Board of Directors Meeting
March 9, 2016

2016 IT Release Plan: Project Status

Legend:

Work Incomplete	(red)
Work Completed	(green)
Work Currently Underway	(blue)
Work in Planning Phase	(cyan)
Work Scheduled for Scoping/Planning	(gray)

Symbol	Meaning
★	= Change in Status
S	= Change in Scope
⬌	= Change in Timing
✚	= Project Addition

Spring Release

- Notices, **Phase 1**
- Renewals Functionality
- Unique Person ID / ID Matching, **Phase 1**
- METS-MMIS Interface Functionality, **Phase 1**
- PRISM Iteration 2
- Caseworker Functionality – Missing Task Functionality
- MinnesotaCare Invoicing
- 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.
- 1095-B **Phase 2**
- Reporting, **Phase 1**
- METS Data Fixes, **Phase 1**
- Security Enhancements: Compliance & Audits
- Security Enhancements: Multi-Factor Authentication enhancements

Summer Release

- Notices, **Phase 2**
- Renewal Functionality – QHP and Public Programs Batch **Functionality**
- Unique Person ID / ID Matching, **Phase 2**
- METS-MMIS Interface Functionality, **Phase 2**
- PRISM Iteration 3
- Effective Dates, **Phase 1**
- Periodic Data Match
- Enrollment Data: 834 Effectuation; ESOR GUI Phase 3
- Reporting, **Phase 2**
- METS Data Fixes, **Phase 2**

Fall Release

- Notices, **Phase 3**
- 2017 QHP Marketplace Set-up
- Eligibility System Upgrade (IBM/Curam)
- Effective Dates, **Phase 2**
- MNsure MMIS Interface Functionality
- Enrollment Data, cont.
- Reporting, **Phase 3**

Winter Release

Project Selection Under Consideration

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 – Mar. 6, 2016	
Total Enrollments	**243,926**
Medical Assistance	111,449
MinnesotaCare	45,621
Qualified Health Plans	86,856
QHP renewals	41,414
QHP via SHOP	1,886
Qualified Dental Plans	7,190

QHP Households Receiving Financial Help, Nov. 1, 2015 – Mar. 6, 2016	
Households with Advanced Premium Tax Credits	57%
Households with Cost Sharing Reductions	14%

Current SHOP Enrollment – Mar. 6, 2016	
Employers enrolled	276
Employees enrolled	1,246
Individuals enrolled (including dependents)	1,886

Numbers prepared for March 9, 2016 Board Meeting

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Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 1, 2015 – Mar. 6, 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 – Mar. 6, 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 – March 6, 2016

