Board of Directors Meeting
December 14, 2016

Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1 – Dec. 12, 2016	
Total Enrollments	**91,948**
Medical Assistance	36,044
MinnesotaCare	11,627
Qualified Health Plans	44,277
QHP active renewals	18,034
QHP new enrollees	26,243
Qualified Dental Plans	2,192

QHP Households Receiving Financial Help, Nov. 1 – Dec. 12, 2016	
Households with Advanced Premium Tax Credits	59.9%
Households with Cost Sharing Reductions	11.9%

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Enrollment Dashboard – 2 of 2

Plans & Carriers, Nov. 1 – Dec. 12, 2016		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	19.7%	8.0%
HealthPartners	25.5%	26.6%
Medica	27.7%	21.3%
UCare	27.1%	23.8%
Metal Level		
Platinum	--	--
Gold	11.7%	16.4%
Silver	32.4%	35.2%
Bronze	54.6%	47.0%
Catastrophic	1.3%	1.4%

QHP Enrollee Demographics, Nov. 1 – Dec. 12, 2016		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.4%	10.4%
18-25	6.6%	7.3%
26-34	13.4%	16.9%
35-44	12.7%	14.0%
45-54	17.9%	18.5%
55-64	38.2%	32.6%
65+	0.7%	0.3%
Sex		
Male	47.5%	48.3%
Female	52.5%	51.7%

Note: Data reflects all QHP enrollment, including passive renewals, but excepting SHOP enrollment.

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Enrollments by Program
Nov. 1 – Dec. 12, 2016

91,948 Total Enrollments

44,277 individuals in Individual Market QHPs

36,044 individuals in Medical Assistance

11,627 individuals in MinnesotaCare

Legend:
- ◆ MinnesotaCare
- ▦ Medical Assistance
- ▲ QHP Enrollment via Individual Market

Y-axis: 0; 5,000; 10,000; 15,000; 20,000; 25,000; 30,000; 35,000; 40,000; 45,000; 50,000

X-axis: Nov. 1; Nov. 13; Dec. 12
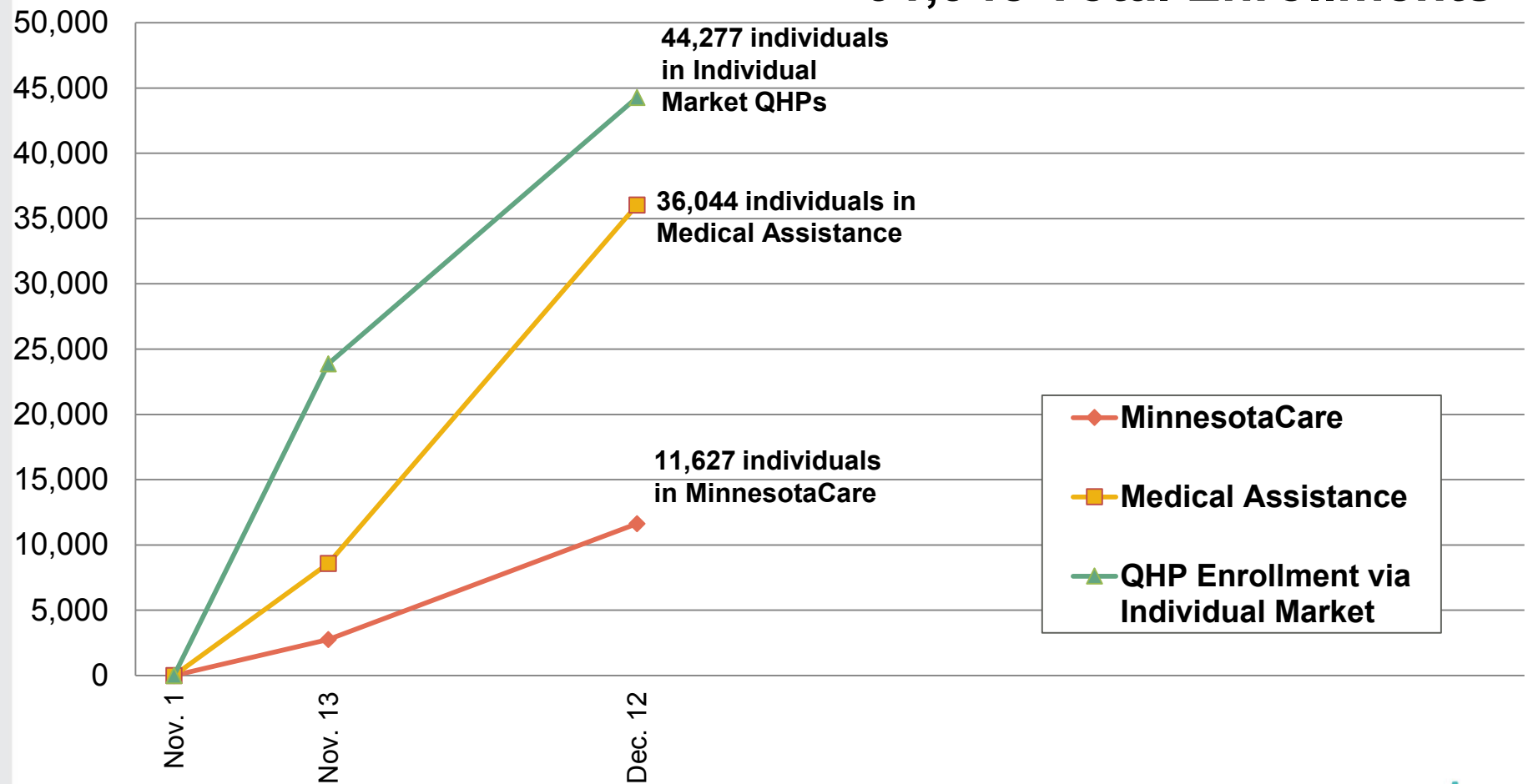
Program enrollment began at zero for all programs starting November 1, 2016.

