Board of Directors Meeting
February 17, 2016

FY 2017 Outreach and Enrollment Grant Program Policy Statement

- Anticipated amount: $4 million

- Separated into two RFPs

- Navigator Outreach and Enrollment Grants (Navigator Network Grants, Navigator Enrollment Grants)

  - Grant period: July 2016 – June 2017 (with option to extend an additional year)

  - Release RFP first week of March, proposals due April 1

  - Grant awards announced and grant contracts begin early July

- Outreach and Education Grants

  - Anticipated grant period: August 2016 – June 2017

  - Release RFP late March, proposals due in June

  - Grant awards announced and grant contracts begin in August
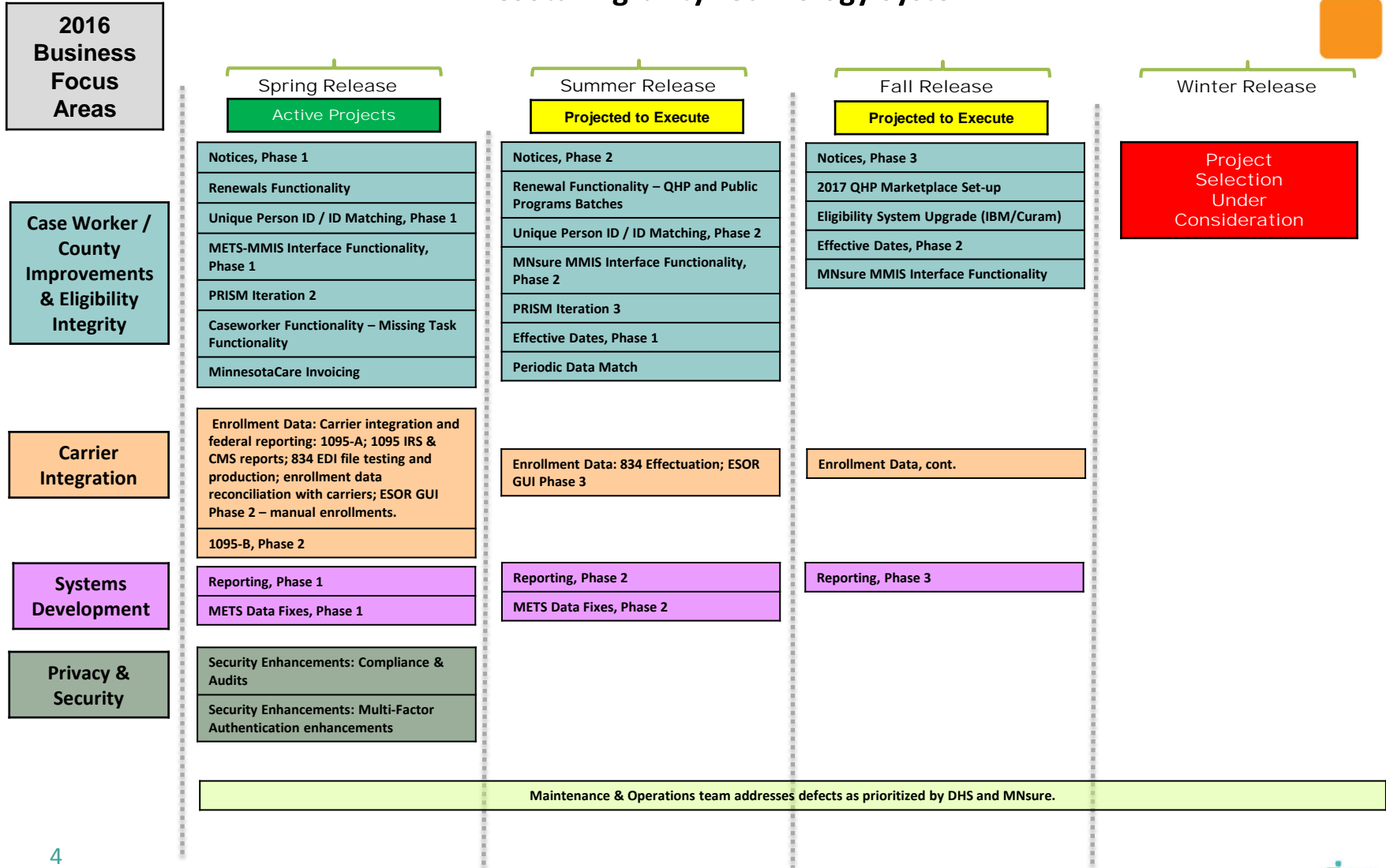
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2015 Release Plan
Project Status – FINAL