243,926 Total Enrollments

86,856 Total QHP Enrollments

111,449 individuals in Medical Assistance

84,970 individuals in Individual Market QHPs

45,621 individuals in MinnesotaCare

1,886 individuals in QHPs via SHOP

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

X-axis: Nov. 1, Nov. 17, Dec. 8, Jan. 10, Feb. 14, Mar. 6

Y-axis: 0, 20,000, 40,000, 60,000, 80,000, 100,000, 120,000
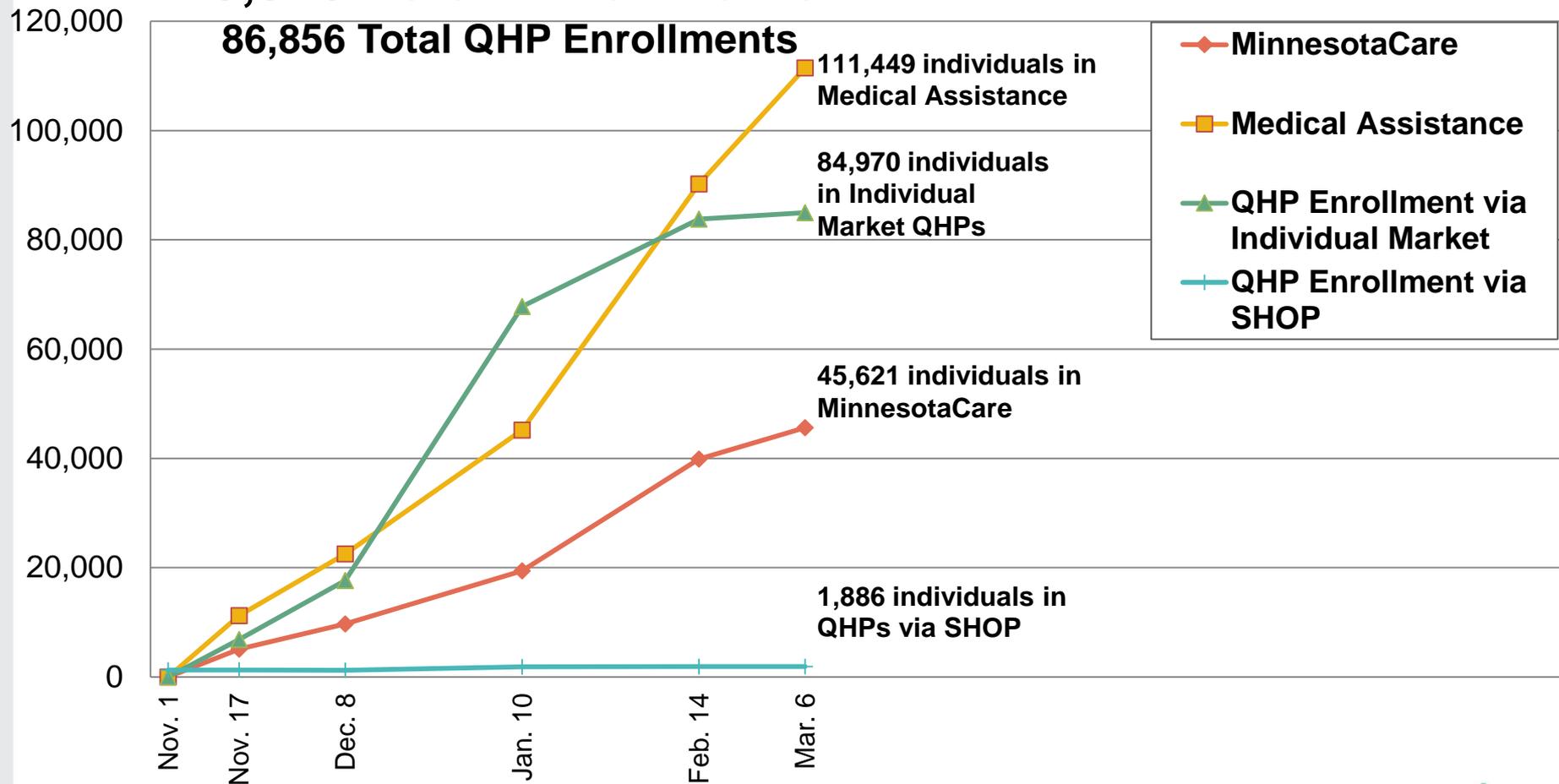
Program enrollment began at zero for all programs except SHOP starting November 1, 2015.

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Current MA and MCRE Enrollee Count February 2016

