



# Board of Directors Meeting

## June 15, 2016



# Compliance Program Mission

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- MNsure views compliance as a responsibility of all employees throughout the organization and will implement the appropriate systems and structures to provide all employees and business units support, advice and guidance to assure ethical and regulatory requirements are identified and met.
- MNsure shall operate as an ethical, compliant and transparent organization by fostering a culture of honesty and accountability, while adhering to the regulatory requirements governing our organization. Additionally, MNsure views compliance as the responsibility of all employees in order to help us achieve our mission to ensure all Minnesotans have the security of health insurance.

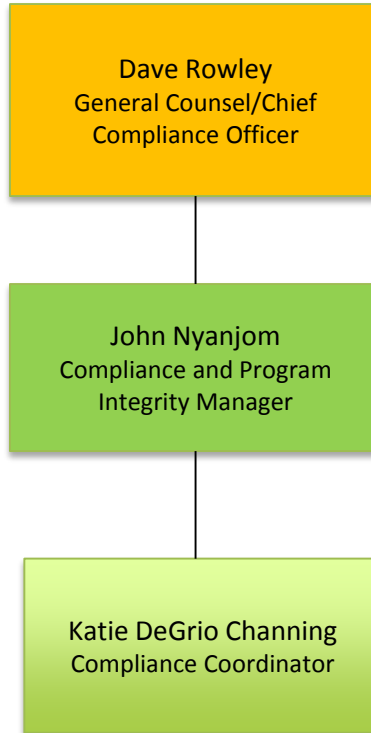
# Compliance Department Mission

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- The MNsure Compliance Department shall be a strategic and collaborative business partner to the Board of Directors, employees and business units by providing advice, support, and guidance on ethical and regulatory requirements as these groups make decisions and implement operations at MNsure.
- The MNsure Compliance Department will foster trust, honesty, ethics and integrity with all MNsure employees and third parties by providing guidance and counsel on compliance risks and their potential impact to MNsure, advice and support on implementing compliance best practices into operations, and the ability to report any potential compliance concerns confidentially and without fear of retaliation.

# Compliance Team

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# Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2015 – June 12, 2016	
<b>Total Enrollments</b>	<b>376,749</b>
Medical Assistance	213,641
MinnesotaCare	67,471
Qualified Health Plans	95,637
QHP renewals	43,680
QHP via SHOP	1,895
Qualified Dental Plans	8,070

**Note:** MNsure has moved the vast majority of manual enrollments into its system of record.

QHP Households Receiving Financial Help, Nov. 1, 2015 – June 12, 2016	
Households with Advanced Premium Tax Credits	63%
Households with Cost Sharing Reductions	15%

Current SHOP Enrollment, June 12, 2016	
Employers enrolled	279
Employees enrolled	1,241
Individuals enrolled (including dependents)	1,895

# Enrollment Dashboard – 2 of 2

Plans & Carriers, Nov. 1, 2015 – June 12, 2016		
Carrier	2016 Enrollment To Date	2015 Enrollment
Blue Cross Blue Shield	21.3%	43%
BluePlus	8.2%	7%
HealthPartners	25.7%	24%
Medica	21.1%	5%
UCare	23.7%	21%
<b>Metal Level</b>		
Platinum	--	7%
Gold	16.5%	17%
Silver	35.0%	39%
Bronze	47.2%	36%
Catastrophic	1.3%	1%

QHP Enrollee Demographics, Nov. 1, 2015 – June 12, 2016		
Age	2016 Enrollment To Date	2015 Enrollment
<18	10.4%	10%
18-25	7.3%	7%
26-34	16.3%	18%
35-44	13.8%	15%
45-54	18.6%	19%
55-64	33.3%	31%
65+	0.4%	0.3%
<b>Sex</b>		
Male	48.5%	48%
Female	51.5%	52%

Note: Data reflects all QHP enrollment except SHOP enrollment.

