

Board of Directors Meeting September 21, 2016



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Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2015 – Sept. 18, 2016	
Total Enrollments	501,816
Medical Assistance	318,472
MinnesotaCare	83,252
Qualified Health Plans	100,092
QHP renewals	43,703
QHP via SHOP	1,937
Qualified Dental Plans	8,615

QHP Households Receiving Financial	
Help, Nov. 1, 2015 – Sept. 18, 2016	
Households with Advanced	63%
Premium Tax Credits	
Households with Cost Sharing	15%
Reductions	

Current SHOP Enrollment,		
Sept. 18, 2016		
Employers enrolled	294	
Employees enrolled	1,268	
Individuals enrolled	1,937	
(including dependents)		



Enrollment Dashboard - 2 of 2

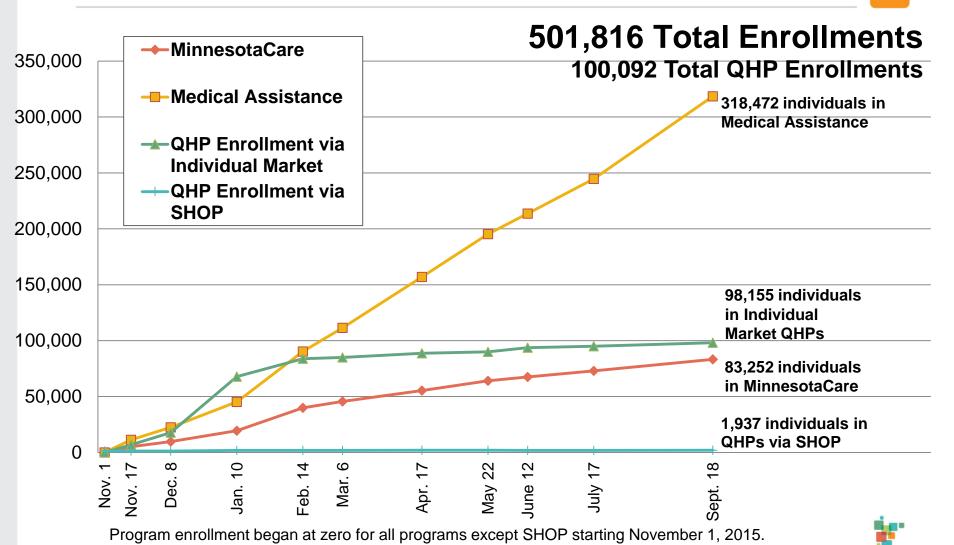
Plans & Carriers,		
Nov. 1, 2015 – Sept. 18, 2016		
Carrier	2016	2015
	Enrollment	Enrollment
	To Date	
Blue Cross Blue Shield	20.6%	43%
BluePlus	8.2%	7%
HealthPartners	25.8%	24%
Medica	21.5%	5%
UCare	23.8%	21%
Metal Level		
Platinum		7%
Gold	16.5%	17%
Silver	34.9%	39%
Bronze	47.2%	36%
Catastrophic	1.4%	1%

QHP Enrollee Demographics,			
Nov.	Nov. 1, 2015 – Sept. 18, 2016		
Age	2016	2015	
	Enrollment	Enrollment	
	To Date		
<18	10.4%	10%	
18-25	7.3%	7%	
26-34	16.3%	18%	
35-44	13.9%	15%	
45-54	18.5%	19%	
55-64	32.9%	31%	
65+	0.3%	0.3%	
Sex			
Male	48.4%	48%	
Female	51.6%	52%	

Note: Data reflects all QHP enrollment except SHOP enrollment.