Medical Assistance

Minnesota Eligibility
Technology System
487,283

Legacy
Systems
349,001

MinnesotaCare

Minnesota Eligibility
Technology System
100,728

Legacy
Systems
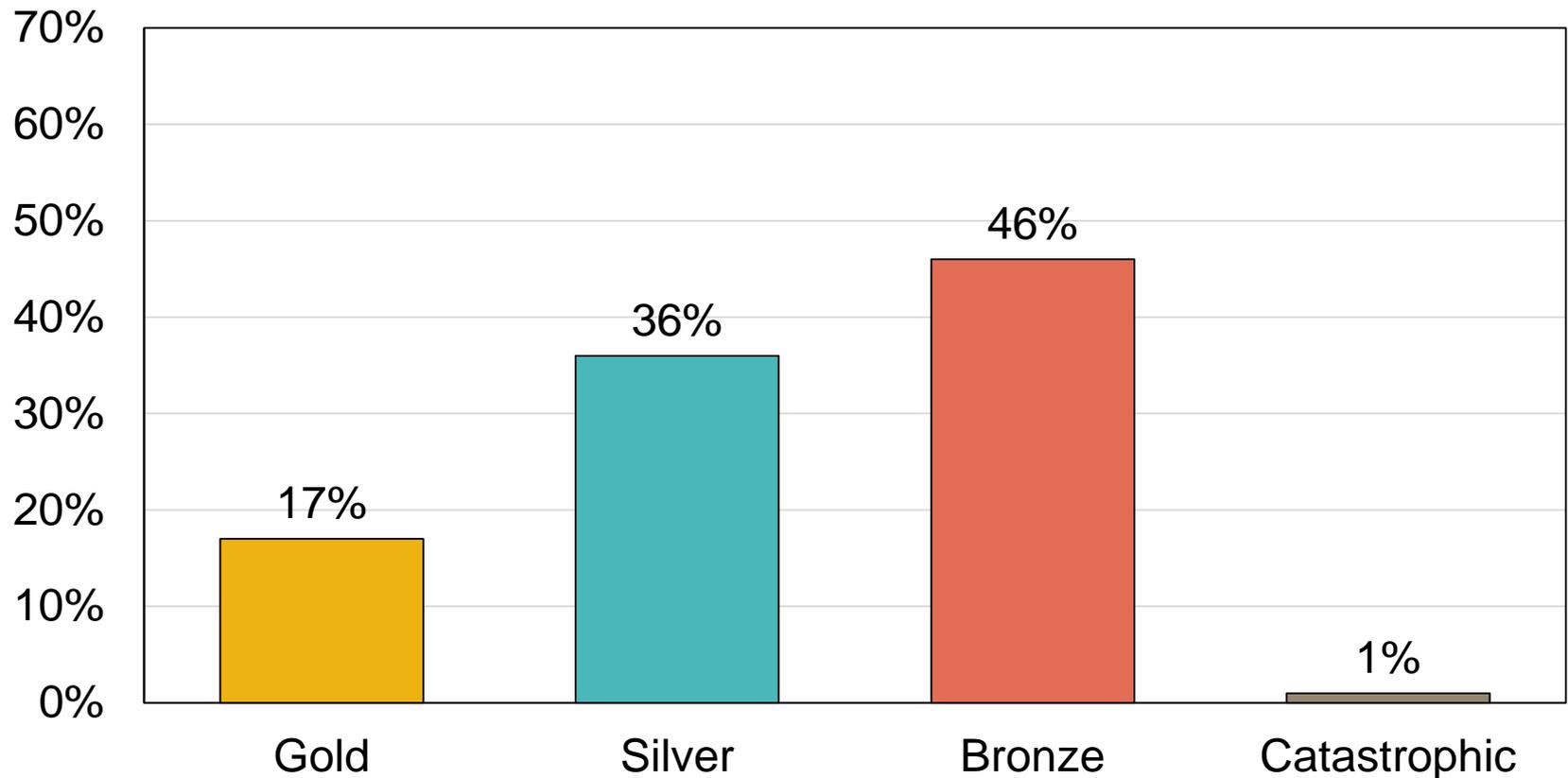0

Numbers prepared for March 9, 2016 Board Meeting