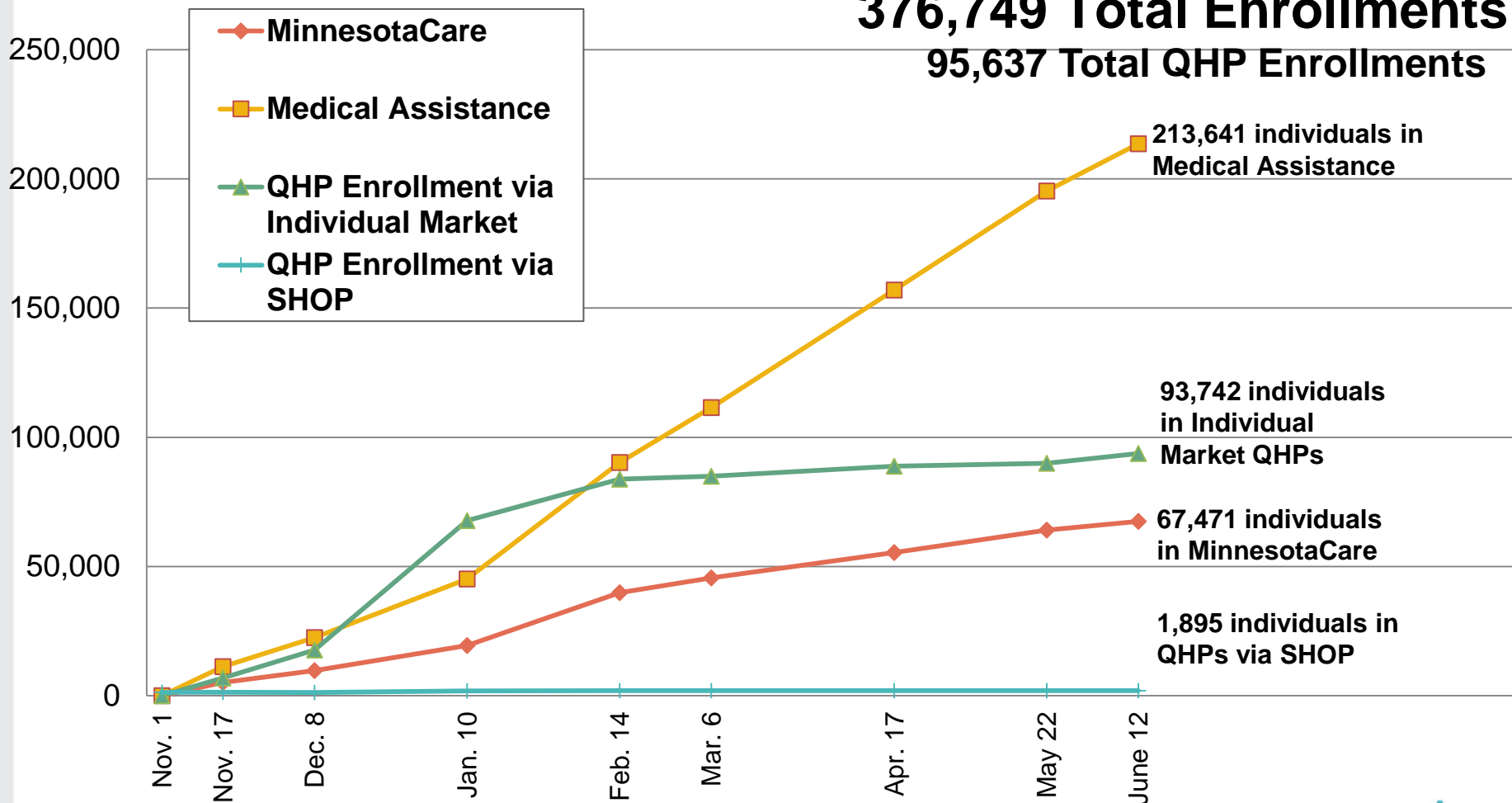
# Enrollments by Program

## November 1, 2015 – June 12, 2016



**376,749 Total Enrollments**

**95,637 Total QHP Enrollments**

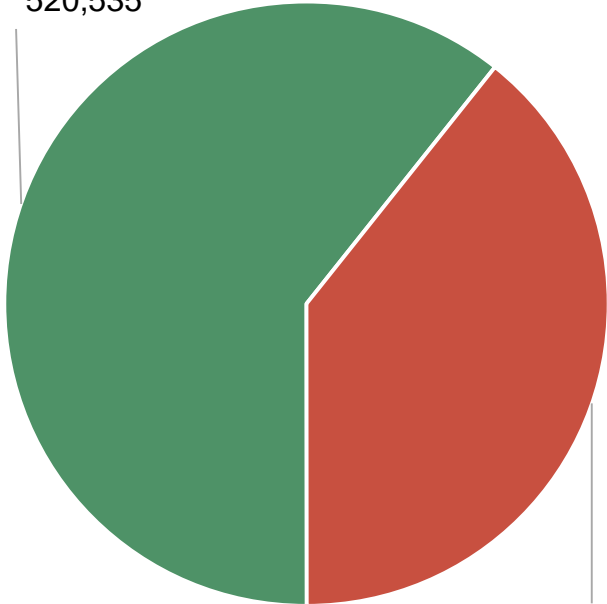


Program enrollment began at zero for all programs except SHOP starting November 1, 2015.