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Current MA and MCRE Enrollee Count November 2016

Medical Assistance

Minnesota Eligibility Technology System
576,081

Legacy Systems
271,319
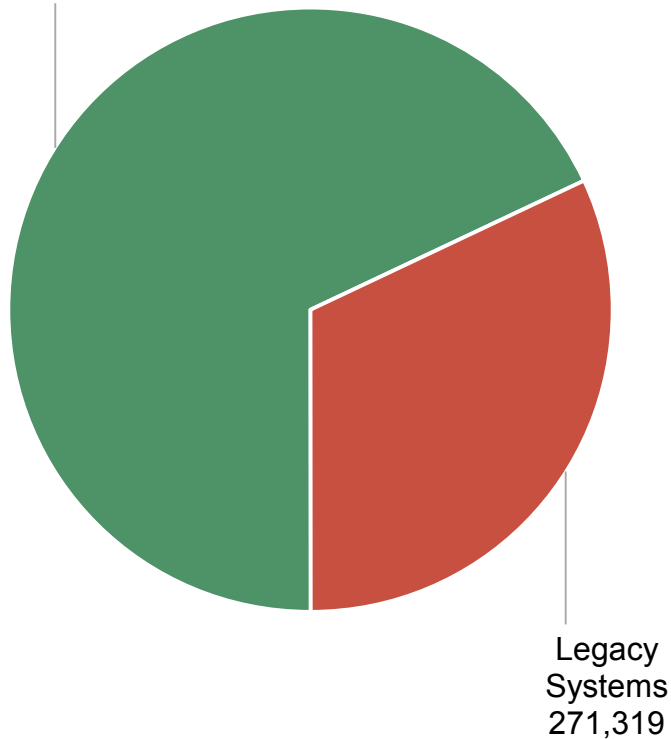
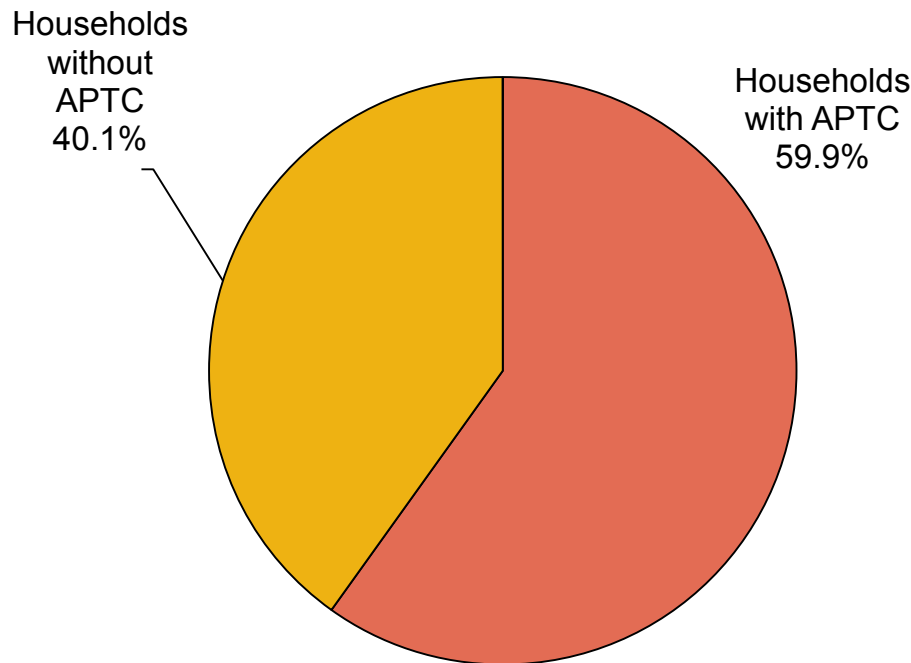## MinnesotaCare

