

Board of Directors Meeting November 4, 2015



Proposed New and Re-appointed Advisory Committee Members

Consumer & Small Employer

- Nancy Breymeier
- Amy Chatelaine
- Kim Johnson
- Richard Klick
- Ann McIntosh
- Kate Onyeneho
- Alexandra Zoellner
- Jama Mohamod
- Jin Palen
- Hussein Sheikh

Current members:

- Mary Ellen Becker
- Gladys Chuy
- Bentley Graves
- David Hilden
- Edward McDonald
- Robert Robbins
- ² o Angela Williams

Health Industry

- Kyle Bozentko
- Carl Floren
- Matthew Flory
- Chris Rofidal
- Kenneth Bence
- Samuel Boadu
- David Dziuk
- Forrest Flint
- Christopher Johnson
- Harlan Johnson
- Heidi Michaels Mathson
- Reuben Moore
- Charles Sawyer
- Jonathan Watson
- Ghita Worcester

Current members:

Andy McCoy

Key

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



Proposed Advisory Committee Leadership

Consumer & Small Employer

- Chair: Gladys Chuy
- Vice-Chair: Jin Palen

Health Industry

- Chair: Jonathan Watson
- > Vice-Chair: Ghita Worcester



Enrollment Dashboard – 1 of 2

Cumulative Enrolln Nov. 15, 2014 – Oct. 3	•
Total Enrollments	421,174
Medical Assistance	275,590
MinnesotaCare	73,789
QHP	73,057
QHP active renewals	16,673
QHP passive renewals	8,274
QHP via SHOP	1,262
Dental enrollments	9,635

QHP Individuals Receiving Financial			Current SHOP Enrollment –		
Help, Nov. 15, 2014 – Oct. 31, 2015			Oct. 31, 2015		
Enrollees with Advanced	55%		Employers enrolled	183	
Premium Tax Credits			Employees enrolled	897	
Enrollees with Cost Sharing	14%		Individuals enrolled	1,262	
Reductions		l	(including dependents)		

Numbers prepared for November 4, 2015 Board Meeting

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Enrollment Dashboard – 2 of 2

	Carriers –	
·	– Oct. 31, 20	
Carrier	2015	2014
	Enrollment	Enrollment
	To Date	
Blue Cross Blue Shield	42%	22.3%
BluePlus	8%	
HealthPartners	24%	12.5%
Medica	5%	4.6%
UCare	21%	1.5%
PreferredOne		59.2%
Metal Level		
Platinum	7%	27.2%
Gold	17%	12.6%
Silver	39%	33.1%
Bronze	36%	26.1%
Catastrophic	1%	1.0%

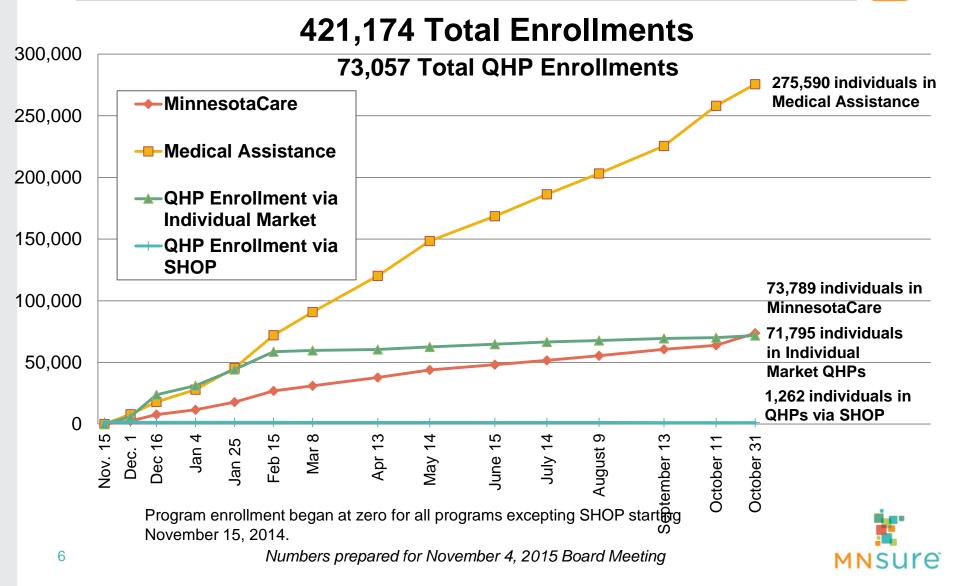
QHP Enrollee Demographics – Nov. 15, 2014 – Oct. 31, 2015			
Age	2015	2014	
	Enrollment	Enrollment	
	To Date		
<18	10%	9.6%	
18-25	7%	6.3%	
26-34	18%	18.0%	
35-44	15%	14.9%	
45-54	19%	19.3%	
55-64	31%	31.7%	
65+	0.3%	0.2%	
Sex			
Male	48%	48.5%	
Female	52%	51.5%	

