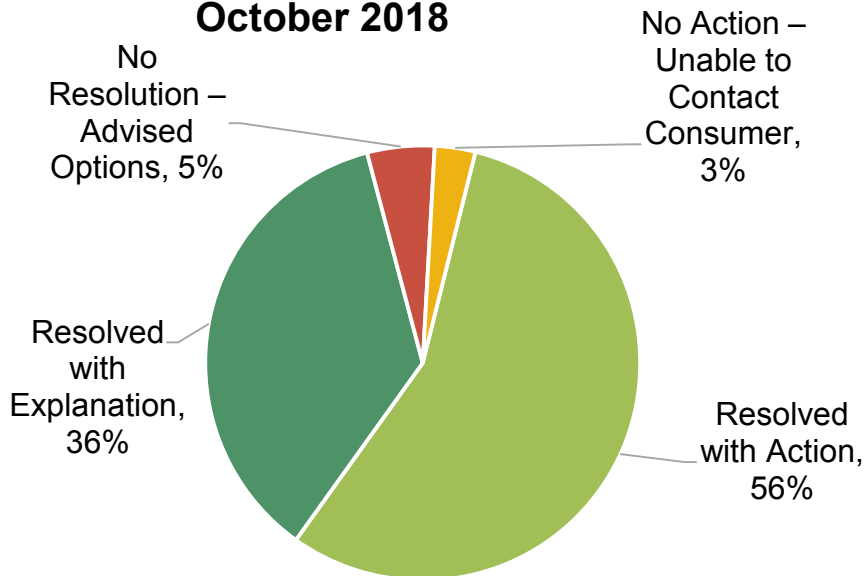


Top Issues October 2018	
1. Coverage Termination Date	34%
2. SEP Denial	24%
3. APTC	11%

# Resolution Review Dashboard

Resolution Review Tickets Status 2018			
	August	September	October
Resolution Review Tickets Created	109	130	305
Average Days Open	5	5	8

## Resolution Review Outcome October 2018



Top Issues October 2018	
1. Coverage Termination Date	59%
2. Plan Effectuation Date	23%
3. SEP Issue	8%

# METS 2018 Release Roadmap

Spring 2018	Summer 2018	Fall 2018	Winter 2018	Spring 2019
METS to MMIS Interface (Redesign & Defects)	Carrier Integration	METS to MMIS Interface (Redesign)	METS to MMIS Interface (Defects)	METS to MMIS Interface (Defects)
Notices	Periodic Data Matching/FTI Masking	Notices	Notices	Notices
Reasonable Opportunity Period (ROP) Phase 1	Annual Cúram Upgrade	Carrier Integration	Carrier Integration	METS Improvement Project
DEED for Renewals	EngagePoint/ Oracle/ Cloudera Product Upgrades	Reasonable Opportunity Period (ROP) Renewals	Defects	Defects
Defects		Defects	FTI Renewals	Verify Lawful Presence (VLP)
		Marketplace Setup		

## Ongoing Operations Projects

1095-A Operations
1095-B Operations
Data Access and Management (Reports)
Defect Management
Infrastructure Improvements
Periodic/Annual Work
Annual Renewal Processing / Renewals Operations

## Projects with Work in Progress in 2018 and 2019 (Deploying after Spring 2019)

### Key

Work Incomplete
Work Completed
Work Currently Underway

Effective Dates
GetInsured Implementation
Renewals Improvement Processing
Unique Person ID
Discovery
Reasonable Opportunity Period (ROP) Phase 2