Legend:

Status	
Work Incomplete	
Work Completed	
Work Currently Underway	
Work in Planning Phase	
Work Scheduled for Scoping/Planning	

- ⭐ = Change in Status
- Ⓢ = Change in Scope
- ⬌ = Change in Timing
- ➕ = Project Addition

Open Enrollment Nov. 1-Jan 31

March	April	May ⬌ June	July ⬌ Aug.	Sept. ⬌ Oct. (Fall Release)	Dec. (Winter Release)
Federal Hub Service Upgrade (VLP)	Enrollment data to carriers Phase 1 Previously scheduled for May	Streamlined Life Events - "Add Coverage"	Streamlined Life Events - "Add Coverage" - "Add Household Member" - "Remove Household Member"	QHP Renewals and Open Enrollment (#1)	PRISM Interface - New Functionality Phase 1 and 2 (#55)
Public Programs Renewal Functionality		Caseworker functionality simplification Phase 1 (task management)	Caseworker functionality simplification Phase 2 (task management/UI simplification)	2016 Shopping Readiness – Carrier Preview (#82)	Reporting Functionality Phase 2 (#15)
System Defect Fixes		Enrollment data to carriers Phase 2	Enrollment data to carriers Phases 2 & 3	Security Enhancement: Multi-Factor Authentication – Pilot Phase 2 (#3)	True Up, 834 EDI production, 1095 electronic files, ESOR GUI (#98)
Enrollment System of Record Fixes		Enhanced MA and BHP Renewal Functionality Phase 1	Enhanced MA and BHP Renewal Functionality Phase 2	Enrollment data to carriers – 834 (#98)	Renewals (#63)
Finance System Fixes		Eligibility Software Product Upgrade (IBM 6.0.5.7)	Usability Enhancements Phase 1	Usability Enhancements Phase 2 (#14)	MinnesotaCare Invoice & Payment Tracking Phase 1 (#61)
Cost-Effective determination logic change		System Defect Fixes	Safe at Home	Reporting Functionality Phase 1 (#15)	Security Enhancement: Multi-Factor Authentication (#62)
Case generation functionality fix-Product Development Case			System Defect Fixes	MNsure MMIS Interface Functionality (#17)	Citizen/Worker Portal Integration Phase 1 (#4)
			Security Enhancement: Multi-Factor Authentication – Pilot Phase 1	Assister Portal Phase 1 (#21)	Infrastructure Improvements Phase 2 (#22)
			BHP Premium Rate Increase	Infrastructure Improvements Phase 1 (#22)	Notices – Limited Denial (#86)
			MNsure MMIS Interface Functionality Package	System Defect Fixes	Assister Portal Phase 2 (#58)
					Usability Enhancements Phase 3 (#57)
					Caseworker Functionality simplification (task management) (#81)
					IRS 1095B (#66)
					MNsure MMIS Interface Functionality (#17)
					Change Wizards – defect fixes (#93)

Summer Release spans July ⬌ Aug.

(#) Numbers in parentheses indicate MNsure IT Project number; numbers may change as project phases progress.

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2016 IT Roadmap
Minnesota Eligibility Technology System

2016 Business Focus Areas

	Spring Release	Summer Release	Fall Release	Winter Release
	Active Projects	**Projected to Execute**	**Projected to Execute**	

Case Worker / County Improvements & Eligibility Integrity

Spring Release	Summer Release	Fall Release	Winter Release
Notices, Phase 1	Notices, Phase 2	Notices, Phase 3	**Project Selection Under Consideration**
Renewals Functionality	Renewal Functionality – QHP and Public Programs Batches	2017 QHP Marketplace Set-up	
Unique Person ID / ID Matching, Phase 1	Unique Person ID / ID Matching, Phase 2	Eligibility System Upgrade (IBM/Curam)	
METS-MMIS Interface Functionality, Phase 1	MNsure MMIS Interface Functionality, Phase 2	Effective Dates, Phase 2	
PRISM Iteration 2	PRISM Iteration 3	MNsure MMIS Interface Functionality	
Caseworker Functionality – Missing Task Functionality	Effective Dates, Phase 1		
MinnesotaCare Invoicing	Periodic Data Match		