Enrollments by Program November 1, 2015 - Sept. 18, 2016

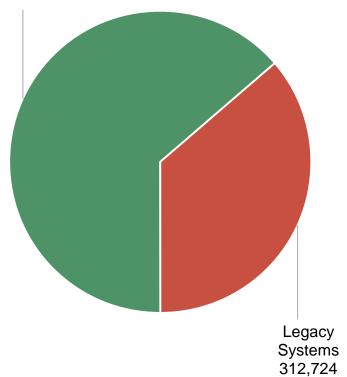


August 2016

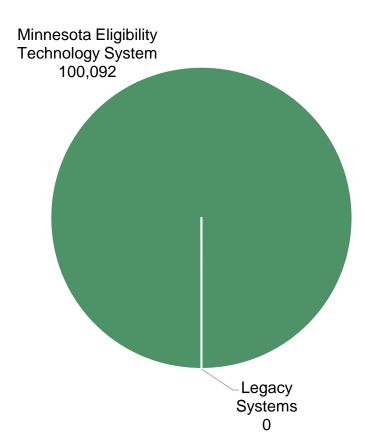
Current MA and MCRE Enrollee Count

Medical Assistance

Minnesota Eligibility **Technology System** 548,395



MinnesotaCare



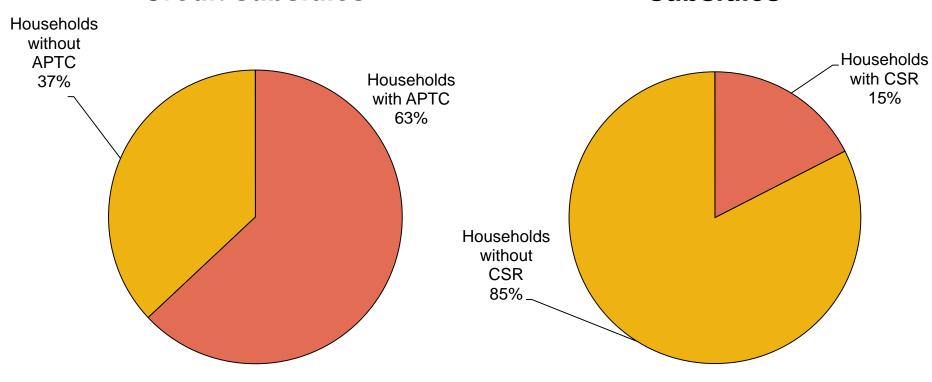


QHP Households Receiving Financial Help November 1, 2015 - Sept. 18, 2016



Advanced Premium Tax Credit subsidies

Cost Sharing Reduction subsidies



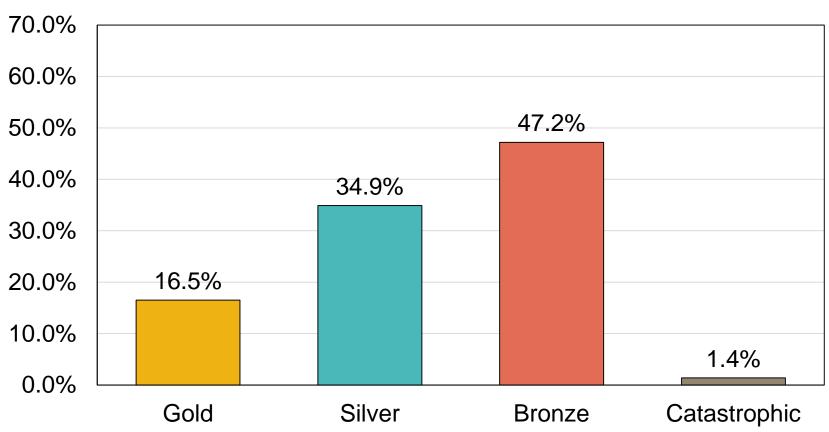
Note: Data is based off of effectuated enrollment for August 2016.

Data reflects all QHP enrollment except SHOP enrollment.