# Current MA and MCRE Enrollee Count May 2016

## Medical Assistance

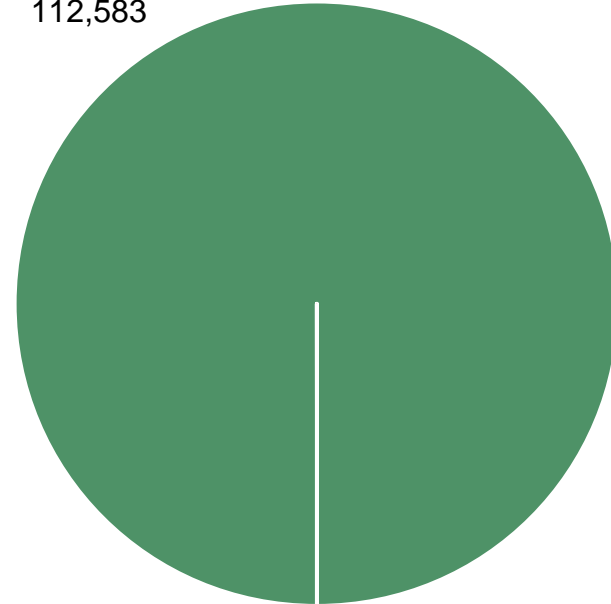
Minnesota Eligibility  
Technology System  
520,535



Legacy  
Systems  
337,096

## MinnesotaCare

Minnesota Eligibility  
Technology System  
112,583



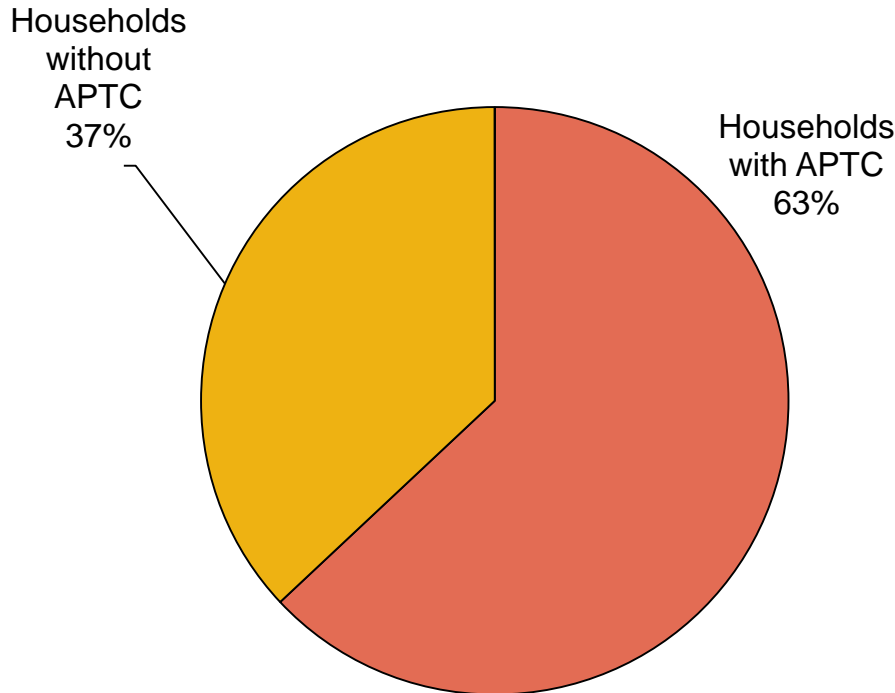
Legacy  
Systems  
0



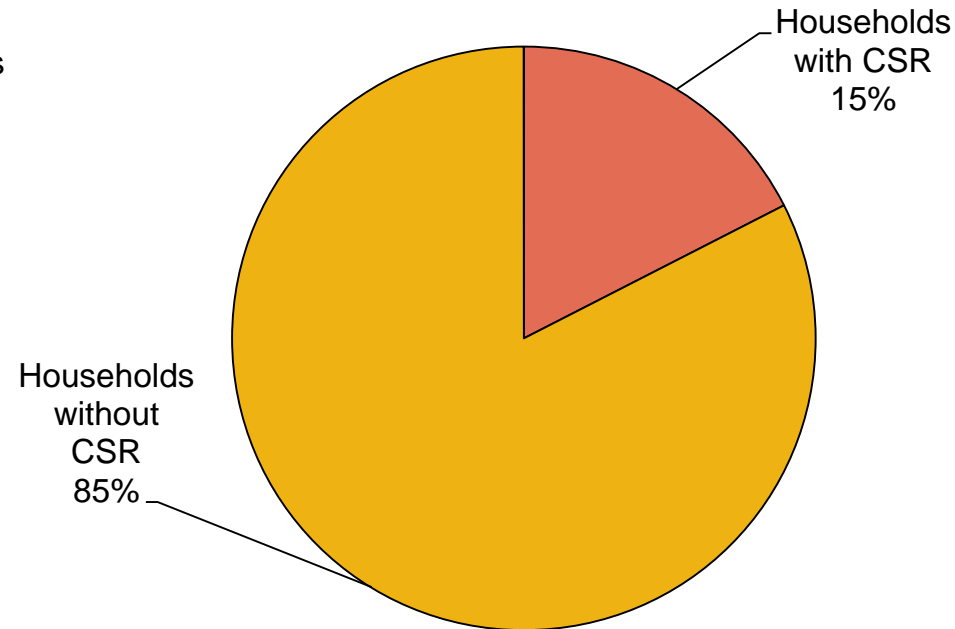
# QHP Households Receiving Financial Help

