MNsure's Accessibility & Equal Opportunity (AEO) office can provide this information in accessible formats for individuals with disabilities. Additionally, the AEO office can provide information on disability rights and protections to access MNsure programs. The AEO office can be reached via 1-855-3MNSURE (1-855-366-7873) or AEO@MNsure.org.
Enrollment Dashboard – 1 of 2


<table>
<thead>
<tr>
<th>Enrollment Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Enrollments</td>
<td>591,385</td>
</tr>
<tr>
<td>Medical Assistance</td>
<td>388,766</td>
</tr>
<tr>
<td>MinnesotaCare</td>
<td>100,722</td>
</tr>
<tr>
<td>Qualified Health Plans</td>
<td>101,897</td>
</tr>
<tr>
<td>QHP renewals</td>
<td>43,822</td>
</tr>
<tr>
<td>QHP via SHOP</td>
<td>1,940</td>
</tr>
<tr>
<td>Qualified Dental Plans</td>
<td>8,824</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Financial Help Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households with Advanced Premium Tax Credits</td>
<td>63%</td>
</tr>
<tr>
<td>Households with Cost Sharing Reductions</td>
<td>15%</td>
</tr>
</tbody>
</table>

Current SHOP Enrollment, Oct. 16, 2016

<table>
<thead>
<tr>
<th>Enrollment Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers enrolled</td>
<td>292</td>
</tr>
<tr>
<td>Employees enrolled</td>
<td>1,260</td>
</tr>
<tr>
<td>Individuals enrolled (including dependents)</td>
<td>1,940</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Carrier</th>
<th>2016 Enrollment To Date</th>
<th>2015 Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Cross Blue Shield</td>
<td>20.5%</td>
<td>43%</td>
</tr>
<tr>
<td>BluePlus</td>
<td>8.1%</td>
<td>7%</td>
</tr>
<tr>
<td>HealthPartners</td>
<td>25.9%</td>
<td>24%</td>
</tr>
<tr>
<td>Medica</td>
<td>21.5%</td>
<td>5%</td>
</tr>
<tr>
<td>UCare</td>
<td>23.9%</td>
<td>21%</td>
</tr>
</tbody>
</table>

### Metal Level

<table>
<thead>
<tr>
<th>Metal Level</th>
<th>2016 Enrollment To Date</th>
<th>2015 Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>--</td>
<td>7%</td>
</tr>
<tr>
<td>Gold</td>
<td>16.5%</td>
<td>17%</td>
</tr>
<tr>
<td>Silver</td>
<td>35.1%</td>
<td>39%</td>
</tr>
<tr>
<td>Bronze</td>
<td>47.0%</td>
<td>36%</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>1.4%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### QHP Enrollee Demographics, Nov. 1, 2015 – Oct. 16, 2016

<table>
<thead>
<tr>
<th>Age</th>
<th>2016 Enrollment To Date</th>
<th>2015 Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;18</td>
<td>10.5%</td>
<td>10%</td>
</tr>
<tr>
<td>18-25</td>
<td>7.3%</td>
<td>7%</td>
</tr>
<tr>
<td>26-34</td>
<td>16.8%</td>
<td>18%</td>
</tr>
<tr>
<td>35-44</td>
<td>13.9%</td>
<td>15%</td>
</tr>
<tr>
<td>45-54</td>
<td>18.5%</td>
<td>19%</td>
</tr>
<tr>
<td>55-64</td>
<td>32.6%</td>
<td>31%</td>
</tr>
<tr>
<td>65+</td>
<td>0.3%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sex</th>
<th>2016 Enrollment To Date</th>
<th>2015 Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>48.2%</td>
<td>48%</td>
</tr>
<tr>
<td>Female</td>
<td>51.8%</td>
<td>52%</td>
</tr>
</tbody>
</table>

Note: Data reflects all QHP enrollment except SHOP enrollment.
Program enrollment began at zero for all programs except SHOP starting November 1, 2015.