Individual Market: Metal Levels November 1, 2015 – Sept. 18, 2016

2016 QHP Metal Level Selection

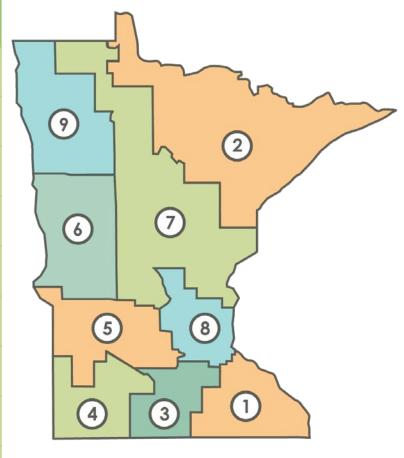


Note: Data reflects all QHP enrollment except SHOP enrollment.



QHP Enrollment by Rating Region November 1, 2015 – Sept. 18, 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%	4.4%
7	7.9%	8.7%
8	61.6%	60.0%
9	1.6%	1.2%





Effectuated Enrollments and Average Premiums, 2016

Monthly Effectuated Enrollments January – August 2016



Note: Enrollment count includes both individual market and SHOP QHPs.

Note: Premium data represents the full cost of a plan, prior to any application of Advanced Premium Tax Credits.

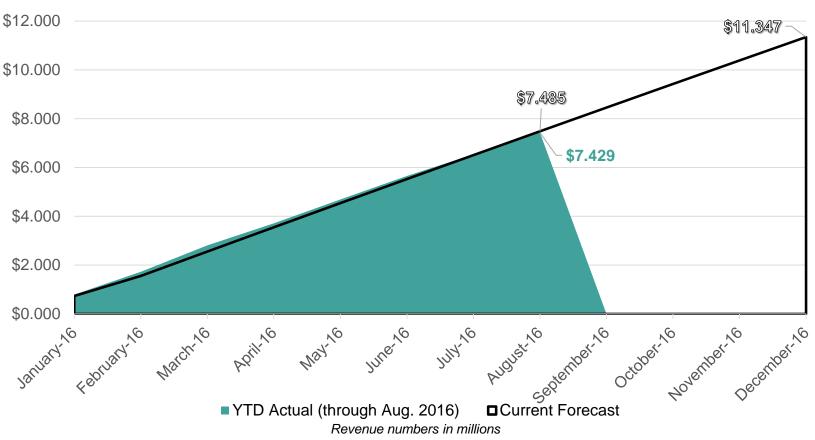
Note: Effectuated enrollments and average premium amounts are based upon the latest data received from

carriers.



MNsure Premium Withhold Revenue Calendar Year 2016





Note: EY16 forecast is based on budget passed at July 20, 2016 MNsure Board meeting.



Customer Service Dashboard

Contact Center, July 18 – Sept. 18, 2016	
Call Volume	38,428
Service Level (% of calls answered in 5 min. or less)	91.15%
Average Speed of Answer	0:01:06
Calls Abandoned while in Queue	2.78%

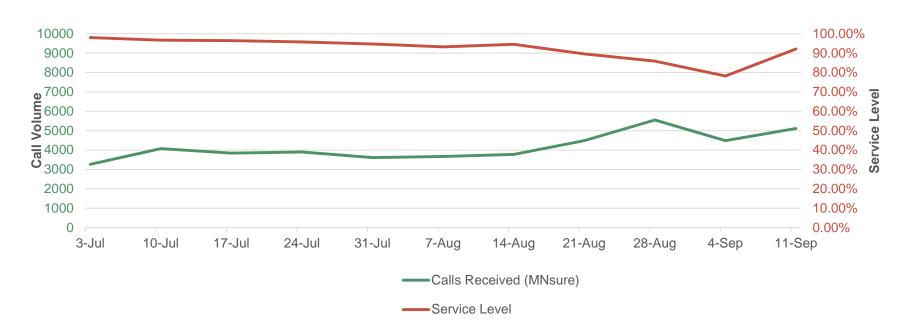
All Callers Top Contact Center Inquiries, July 18 – Sept. 18, 2016	
1. Password reset/Account unlock	16.31%
2. MA/MCRE	10.42%
3. Existing/Pending Inquiry	8.03%