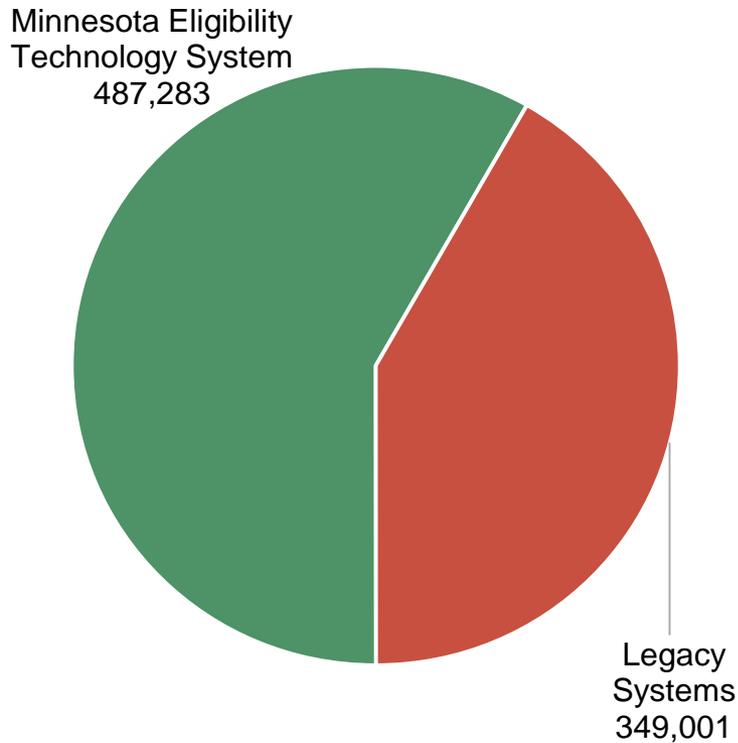
MNsure
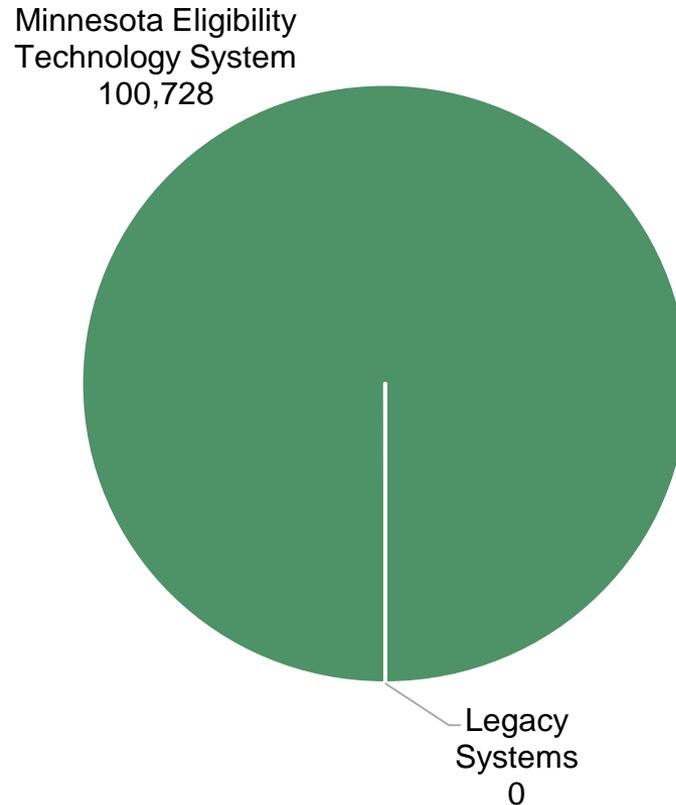
Individual Market: Metal Levels November 1, 2015 – March 6, 2016

2016 QHP Metal Level Selection

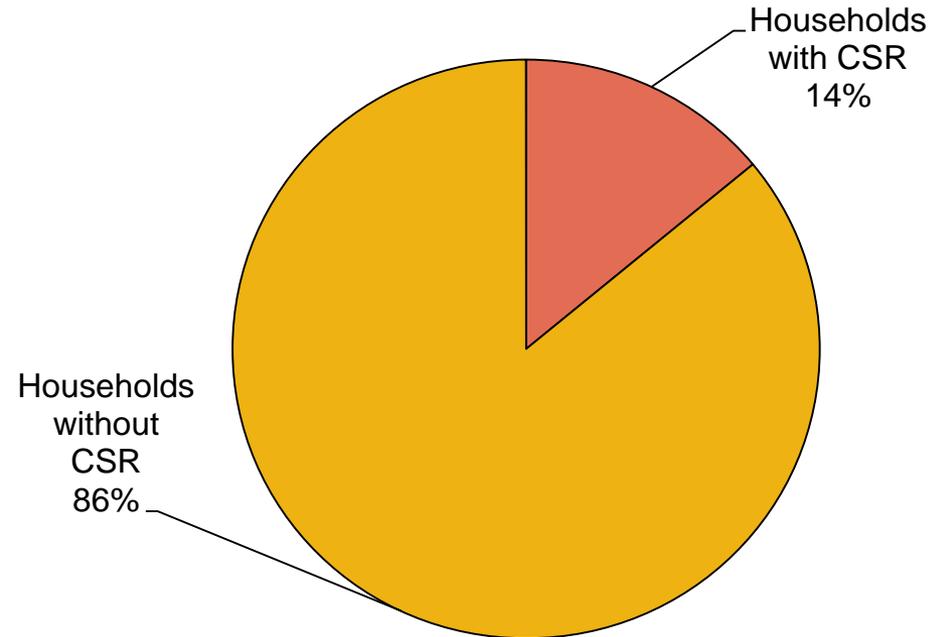Note: Data reflects all QHP enrollment except SHOP enrollment.