Minnesota Eligibility Technology System
91,681

Legacy Systems
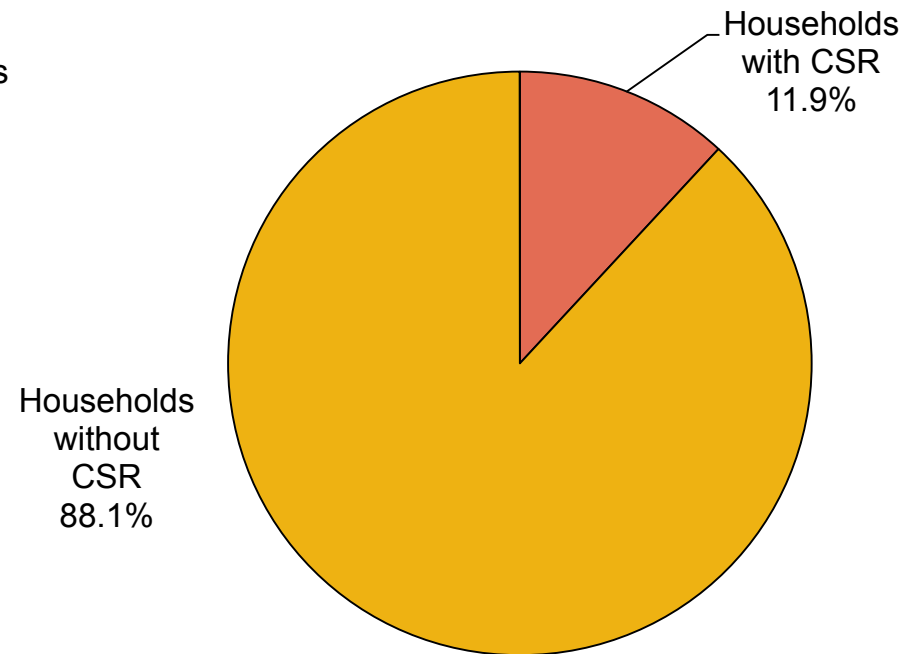0

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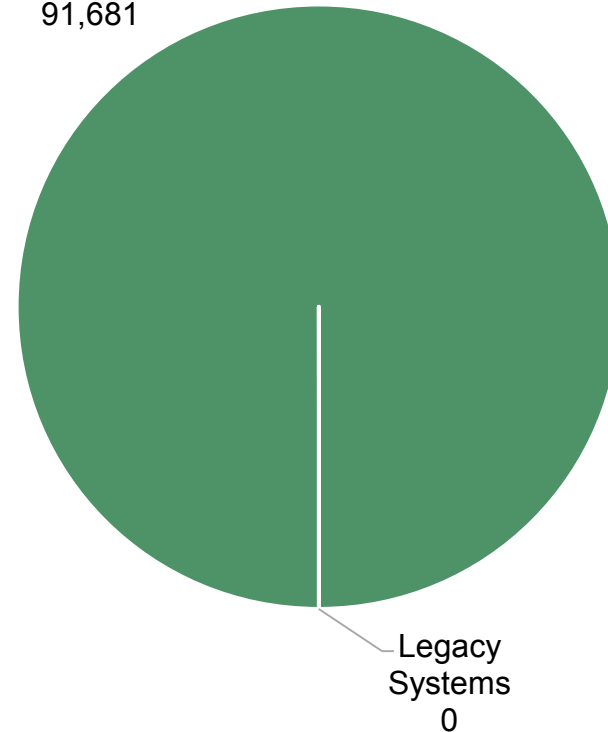
QHP Households Receiving Financial Help
Nov. 1 – Dec. 12, 2016

Advanced Premium Tax Credit subsidies

Cost Sharing Reduction subsidies

Households without APTC 40.1%

Households with APTC 59.9%

Households with CSR 11.9%

Households without CSR 88.1%

Note: Based on cumulative QHP enrollment for Open Enrollment 2017. Subsidies will be applied to payments beginning January 2017.
Data reflects all QHP enrollment, including passive renewals, but excepting SHOP enrollment.