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Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

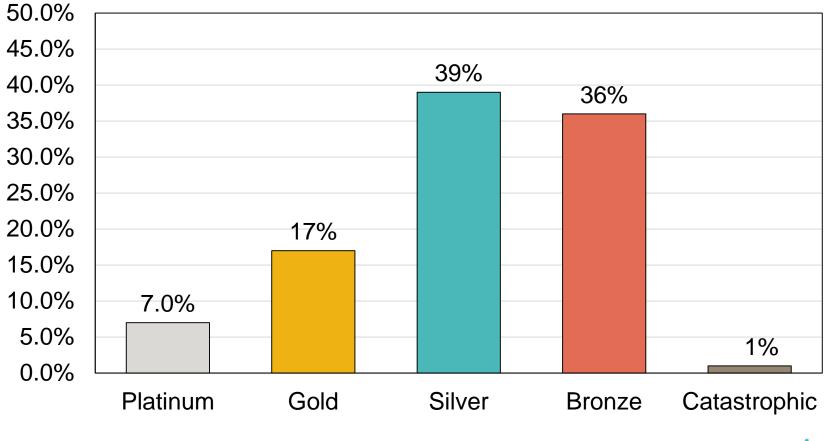
Numbers prepared for November 4, 2015 Board Meeting

Enrollments by Program November 15, 2014 – October 31, 2015



Individual Market: Metal Levels November 15, 2014 – October 31, 2015

2015 QHP Metal Level Selection

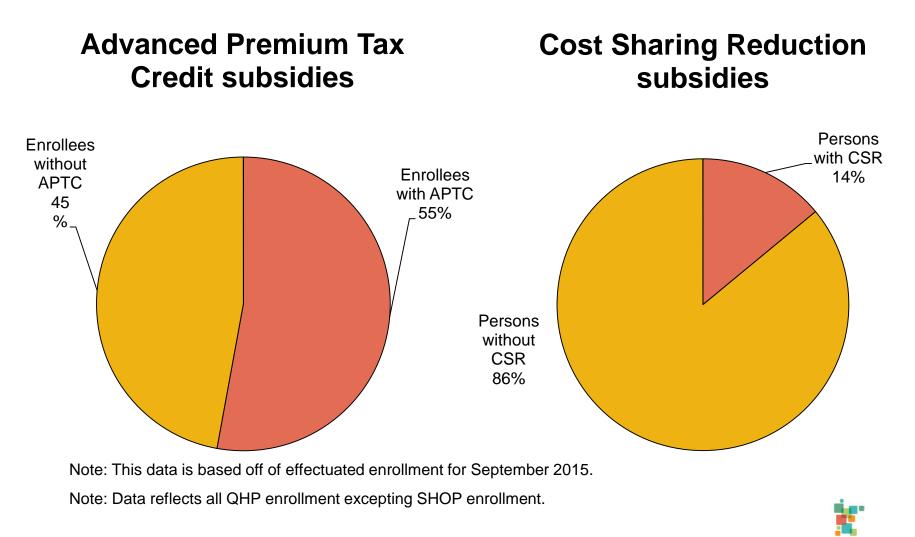


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

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Numbers prepared for November 4, 2015 Board Meeting