Assister Resource Center (ARC) Top Inquiries, July 18 – Sept. 18, 2016	
1. Existing/pending inquiry	61.0%
2. Determination Result 12.68%	
3. Password reset/account unlock	8.92%



Contact Center Call Volume and Service Level

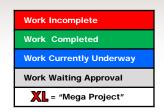
MNsure Contact Center Call Volume/Service Level July 1 - Sept. 18, 2016



Service Level represents the percent of calls answered in 5 minutes or less.

Note: Call volumes represent weekly totals for week beginning with date. Service Level represents weekly average for week beginning with date.





MinnesotaCare Invoicing

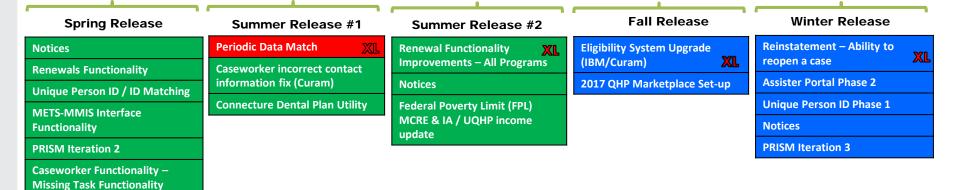
Enrollment Data: Carrier integration and federal reporting: 1095-A; 1095 IRS & CMS reports; 834 EDI file testing and production; enrollment data reconciliation with carriers

Security Enhancements: Compliance & Audits

Factor Authentication enhancements

Security Enhancements: Multi-

2016 Release Roadmap



Ongoing Efforts

Special Enrollment Period support	Reporting
Open Enrollment Period support	Public Program Reconciliation
METS Data Fixes	Carrier/METS Data Reconciliation



1095-B

Reporting

METS Data Fixes

Work Completed

Work Currently Underway

2016 IT Release Plan: 1095 Project Roadmap



Work Waiting Approval

X = "Mega Project"

May-July

2015 1095-A Corrections and VOIDs

1095-A code fixes

Effectuation, 2016 1095-A monthly files to IRS

August-September

Effectuation, 2016 1095-A monthly files to IRS

October-December

More Enrollment Data Online

Automation of 2016 1095-A Corrections and VOIDs

Effectuation, 2016 1095-A monthly files to IRS

SBM PLR 2016

1095-SHOP

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

Additional Information needed from Curam to ESOR Data



Work Incomplete Work Completed Work Currently Underway Work Waiting Approval X = "Mega Project"

2016 IT Release Plan: **ESOR Project Roadmap**



August-September

ID Standardization

Improved scheduling within ESOR

ESOR Graphical User Interface improvements

October-December

Coverage System of Record improvements

SEP GUI

ESOR Graphical User Interface V. 3

Passive Renewals

834 Electronic Data Interchange (EDI) Fixes

Automate delivery of EDI files to Carriers

Business Transaction Report (BTR)



Work Incomplete
Work Completed

Work Currently Underway

Work Waiting Approval

XI = "Mega Project"

2016 IT Release Plan: Other Project Roadmap



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

MCRE Premiums

October-December

MAXIS to METS Migration, MAGI population

METS-MMIS Interface Functionality

MCRE Premiums

January-February 2017

MAXIS to METS Migration, MAGI population

METS-MMIS Interface Functionality

MCRE Premiums



Overview of the METS Cúram 6.2 Upgrade

- 424 enhancements and feature improvements
 - 233 directly related to the METS implementation
- Resolution of 47 METS defects
- Removal of customization to use out-of-the-box functionality now bundled as part of the product
- New Functionality/Enhancements
 - Eligibility Viewer
 - Evidence Management
 - Absence and Addresses
 - Defect Fixes and Enhancements