591,385 Total Enrollments
101,897 Total QHP Enrollments

388,766 individuals in Medical Assistance
100,722 individuals in MinnesotaCare
99,957 individuals in Individual Market QHPs
1,940 individuals in QHPs via SHOP

Prepared for October 19, 2016 Board Meeting
Current MA and MCRE Enrollee Count
September 2016

Medical Assistance
- Minnesota Eligibility Technology System: 554,645
- Legacy Systems: 305,431

MinnesotaCare
- Minnesota Eligibility Technology System: 101,840
- Legacy Systems: 0

Prepared for October 19, 2016 Board Meeting
QHP Households Receiving Financial Help
November 1, 2015 – Oct. 16, 2016

Advanced Premium Tax Credit subsidies

- Households with APTC: 63%
- Households without APTC: 37%

Cost Sharing Reduction subsidies

- Households with CSR: 15%
- Households without CSR: 85%

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

Prepared for October 19, 2016 Board Meeting
Individual Market: Metal Levels
November 1, 2015 – Oct. 16, 2016

2016 QHP Metal Level Selection

Note: Data reflects all QHP enrollment except SHOP enrollment.
### QHP Enrollment by Rating Region
**November 1, 2015 – Oct. 16, 2016**

<table>
<thead>
<tr>
<th>Rating Area</th>
<th>Percent of State’s Population in Region</th>
<th>Percent of QHP Enrollees in Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8.1%</td>
<td>7.9%</td>
</tr>
<tr>
<td>2</td>
<td>5.9%</td>
<td>6.3%</td>
</tr>
<tr>
<td>3</td>
<td>4.7%</td>
<td>4.7%</td>
</tr>
<tr>
<td>4</td>
<td>2.2%</td>
<td>2.6%</td>
</tr>
<tr>
<td>5</td>
<td>3.8%</td>
<td>3.9%</td>
</tr>
<tr>
<td>6</td>
<td>4.2%</td>
<td>4.4%</td>
</tr>
<tr>
<td>7</td>
<td>7.9%</td>
<td>8.7%</td>
</tr>
<tr>
<td>8</td>
<td>61.6%</td>
<td>60.3%</td>
</tr>
<tr>
<td>9</td>
<td>1.6%</td>
<td>1.2%</td>
</tr>
</tbody>
</table>
Effectuated Enrollments and Average Premiums, 2016

Monthly Effectuated Enrollments
January – September 2016

<table>
<thead>
<tr>
<th>Month</th>
<th>Effectuated Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>61,148</td>
</tr>
<tr>
<td>February</td>
<td>65,537</td>
</tr>
<tr>
<td>March</td>
<td>72,194</td>
</tr>
<tr>
<td>April</td>
<td>72,280</td>
</tr>
<tr>
<td>May</td>
<td>71,685</td>
</tr>
<tr>
<td>June</td>
<td>71,196</td>
</tr>
<tr>
<td>July</td>
<td>71,056</td>
</tr>
<tr>
<td>August</td>
<td>70,149</td>
</tr>
<tr>
<td>September</td>
<td>69,779</td>
</tr>
</tbody>
</table>

Average Monthly Premium

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Monthly Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>$386.84</td>
</tr>
<tr>
<td>February</td>
<td>$383.20</td>
</tr>
<tr>
<td>March</td>
<td>$375.94</td>
</tr>
<tr>
<td>April</td>
<td>$376.42</td>
</tr>
<tr>
<td>May</td>
<td>$376.20</td>
</tr>
<tr>
<td>June</td>
<td>$376.46</td>
</tr>
<tr>
<td>July</td>
<td>$376.40</td>
</tr>
<tr>
<td>August</td>
<td>$376.94</td>
</tr>
<tr>
<td>September</td>
<td>$377.12</td>
</tr>
</tbody>
</table>

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.