Carrier Integration

Spring Release	Summer Release	Fall Release	Winter Release
Enrollment Data: Carrier integration and federal reporting: 1095-A; 1095 IRS & CMS reports; 834 EDI file testing and production; enrollment data reconciliation with carriers; ESOR GUI Phase 2 – manual enrollments.	Enrollment Data: 834 Effectuation; ESOR GUI Phase 3	Enrollment Data, cont.	
1095-B, Phase 2			

Systems Development

Spring Release	Summer Release	Fall Release	Winter Release
Reporting, Phase 1	Reporting, Phase 2	Reporting, Phase 3	
METS Data Fixes, Phase 1	METS Data Fixes, Phase 2		

Privacy & Security

Spring Release	Summer Release	Fall Release	Winter Release
Security Enhancements: Compliance & Audits			
Security Enhancements: Multi-Factor Authentication enhancements			

Maintenance & Operations team addresses defects as prioritized by DHS and MNsure.

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Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2015 – Feb. 14, 2016	
Total Enrollments	**215,811**
Medical Assistance	90,234
MinnesotaCare	39,887
Qualified Health Plans	85,690
QHP renewals	41,111
QHP via SHOP	1,896
Qualified Dental Plans	7,175

QHP Households Receiving Financial Help, Nov. 1, 2015 – Feb. 14, 2016	
Households with Advanced Premium Tax Credits	57%
Households with Cost Sharing Reductions	14%

Current SHOP Enrollment – Feb. 14, 2016	
Employers enrolled	276
Employees enrolled	1,243
Individuals enrolled (including dependents)	1,896

Numbers prepared for February 17, 2016 Board Meeting

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Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 1, 2015 – Feb. 14, 2016		
Carrier	2016 Enrollment To Date	2015 Enrollment
Blue Cross Blue Shield	28%	43%
BluePlus	8%	7%
HealthPartners	24%	24%
Medica	19%	5%
UCare	21%	21%
Metal Level		
Platinum	--	7%
Gold	17%	17%
Silver	36%	39%
Bronze	46%	36%
Catastrophic	1%	1%

QHP Enrollee Demographics – Nov. 1, 2015 – Feb. 14, 2016		
Age	2016 Enrollment To Date	2015 Enrollment
<18	10%	10%
18-25	6%	7%
26-34	14%	18%
35-44	13%	15%
45-54	18%	19%
55-64	38%	31%
65+	<1%	0.3%
Sex		
Male	48%	48%
Female	52%	52%

Note: Data reflects all QHP enrollment except SHOP enrollment.

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Enrollments by Program
November 1, 2015 – February 14, 2016

215,811 Total Enrollments

85,690 Total QHP Enrollments

90,234 individuals in Medical Assistance

83,794 individuals in Individual Market QHPs

39,887 individuals in MinnesotaCare

1,896 individuals in QHPs via SHOP

Legend:
- MinnesotaCare
- Medical Assistance
- QHP Enrollment via Individual Market
- QHP Enrollment via SHOP

Y-axis: 0; 10,000; 20,000; 30,000; 40,000; 50,000; 60,000; 70,000; 80,000; 90,000; 100,000

X-axis: Nov. 1; Nov. 17; Dec. 8; Jan. 10; Feb. 14

Program enrollment began at zero for all programs except SHOP starting November 1, 2015.

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Current MA and MCRE Enrollee Count January 2016