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QHP Households Receiving Financial Help November 1, 2015 – March 6, 2016

Advanced Premium Tax Credit subsidies

Households with APTC 57%

Households without APTC 43%
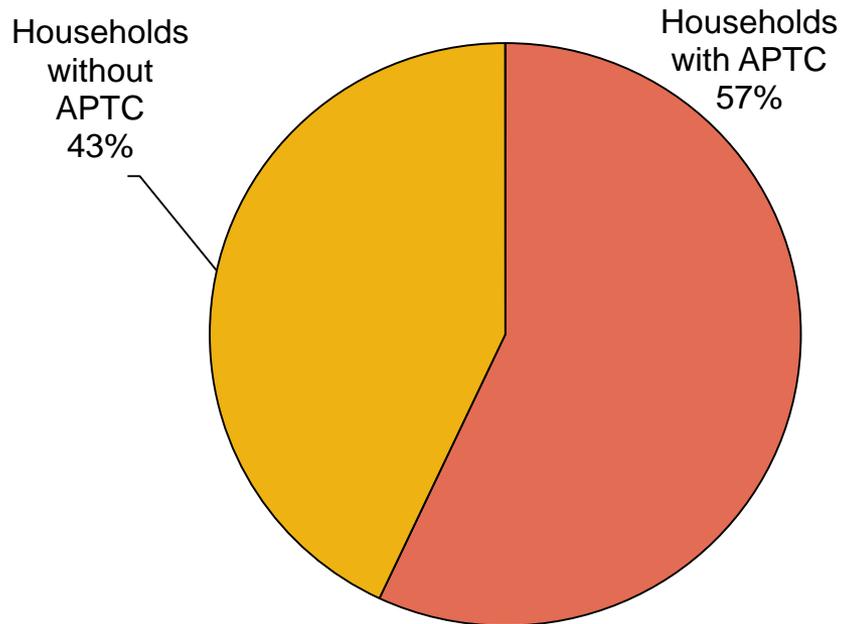
Cost Sharing Reduction subsidies
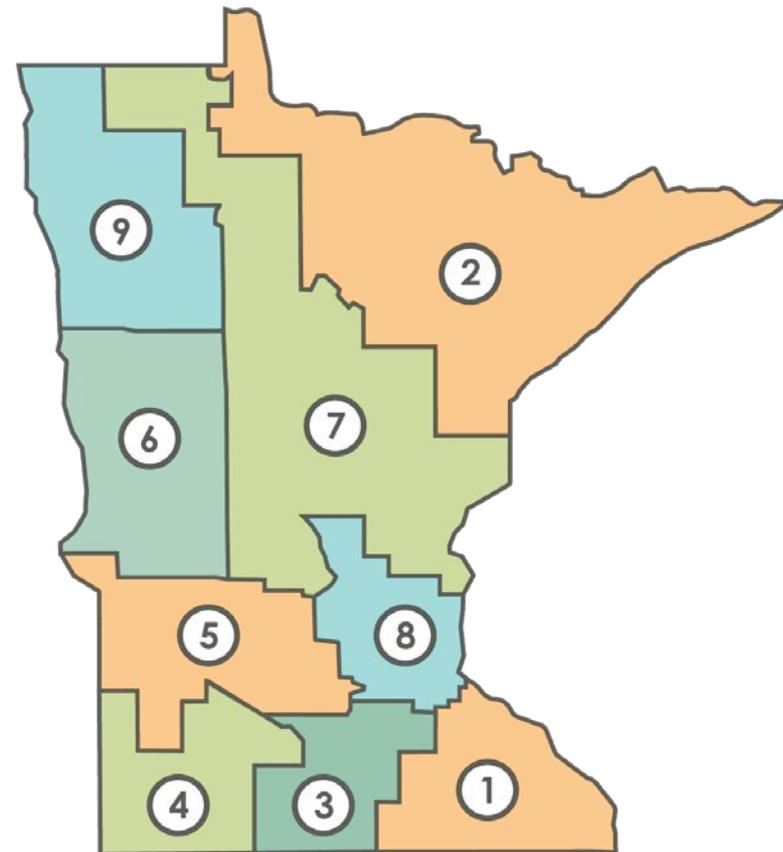

Households with CSR 14%

Households without CSR 86%

Note: Based on cumulative QHP enrollment for Open Enrollment 2016. Data reflects all QHP enrollment except SHOP enrollment.