## November 1, 2015 – June 12, 2016

### Advanced Premium Tax Credit subsidies



### Cost Sharing Reduction subsidies

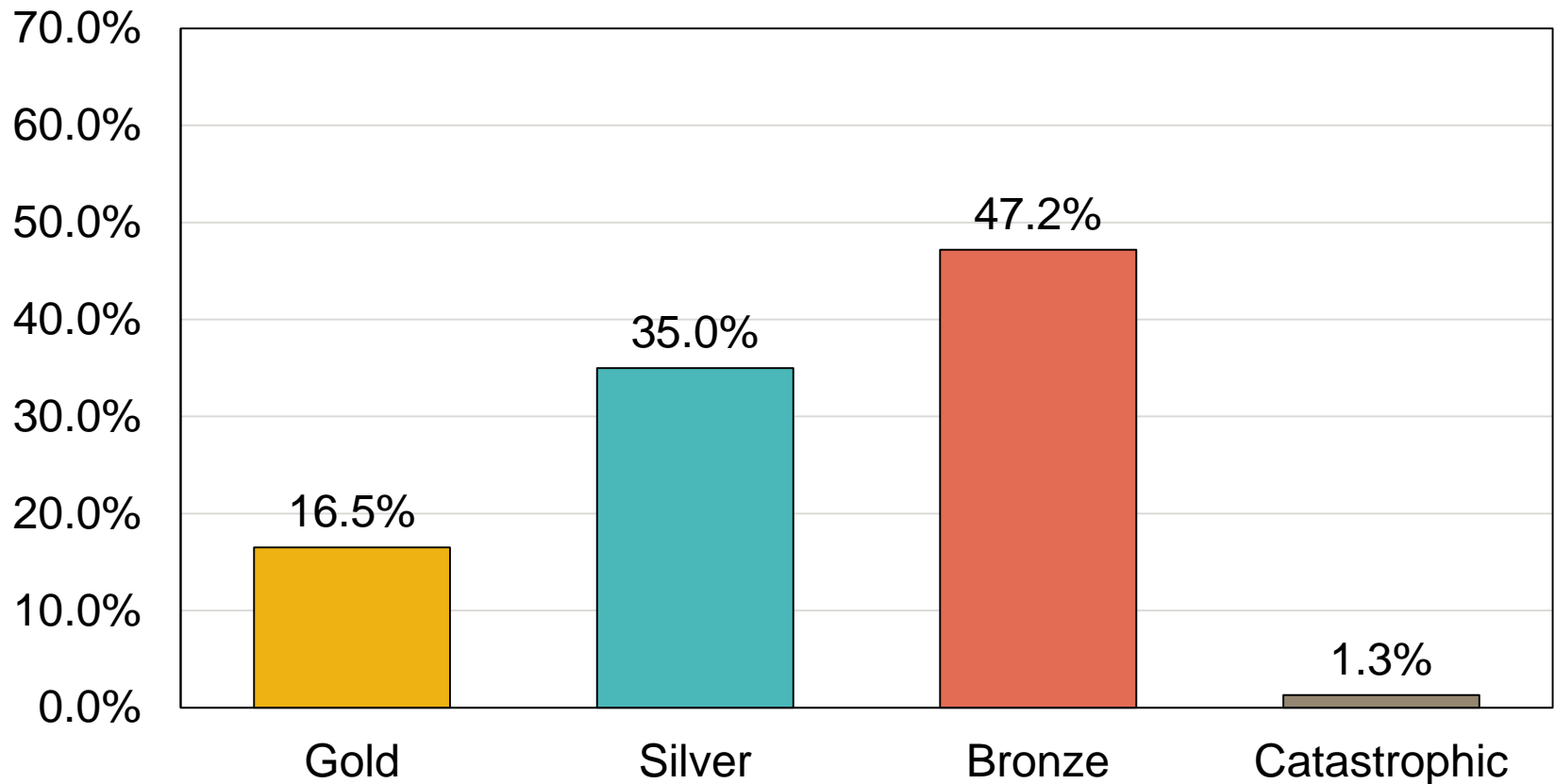


Note: Data is based off of effectuated enrollment for May 2016.  
Data reflects all QHP enrollment except SHOP enrollment.