Medical Assistance

Minnesota Eligibility
Technology System
542,158
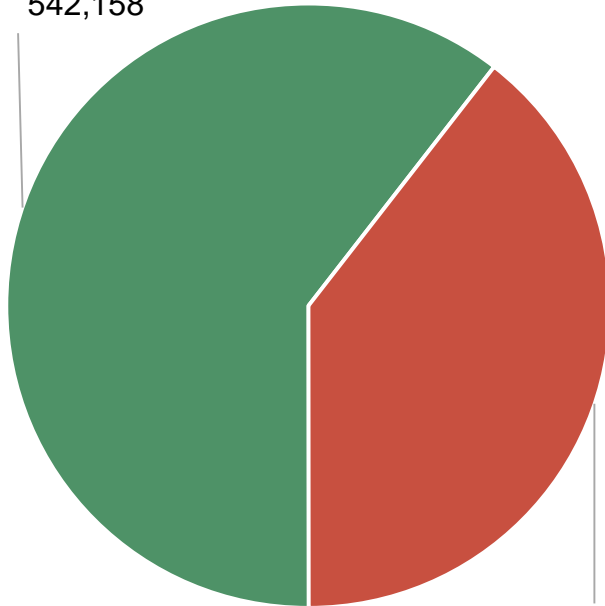
Legacy
Systems
353,788

MinnesotaCare

Minnesota Eligibility
Technology System
133,039

Legacy
Systems
0

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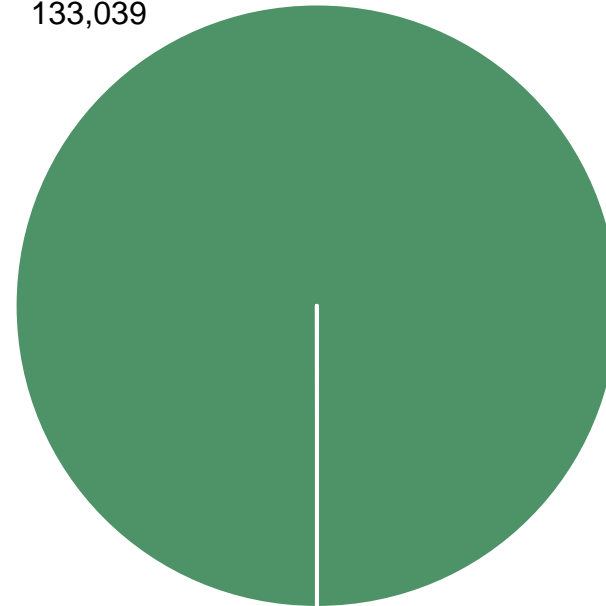
Individual Market: Metal Levels November 1, 2015 – February 14, 2016

2016 QHP Metal Level Selection
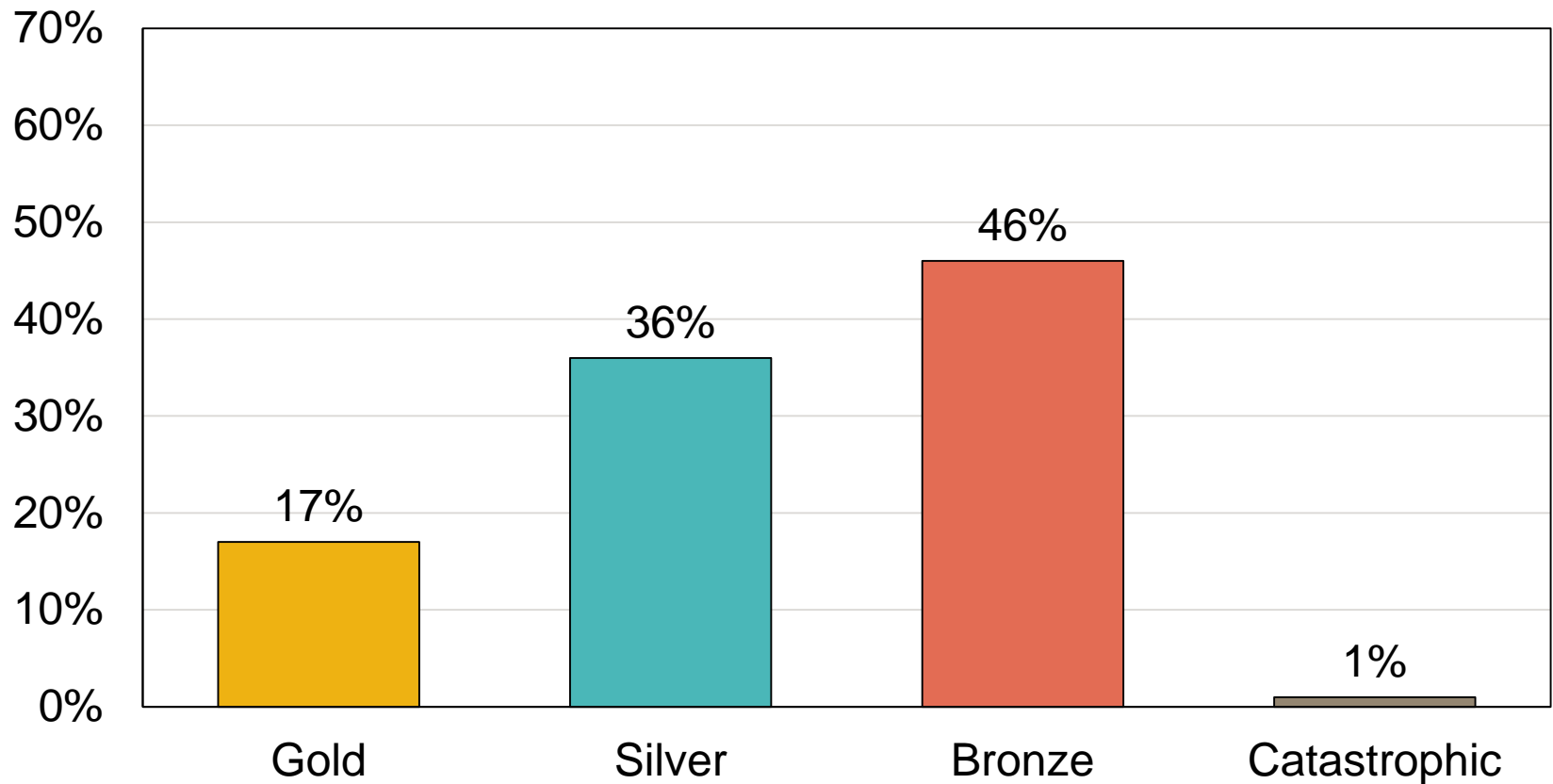
Metal Level	Percentage
Gold	17%
Silver	36%
Bronze	46%
Catastrophic	1%