Prepared for October 19, 2016 Board Meeting
MNsure Premium Withhold Revenue
Calendar Year 2016

Forecast and YTD Actual

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

Prepared for October 19, 2016 Board Meeting
Customer Service Dashboard

### Contact Center, Sept. 19 – Oct. 18, 2016

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Volume</td>
<td>29,034</td>
</tr>
<tr>
<td>Service Level (% of calls answered in 5 min. or less)</td>
<td>61.58%</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>0:05:02</td>
</tr>
<tr>
<td>Calls Abandoned while in Queue</td>
<td>12.78%</td>
</tr>
</tbody>
</table>

### All Callers

#### Top Contact Center Inquiries, Sept. 19 – Oct. 18, 2016

<table>
<thead>
<tr>
<th>Inquiry</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Password reset/Account unlock</td>
<td>16.70%</td>
</tr>
<tr>
<td>2. MA/MCRE</td>
<td>9.39%</td>
</tr>
<tr>
<td>3. Existing/Pending Inquiry</td>
<td>7.75%</td>
</tr>
</tbody>
</table>

### Assister Resource Center (ARC)

#### Top Inquiries, Sept. 19 – Oct. 18, 2016

<table>
<thead>
<tr>
<th>Inquiry</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Existing/pending inquiry</td>
<td>46.49%</td>
</tr>
<tr>
<td>2. Password reset/Account unlock</td>
<td>23.68%</td>
</tr>
<tr>
<td>3. Determination Result</td>
<td>6.44%</td>
</tr>
</tbody>
</table>

Prepared for October 19, 2016 Board Meeting
Contact Center
Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1 – October 18, 2016

Call Volume

Service Level

0.0% 10.0% 20.0% 30.0% 40.0% 50.0% 60.0% 70.0% 80.0% 90.0% 100.0%

0 1000 2000 3000 4000 5000 6000 7000 8000 9000


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.
Week beginning Oct. 16 represents a partial week.

Prepared for October 19, 2016 Board Meeting
Open Enrollment Preparations

- Shop and compare with MNsure
  - Financial help is available
  - Comparison shopping is available
  - One-stop shop for everyone
  - Free in-person assistance is available
Contact Center

- Toll-free Contact Center line: 1-855-366-7873

- Open enrollment hours:
  - Monday-Friday, 8 a.m. to 6 p.m.
  - Saturday, 8 a.m. to noon

- Extended hours around deadlines
Website Refresh

Losing Your Blue Cross Blue Shield Plan?
Get started with MNsure, we’ve got you covered.

Contact Center Line 1-855-366-7873
(1-855-3MNsure)

Get free expert enrollment help!
Assisters located throughout the state.

What is MNsure?
MNsure is Minnesota’s health insurance marketplace
where individuals, families and small businesses can
shop, compare and choose health insurance coverage. It’s
the only place to apply for financial help to lower the
cost of your health coverage.

The MNsure marketplace is open 4 a.m. to midnight every
day. Scheduled down times posted here.

Health Insurance Explained

Latest News Releases
Minnesotans Can Start Using MNsure Plan
Comparison Tool Today
October 7, 2016
“Window shopping” tool quickly identifies options and
financial assistance

MNsure Urges Minnesotans to Shop,
Compare and Save on Health Insurance
Press Release 11/3/2015
Plan Comparison Tool

Welcome to MNSure Plan Comparison Tool 2017

Available Health Plans: 26 plans found.

Sort By: Total Yearly Cost Estimate

Where you choose health coverage

Click plan name for DETAILS or to ENROLL

Click checkboxes to compare

Plan

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Metal Level</th>
<th>Insurance Company</th>
<th>Monthly Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMO</td>
<td>Bronze</td>
<td>Blue Plus</td>
<td>$150.99</td>
</tr>
<tr>
<td>FFO</td>
<td>Silver</td>
<td>HealthPartners</td>
<td>$156.25</td>
</tr>
<tr>
<td>UCare</td>
<td>Gold</td>
<td>Medica</td>
<td>$156.91</td>
</tr>
</tbody>
</table>

Fairview UCare Choices Bronze
Monthly Premium: $150.99 - after $420.00 subsidy
Deductible: $13,900
Total Yearly Cost Estimate: $5,493
Cost in a Bad Year: $16,173

Peak Individual $6550 HSA Bronze
Monthly Premium: $156.25 - after $420.00 subsidy
Deductible: $13,100
Total Yearly Cost Estimate: $5,615
Cost in a Bad Year: $15,095

Peak Individual $6550 Plus Bronze
Monthly Premium: $154.07 - after $420.00 subsidy
Deductible: $13,700
Total Yearly Cost Estimate: $5,699
Cost in a Bad Year: $16,389