# Individual Market: Metal Levels

## November 1, 2015 – June 12, 2016

### 2016 QHP Metal Level Selection

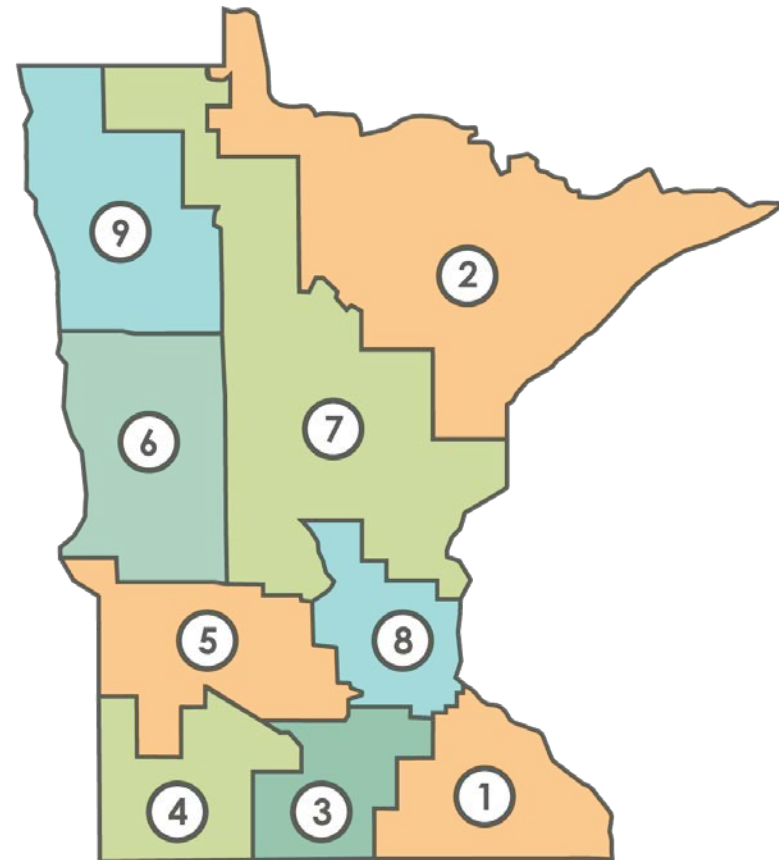


Note: Data reflects all QHP enrollment except SHOP enrollment.