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QHP Enrollment by Rating Region November 1, 2015 – March 6, 2016

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	8.4%
2	5.9%	6.2%
3	4.7%	4.9%
4	2.2%	2.8%
5	3.8%	4.1%
6	4.2%	4.5%
7	7.9%	8.8%
8	61.6%	59%
9	1.6%	1.2%

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Customer Service Dashboard

Contact Center – Feb. 15 – Mar. 6, 2016	
Call Volume	39,938
Average Speed of Answer	0:07:41
Service Level (% of calls answered in 2 min. or less)	66.22%
Calls Abandoned while in Queue	9.54%
Average Talk Time	0:08:05

All Callers Top Contact Center Inquiries – Feb. 15 – Mar. 6, 2016	
1. 1095-A Inquiry	12.89%
2. MA/MCRE	11.76%
3. Password reset/Account unlock	9.93%

Assister Resource Center (ARC) Top Inquiries – Feb. 15 – Mar. 6, 2016	
1. Existing/pending inquiry	41.60%
2. Password reset/account unlock	20.11%
3. Determination Result	15.43%

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Contact Center – Call Volume/ASA

MNsure Contact Center Call Volume/Average Speed of Answer
Aug. 1, 2015 – Mar. 6, 2016

Legend:
- Calls Received (MNsure)
- Average Speed of Answer (hh:mm:ss)
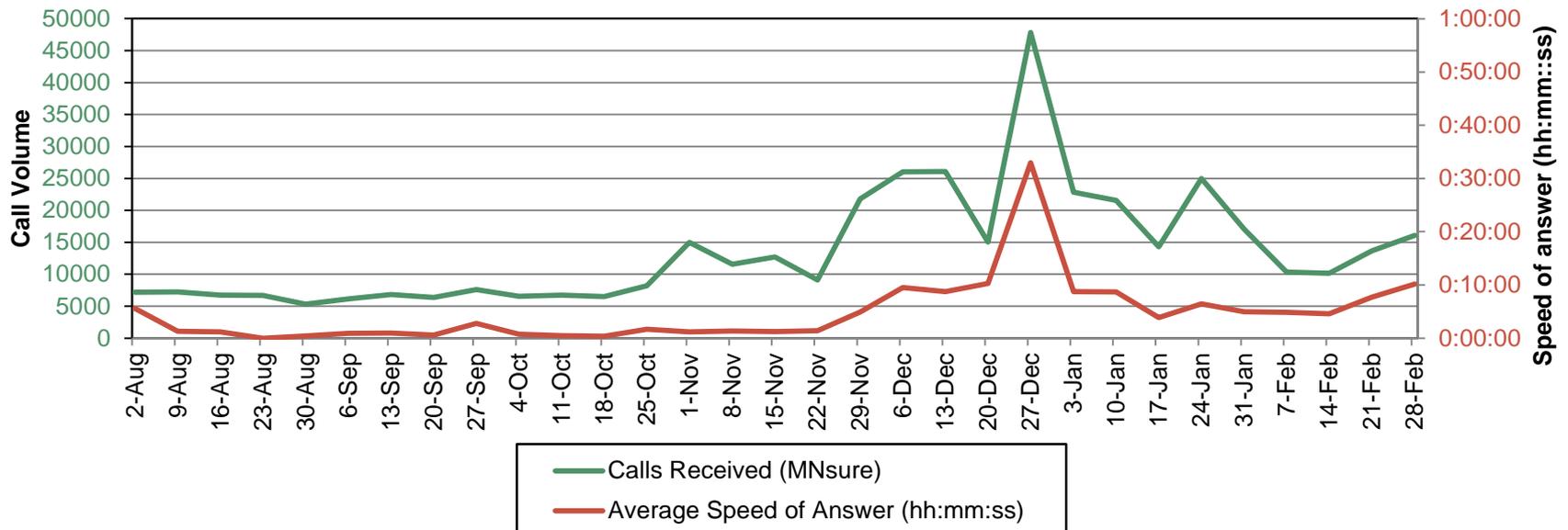
Note: Call volumes represent weekly totals for week beginning with date.
Average speed of answer represents weekly average for week beginning with date.

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