Peak Individual $2250 Silver Cost Share Plan
Monthly Premium: $272.36 - after $420.00 subsidy
Deductible: $4,500
Total Yearly Cost Estimate: $5,778
Cost in a Bad Year: $11,548

Fairview UCare Choices Silver
Monthly Premium: $225.61 - after $420.00 subsidy
Deductible: $5,987
Total Yearly Cost Estimate: $6,826
Cost in a Bad Year: $13,186

UCare Choices Bronze
Monthly Premium: $197.23 - after $420.00 subsidy
Deductible: $13,900
Total Yearly Cost Estimate: $5,987
Cost in a Bad Year: $16,867

Peak Individual $2000 Plus Silver Cost Share Plan
Monthly Premium: $320.33 - after $420.00 subsidy
Deductible: $4,000
Total Yearly Cost Estimate: $6,280
Cost in a Bad Year: $14,190

Prepared for October 19, 2016 Board Meeting
Marketing Campaign

I NEED TO BUY HEALTH INSURANCE.

You can do both. MNsure is the only place to find out if you qualify for financial help to pay insurance premiums - which most people do. See what you qualify for at mnsure.org, or call 1-855-3MNSURE.
Assister Network

Broker Enrollment Centers

Brokers, also known as insurance agents, provide面部Sure
enrollment assistance and advice to help you select a plan.
Their roles vary from one to another part of the state.
The agencies listed below are partnered with MNSure
to serve as enrollment centers and to provide free enrollment
services in the areas indicated by the map.

MNSure has hundreds of certified brokers across the state. If you
do not see your area on this map, please contact
MNSure at 855-565-SURE.

Navigator Outreach and
Enrollment Grantee Organizations

Navigators provide free face-to-face MNSure
application and enrollment help. The organizations listed below receive grant
funds and provide enrollment services in the areas indicated by
the map. Contact them at the number provided to find a navigator
in your area. MNSure has hundreds of certified navigators
across the state. Find one near you in our online assister directory:
www.mnsure.org/help/assister.

Attention: If you need free help interpreting this document, call 1-855-565-SURE.

19 Prepared for October 19, 2016 Board Meeting
2016 Release Roadmap

Spring Release
- Notices
- Renewals Functionality
- Unique Person ID / ID Matching
- METS-MMIS Interface Functionality
- 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
- 1095-B Reporting
- METS Data Fixes
- Security Enhancements: Compliance & Audits
- Security Enhancements: Multi-Factor Authentication enhancements

Summer Release #1
- Periodic Data Match
  - Caseworker incorrect contact information fix (Curam)
  - Connectere Dental Plan Utility
- Fall Release
  - Eligibility System Upgrade (IBM/Curam)
  - 2017 QHP Marketplace Set-up

Summer Release #2
- Renewal Functionality Improvements – All Programs
  - Notices
  - Federal Poverty Limit (FPL) MCRE & IA / UQHP income update

Fall Release
- Reinstatement – Ability to reopen a case
- Assister Portal Phase 2
- Unique Person ID Phase 1
- Notices
- PRISM Iteration 3

Winter Release

Ongoing Efforts
- Special Enrollment Period support
- Reporting
- Open Enrollment Period support
- Public Program Reconciliation
- METS Data Fixes
- Carrier/METS Data Reconciliation
2016 IT Release Plan: 1095 Project Roadmap

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
- Automation of 2016 1095-A Corrections and VOIDs
- 2016 1095-A monthly files to IRS
- SBM PLR 2016
- 1095-A Notices, Trial Runs 1 and 2

January-February 2017
- 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

Future 2017 Work
- More Enrollment Data Online
- 1095 - SHOP
- 1095-A 2017 CMS SBMI
2016 IT Release Plan: ESOR Project Roadmap

August-September
- ID Standardization
- Passive Renewals

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)
- Improved Scheduling within ESOR
- ESOR Graphical User Improvements

Legend:
- Work Incomplete
- Work Completed
- Work Currently Underway

XL = “Mega Project”
2016 IT Release Plan: Other Project Roadmap

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
- 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