# QHP Enrollment by Rating Region

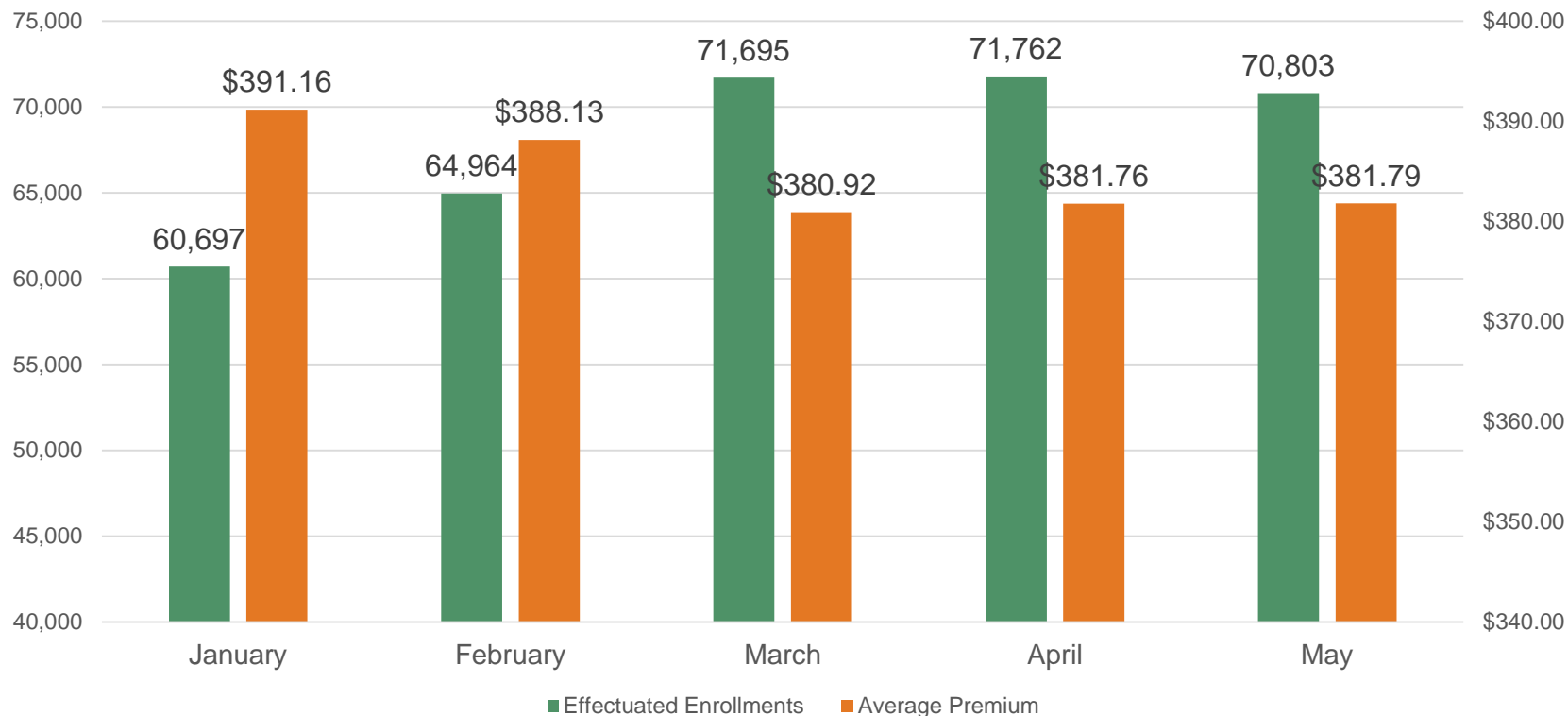
## November 1, 2015 – June 12, 2016

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	8.0%
2	5.9%	6.3%
3	4.7%	4.8%
4	2.2%	2.7%
5	3.8%	4.0%
6	4.2%	4.5%
7	7.9%	8.8%
8	61.6%	59.7%
9	1.6%	1.3%



# Effectuated Enrollments and Average Premiums, 2016

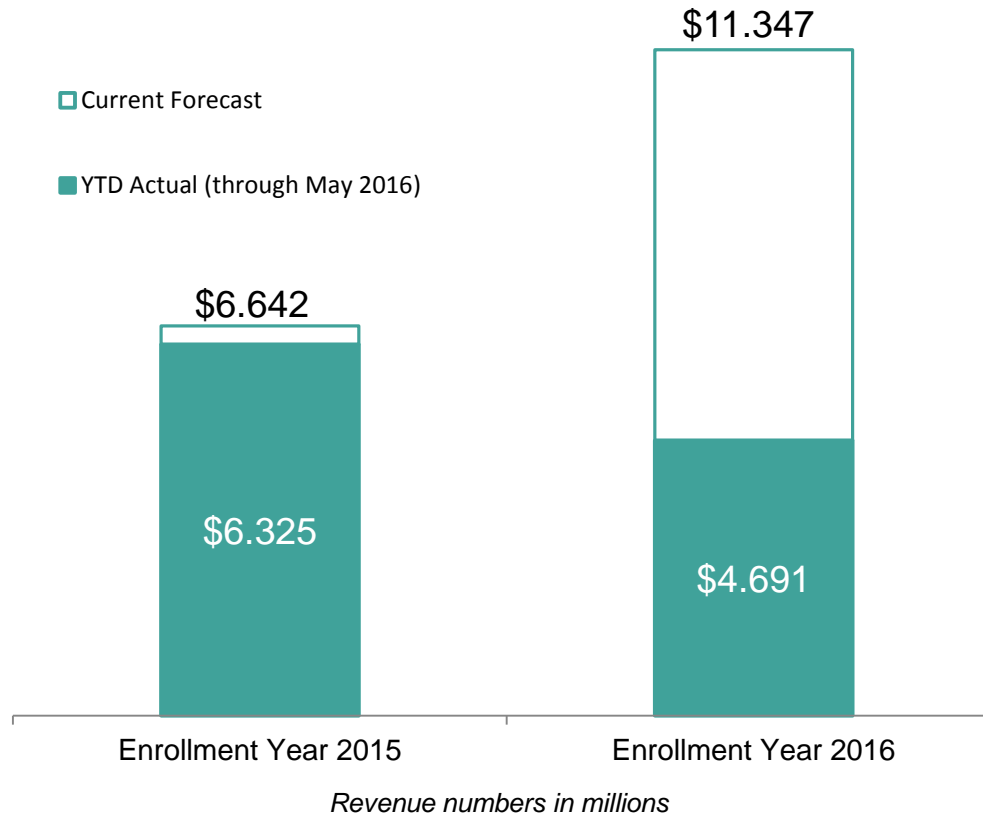
Monthly Effectuated Enrollments and Average Premiums  
January – May 2016



Note: Premium data represents the full cost of a plan, prior to any application of Advanced Premium Tax Credits.  
Note: Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

# MNsurre Premium Withhold Revenue

## Forecast and YTD Actual



Note: EY16 forecast is based on preliminary budget passed at March 9, 2016 MNsure Board meeting. Numbers are subject to change.