QHP Households Receiving Financial Help November 15, 2014 – October 31, 2015

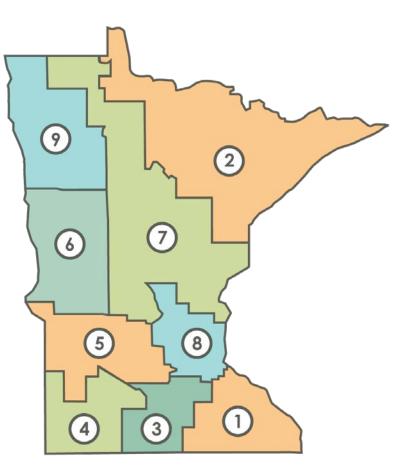


Numbers prepared for November 4, 2015 Board Meeting

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OHP Enrollment by Rating Region November 15 – October 31, 2015

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	8.6%
2	5.9%	6.3%
3	4.7%	4.5%
4	2.2%	1.8%
5	3.8%	3.5%
6	4.2%	4.2%
7	7.9%	8.9%
8	61.6%	61.5%
9	1.6%	0.8%

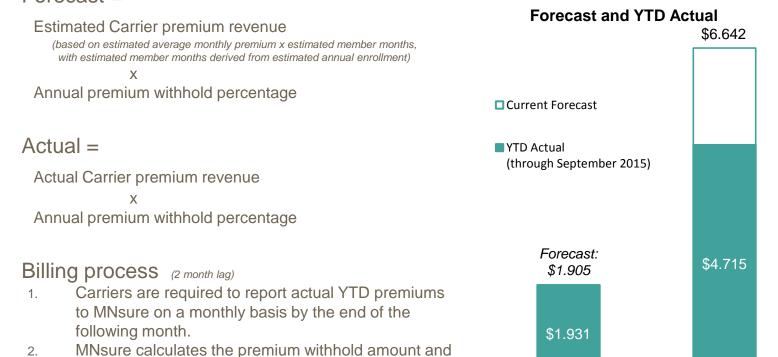




Numbers prepared for November 4, 2015 Board Meeting

MNsure Premium Withhold Revenue

Forecast =



- MNsure calculates the premium withhold amount and bills the Carriers for the balance owed during the second following month.
- 3. Example: MNsure will bill Carriers in February 2015 for the balance owed through December 2014.

MNSURE

Enrollment Year 2014 Enrollment Year 2015

Revenue numbers in millions

Numbers are subject to change. Numbers prepared for November 4, 2015 Board Meeting

Note: EY15 forecast is based on budget passed at July 20, 2015 MNsure Board meeting.

Open Enrollment 2016: Customer Service Dashboard

Contact Center – Nov. 1 – 3, 2015	
Call Volume	7,461
Average Speed of Answer	0:01:35
Service Level (% of calls	84.17%
answered in 2 min. or less)	04.1770
Calls Abandoned while in Queue	5.69%
Average Talk Time	0:08:37

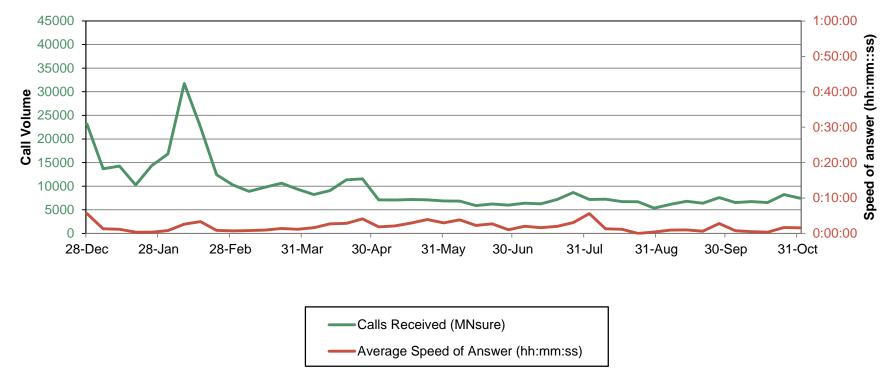
All Callers Top Contact Center Inquiries Nov. 1 – 3, 2015	; —
1. Password Reset/Account Unlock	14.40%
2. How Do I Apply	12.87%
3. General Questions	12.61%