Note: Data reflects all QHP enrollment except SHOP enrollment.

Numbers prepared for February 17, 2016 Board Meeting

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QHP Households Receiving Financial Help November 1, 2015 – February 14, 2016

Advanced Premium Tax Credit subsidies

Households without APTC 43%

Households with APTC 57%
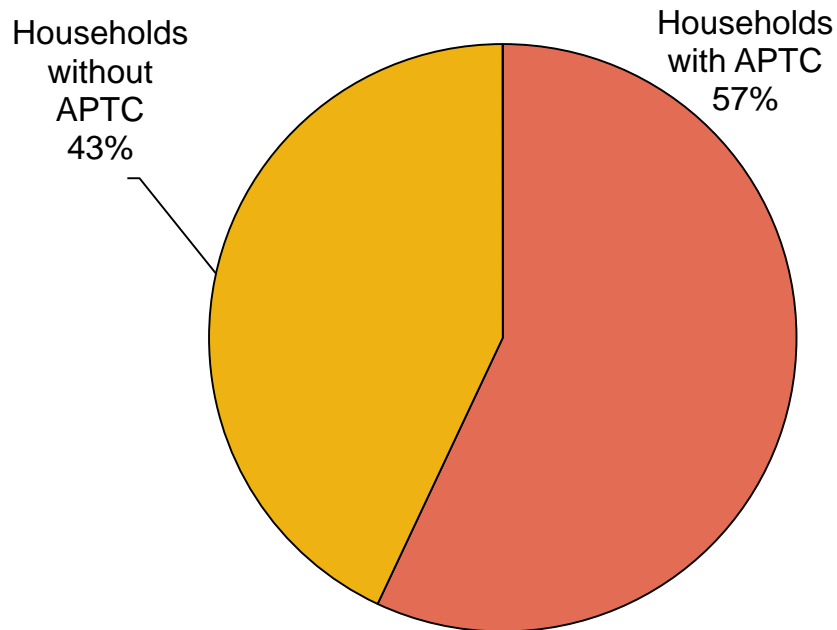
Cost Sharing Reduction subsidies