# Customer Service Dashboard



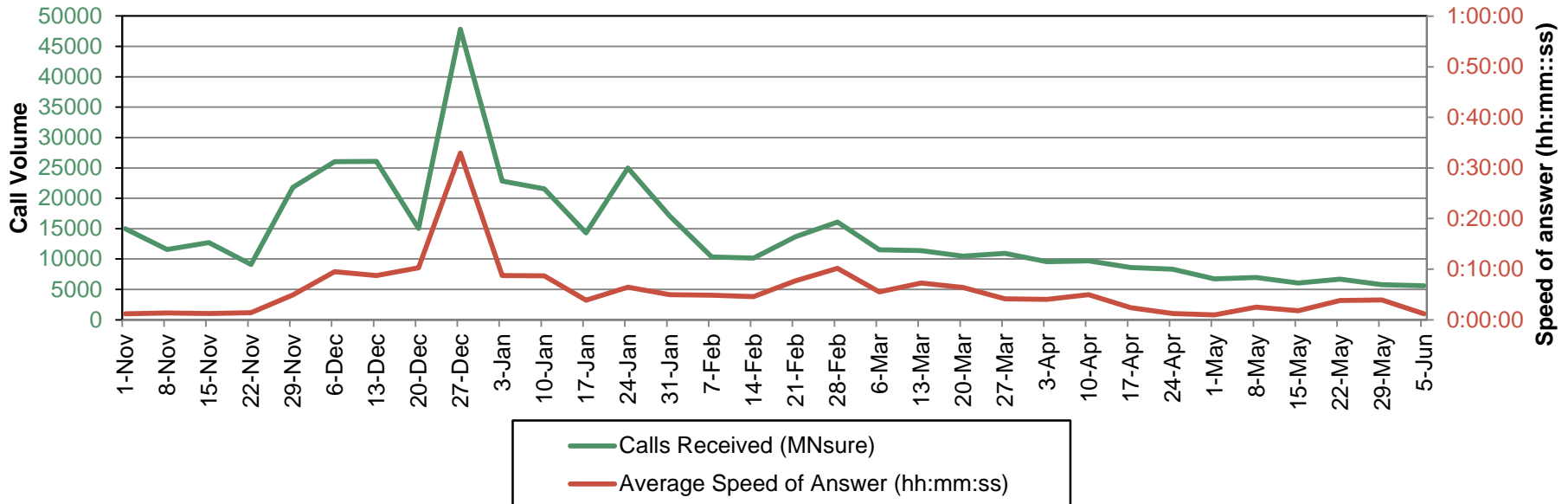
<b>Contact Center, May 23 – June 12, 2016</b>	
Call Volume	18,121
Average Speed of Answer	0:02:54
Service Level (% of calls answered in 2 min. or less)	76.22%
Calls Abandoned while in Queue	5.07%
Average Talk Time	0:07:52

<b>All Callers Top Contact Center Inquiries, May 23 – June 12, 2016</b>	
1. Password reset/Account unlock	13.83%
2. MA/MCRE	10.17%
3. Existing/Pending Inquiry	7.64%

<b>Assister Resource Center (ARC) Top Inquiries, May 23 – June 12, 2016</b>	
1. Existing/pending inquiry	47.65%
2. Password reset/account unlock	18.68%
3. Determination Result	4.71%

# Contact Center – Call Volume/ASA

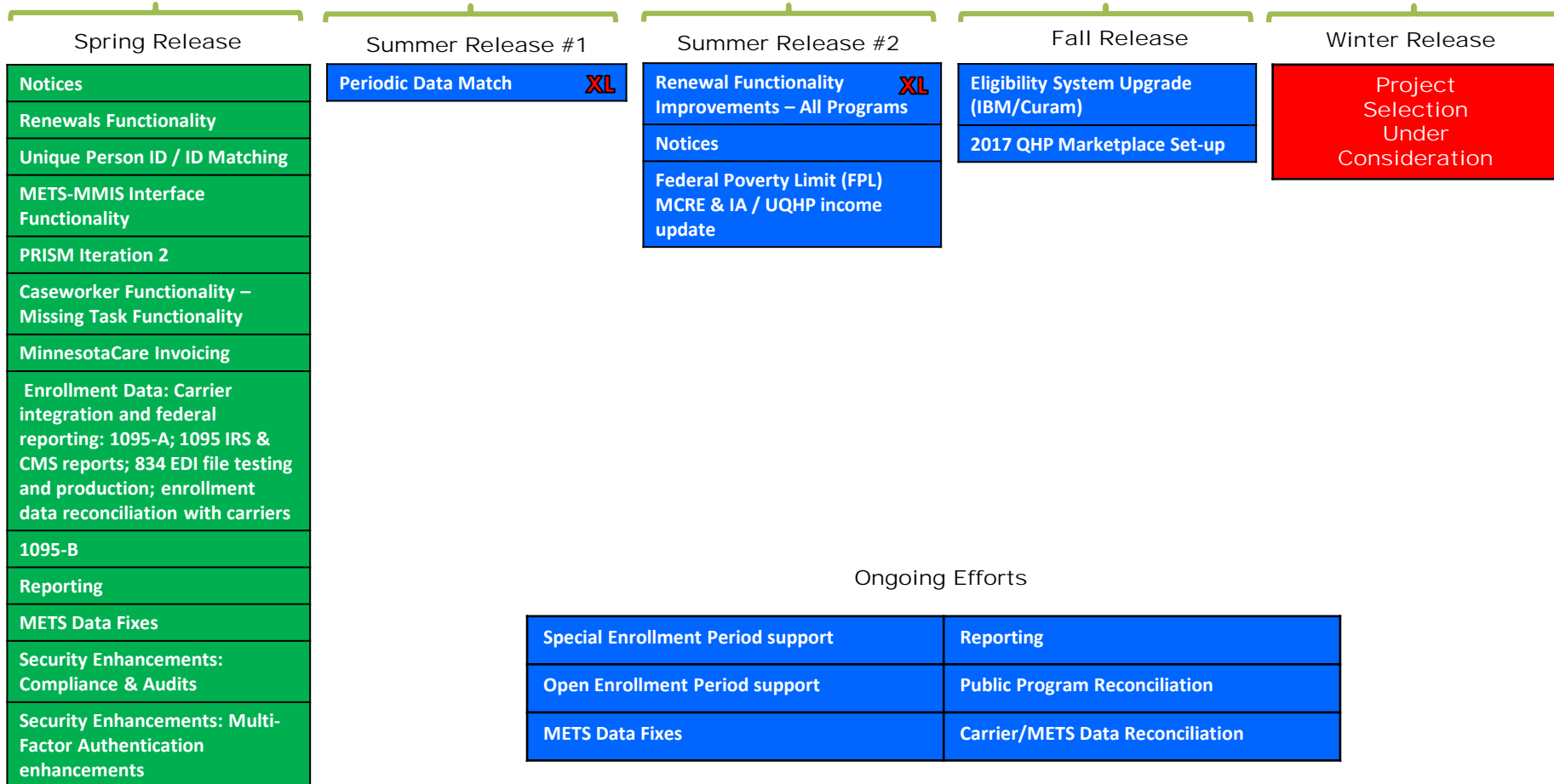
**MNsure Contact Center Call Volume/Average Speed of Answer  
Nov. 1, 2015 – June 12, 2016**