Assister Resource Center (A Top Inquiries – Nov. 1 – 3, 2015	RC)
1. Existing/pending inquiry	42.60%
2. Password reset/account unlock	13.72%
3. Determination Result	9.39%

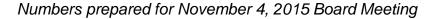


Open Enrollment 2016: Contact Center – Call Volume/ASA

MNsure Contact Center Call Volume/Average Speed of Answer Jan. 1 – Nov. 3, 2015



Note: Call volumes represent weekly totals for week beginning with date.





k Incomplete	= Change	e in				
k Completed						Release Plan
k Currently erway	Scope	e in				
k in Planning Phase	= Change	e in		00	en Enrollment	Project Status
k Scheduled for		Addition			Nov. 1-Jan 31	5 2016
ping/Planning			Summer Release	Fall Release	Winter Release	Spring Release
March	April	May 🖨 June	July 🖨 Aug.	Sept. 🖨 Oct.	Dec.	March
Upgrade (VLP) ca	nrollment data to arriers	Streamlined Life Events - "Add Coverage"	Streamlined Life Events - "Add Coverage"	QHP Renewals and Open Enrollment (#1)	PRISM Interface - New Functionality	Fed Hub Upgrade Fix – Verify Lawful Presence
Public Programs Pr	hase 1 reviously :heduled for May	Caseworker functionality simplification Phase 1 (task management)	- "Add Household Member" - "Remove Household	2016 Shopping Readiness – Carrier Preview (#82)	Phase 1 and 2 (#55) Reporting Functionality Phase 2 (#15)	(#70) Client eligibility processing (Eligibility &
System Defect Fixes		Enrollment data to	Member" Caseworker functionality	Security Enhancement:	Renewals (#63)	Coverage Effective dates)
Enrollment System		carriers Phase 2 Enhanced MA and BHP	simplification Phase 2 (task management/UI simplification)	Multi-Factor Authentication – Pilot Phase 2 (#3)	MinnesotaCare Payment Processing (#61)	Periodic Data Match (#95)
of Record Fixes Finance System		Renewal Functionality Phase 1	Enrollment data to	Enrollment data to carriers – 834 (#98)	Security Enhancement: Multi- Factor Authentication – Full	IBM / Curam Upgrade (#85)
Fixes Cost-Effective determination logic		Eligibility Software Product Upgrade (IBM 6.0.5.7)	Enhanced MA and BHP Renewal	Usability Enhancements Phase 2 (#14)	Implementation (#62) Citizen/Worker Portal Integration Phase 1 (#4)	PRISM Interface Phase 3 (#83)
change		System Defect Fixes	BHP Renewal Functionality Phase 2	Reporting Functionality	Infrastructure Improvements	Special Enrollment (#60)
Case generation functionality fix- Product			Usability Enhancements Phase 1	Phase 1 (#15) MNsure MMIS Interface	Phase 2 (#22)	IRS 1095B – Phase 2 (#66)
Development Case			Safe at Home	Functionality (#17)	Notices – Limited Denial/Termination (#86)	i
			System Defect Fixes	Assister Portal Phase 1 (#21)	Assister Portal Phase 2 (#58)	
(#) Numbers in parentheses indicate		Security Enhancement: Multi-Factor Authentication – Pilot Phase 1	Infrastructure Improvements Phase 1 (#22)	Usability Enhancements Phase 3 (#57)	for Spring Release; subject to final	
MNsure IT Project nun change as project pha	,	BHP Premium Rate Increase System Defect Fixes Caseworker Functionality simplification (task management	Caseworker Functionality simplification (task management) (#81)	approval in Q4 2015.		
Nov. 2, 2015			MNsure MMIS Interface Functionality Package		IRS 1095B (#66)	1
Nov. 2, 2015				1	MNsure MMIS Interface Functionality (#17)	
					Change Wizards – defect fixes (#93)	1 1
3						MNS