Households with CSR 14%

Households without CSR 86%
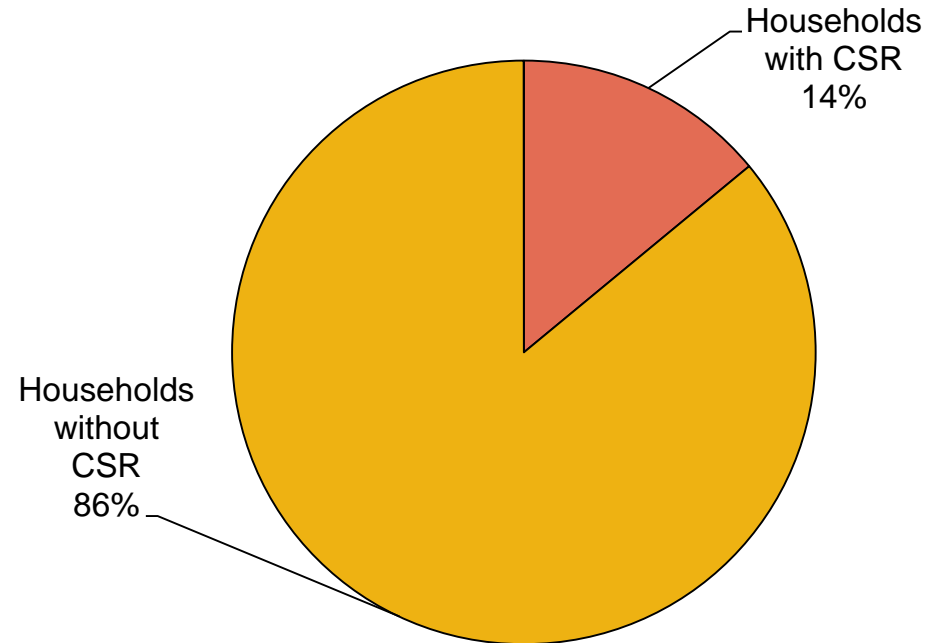
Note: Based on cumulative QHP enrollment for Open Enrollment 2016. Data reflects all QHP enrollment except SHOP enrollment.

Numbers prepared for February 17, 2016 Board Meeting

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MNsure Premium Withhold Revenue

- Forecast =

  Estimated Carrier premium revenue
  (based on estimated average monthly premium x estimated member months, with estimated member months derived from estimated annual enrollment)

  x

  Annual premium withhold percentage

- Actual =

  Actual Carrier premium revenue

  x

  Annual premium withhold percentage

- Billing process *(2 month lag)*
  1. Carriers are required to report actual YTD premiums to MNsure on a monthly basis by the end of the following month.
  2. 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.

Forecast and YTD Actual

$6.642

☐ Current Forecast

■ YTD Actual (through November 2015)

Forecast: $1.905

$5.764

$1.931

Enrollment Year 2014   Enrollment Year 2015

Revenue numbers in millions
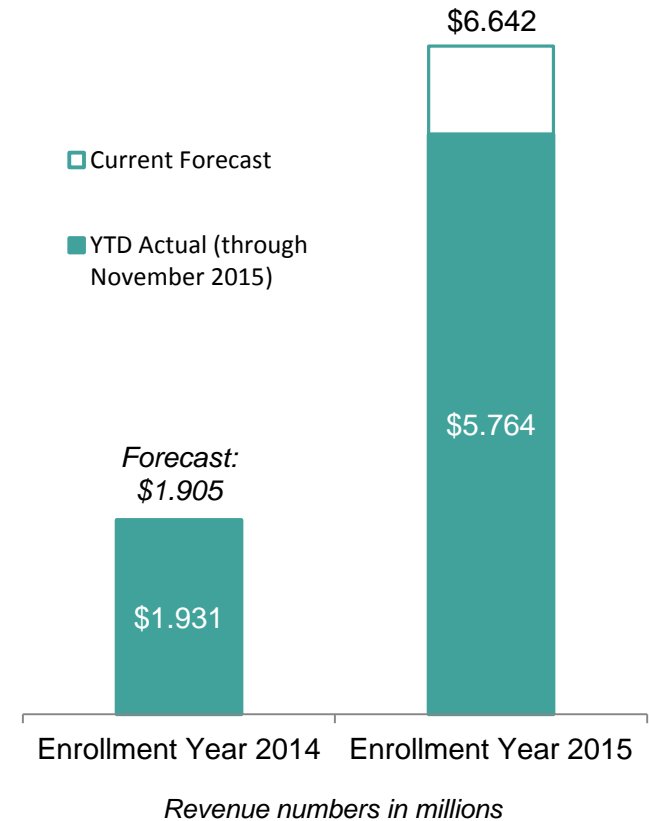
Note: EY15 forecast is based on budget passed at July 20, 2015 MNsure Board meeting. Numbers are subject to change.