Note: Call volumes represent weekly totals for week beginning with date.  
Average speed of answer represents weekly average for week beginning with date.

Work Incomplete
Work Completed
Work Currently Underway
<b>XL</b> = "Mega Project"

## 2016 IT Release Plan: Project Status





Work Completed

Work Currently Underway

## 2016 IT Release Plan: 1095 Project Status

May-July

2015 1095-A Corrections and VOIDS

Effectuation, 2016 1095-A monthly files to IRS

1095-A code fixes

August-September

1095-SHOP

Additional Information needed for Curam to ESOR Data

October-December

More Enrollment Data Online

Automation of 2016 1095-A Corrections and VOIDS

January-February 2017

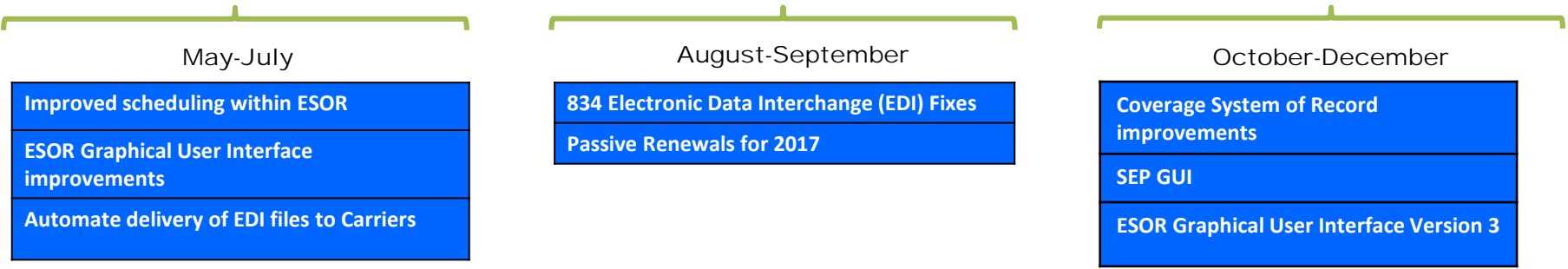
1095-A 2017 CMS SBMI

Production of the 2016 1095-A forms to consumers

Production of the 2016 1095-B forms to consumers

# 2016 IT Release Plan: ESOR Project Status

Work Completed
Work Currently Underway



Work Completed

Work Currently Underway

## 2016 IT Release Plan: Other Project Status

May-July

MCRE Premiums

METS-MMIS Interface  
Functionality

Federal Poverty Limit (FPL) MA  
income updates

Defect Fixes regarding Medicaid  
coverage of pregnant / post-  
partum women and newborns

August-September

METS-MMIS Interface  
Functionality

October-December

MAXIS to METS Migration, MAGI  
population

METS-MMIS Interface  
Functionality

January-February 2017

MAXIS to METS Migration, MAGI  
population