Agenda

- Welcome and any new business
- Consumer story – Mary Jo Anderson, Minneapolis
- Public comment
- Administrative items
  - Approve November 5 meeting minutes
  - Advisory Committees
    - Board action: new members
    - Health Industry Advisory Committee update – Ken Bence
  - Work Group updates
- CEO report – Scott Leitz
- Open Enrollment update – Scott Leitz, Allison O’Toole, Katie Burns
- Strategy Work Group report and discussion – Peter Benner and board members
- Wrap up and any new business
- Adjourn – next meeting is December 3
Consumer Story

- Mary Jo Anderson, Minneapolis
Public Comment

- Please sign up for public comment at back table
Administrative Items

- Approve November 5 meeting minutes
- Advisory Committees
  - Board action: new members (see next slide)
  - Health Industry Advisory Committee update (see handout)
    - Ken Bence, Committee Member
- Work Group updates
Proposed New Advisory Committee

Members

Consumer & Small Employer
- Abdimalik Ahmed
- Mary Ellen Becker
- Dr. Remi Douah
- Bentley Graves
- Dr. David Hilden
- Edward McDonald
- Robert Robbins
- Angela Williams

Health Industry
- Melissa Larson
- R. Andrew McCoy
- Barbara Zwiener
CEO Report

- Open Enrollment update
- New staff
- Ad launch
- Financial Help Week
- Assister training
Open Enrollment Update

- No unplanned downtime
- Stable system performance
- IT leadership team proactively monitoring and addressing any issues as they arise

Enrollments as of 9am today and since November 15, 2014:

- QHP 1,516
- MinnesotaCare 765
- Medical Assistance 2,431
- TOTAL 4,712

1,000 enrollments per day since November 15
Open Enrollment Update

MNsure Contact Center Call Volume
Nov. 5 – 18, 2014
Open Enrollment Update

MNsure Contact Center Average Speed of Answer
Nov. 5 – 18, 2014
MNsure Contact Center Percent of Calls Answered in Five Minutes or Less
Nov. 5 – 18, 2014

Graph showing the percent of calls answered in five minutes or less from Nov. 5 to 18, 2014.
Open Enrollment Update

MNsure.org Sessions and Unique Page Views, Nov. 5 - 18
Open Enrollment Update

95% of Minnesotans now have health insurance.

100% need it.
Open Enrollment

- November 15, 2014 – February 15, 2015
  - Qualified Health Plans (QHP)
- Public program enrollment is year-round
  - MinnesotaCare
  - Medical Assistance
  - Current public program enrollees should sit tight – DHS will be in touch with you.
## Coverage Deadlines

For a plan selected: | The effective date of coverage is:
---|---
On January 16, 2015 through February 15, 2015 | March 1, 2015

### Open enrollment:
November 15, 2014 – February 15, 2015
What Should ALL Consumers Do?

- Take some time to shop and compare on mnsure.org
- Get expert help
  - Free in-person and phone help is available in every corner of the state
- Find out if you qualify for financial help
- Act now for January 1 coverage
What Should Current Enrollees Do?

- Shop and compare
- You are hearing from us
  - Direct mail this week
  - Emails throughout
  - Phone calls and text message reminders
Help for Consumers

- In-person help available across the state
  - Enhanced online assister directory
  - Easy-to-use enrollment events calendar
- Fully staffed contact center: 1-855-366-7873
- Text ENROLL to 30644 to get assistance
- Calculator available on mnsure.org to help estimate cost and tax credits
- Help on social media
Help for Consumers

Open Enrollment
Nov. 15, 2014 to Feb. 15, 2015
- Enroll Now
- Renew Coverage

Quick Links
- Financial Assistance
- Forms Directory
- Special Enrollment
- Enrollment Tips
- Deadlines & Penalties
- SHOP Renewals
- Find Help Near You: Assister Directory

Calculate Your Cost
Your health insurance might cost less than you think.
- Estimate your monthly health care cost

MNsure Minute

Stay Informed
Keep up with the latest developments and information about MNsure.
- Sign up for MNsure eNews
  your email here
  subscribe
Help for Consumers

Event Calendar

* This event offers enrollment opportunities.

11/19/2014 *
09:00 AM to 04:30 PM
Project Community Connect (CAP)
Scott Carver Project Community Connect
Enrollment Event
Canterbury Park Expo Center
Shakopee

11/19/2014 *
06:00 PM to 08:00 PM
Dakota County
Library Enrollment Event
Enrollment Event
Galaxie Library
Apple Valley

11/19/2014 *
01:00 AM to 09:00 AM
360 Communities – Rosemount
Certified Application Counselor
Enrollment Event
Rosemount Family Resource Center
Rosemount

11/19/2014 *
04:00 PM to 09:00 PM
Health Access MN

11/19/2014 *
05:00 PM to 08:00 PM
Health Access MN

11/19/2014 *
10:00 AM to 05:00 PM
Health Access MN

MNsure Education and Enrollment
Enrollment Event
Maplewood Library
Maplewood

MNsure Education and Enrollment
Enrollment Event
Rice Street Library
Saint Paul

MNsure Education and Enrollment
Enrollment Event
Roseville Library
Roseville
Help for Consumers

- New Enrollment Centers
- Six health insurance agencies across the state offering free, in-person enrollment assistance
  - Woodbury
  - Austin
  - Roseville
  - Waconia
  - Willmar
  - Bloomington
Caymiska caafimaad waa la maawoadaan awoodi karaa.

MNsure ayaa fursad kuu silnaysa inaad isbarbhardtigto qorshayaasha caafimaad si aad u ogaato midka kuugu awoodid badan. Dadka inta ugu badan ayaa uqalma taakulayn lacageed, Waxa kale oo jirta caawimo qof ahaan ama taleefan.

U-WAC-FICIL:
Wac 1-855-3MNsure ama boogo.mnSure.org
Help for Consumers

We can't afford to have health insurance.

Everyone deserves insurance they can afford. MNsure can help you get it. MNsure is a free service where you can compare health plans to find the best plan for you, often at a surprisingly affordable price. In fact, most people qualify for financial help. Free in-person or phone assistance is available.

Call 1-855-3MNsure
or visit mnsure.org.

Text ENROLL to 30644
for information.
Help for Consumers

Health insurance you can afford is closer than you think.

You can find affordable health insurance just a few blocks from here. MNSure assisters will personally help you find the best option and enroll. Most people qualify for financial help.
Help for consumers

“CUTTING VEGETABLES (AND MY FINGER) COST ME MORE THAN A MONTH OF GROCERIES.”
Questions?
Strategy Work Group Report and Discussion

Peter Benner and Board discussion
At the Beginning

- MNsure has federal planning grant and DHS cost sharing to build and manage an eligibility and enrollment system for public programs, QHP/APTC, and SHOP.
- MNsure responsible for customer service and outreach. DHS with counties responsible for case management of public programs.
- MNsure must partner with DHS and MN.IT to accomplish – but MNsure is lead partner.
- IT build must support future scaling to run eligibility determination for rest of DHS – e.g. TANF, SNAP, Child Care
Who We Serve

- Public Program Enrollment prior to MA expansion to 75% FPL (3/2011)– 570,000
- Public Program Enrollment prior to MA expansion to 138% FPL and Basic Health Plan (12/2013)– 635,000
- Public Program Enrollment November 2014 – 847,000
- QHP Enrollment on 11/11/14 – 55,900
Wrap Up and New Business
Next meeting date:
December 3, 2014 • 1:00 pm
81 East 7th Street, St. Paul, MN
1st floor atrium