*Numbers prepared for February 17, 2016 Board Meeting*

Customer Service Dashboard

Contact Center – Jan. 11 – Feb. 14, 2016	
Call Volume	88,076
Average Speed of Answer	0:06:01
Service Level (% of calls answered in 2 min. or less)	76.45%
Calls Abandoned while in Queue	7.25%
Average Talk Time	0:07:48

All Callers Top Contact Center Inquiries – Jan. 11 – Feb. 14, 2016	
1. MA/MCRE	15.80%
2. Password Reset/Account Unlock	10.75%
3. General Questions	8.05%

Assister Resource Center (ARC) Top Inquiries – Jan. 11 – Feb. 14, 2016	
1. Existing/pending inquiry	36.79%
2. Determination Result	21.72%
3. Password reset/account unlock	18.26%

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Contact Center – Call Volume/ASA

**MNsure Contact Center Call Volume/Average Speed of Answer
Aug. 1, 2015 – Feb. 14, 2016**
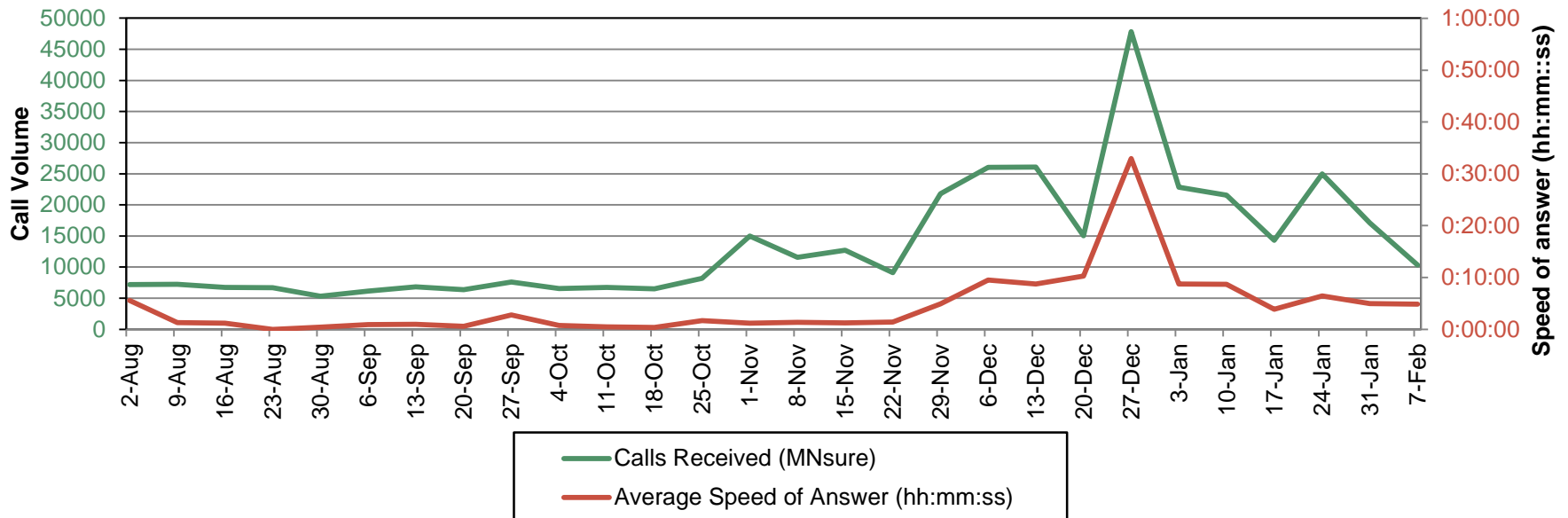
Note: Call volumes represent weekly totals for week beginning with date.
Average speed of answer represents weekly average for week beginning with date.
Week beginning Feb. 15 is a partial week.

Numbers prepared for February 17, 2016 Board Meeting