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Individual Market: Metal Levels
Nov. 1 – Dec. 12, 2016

2016 QHP Metal Level Selection
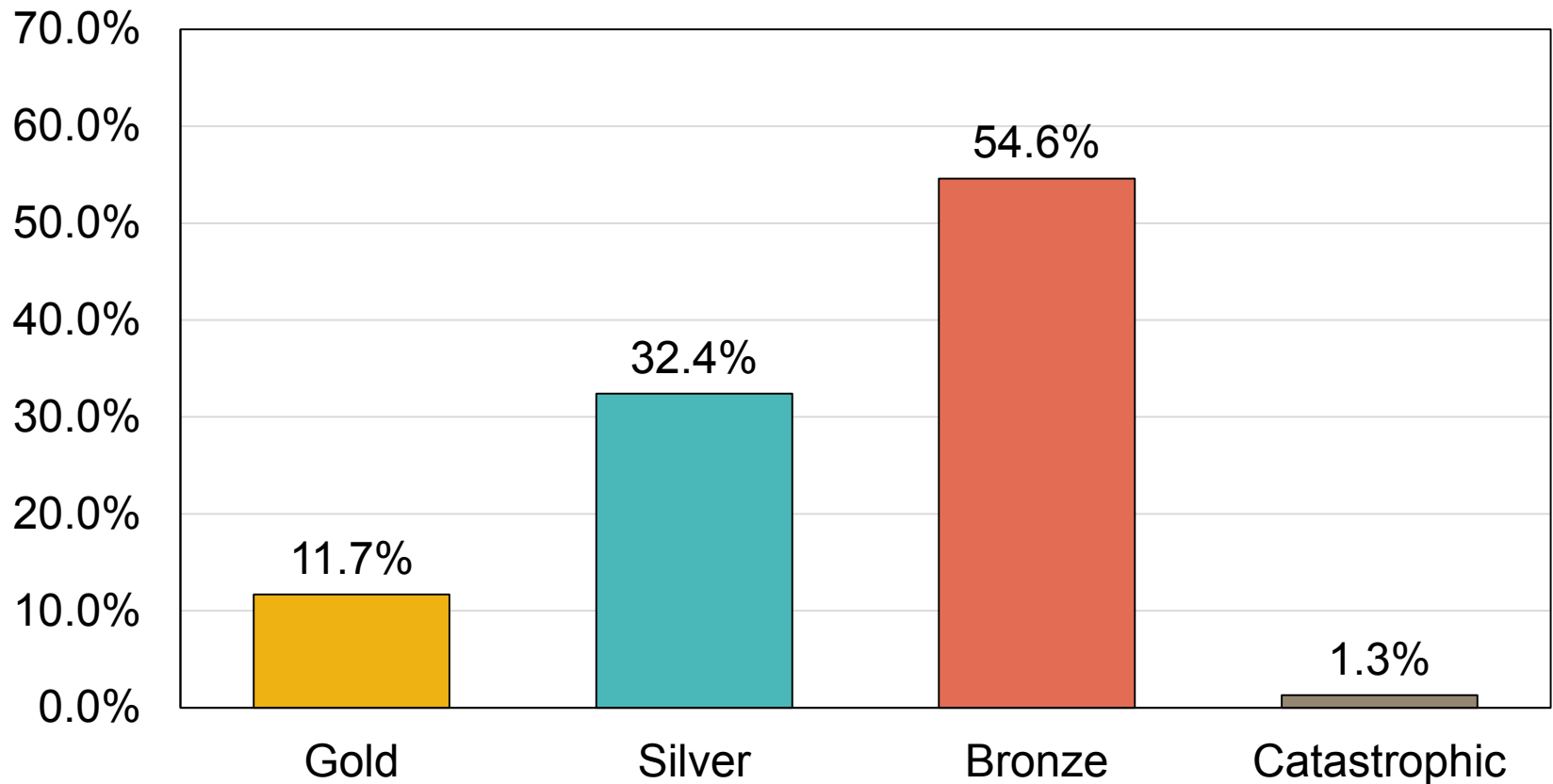
Note: Data reflects all QHP enrollment, including passive renewals, but excepting SHOP enrollment.

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QHP Enrollment by Rating Region
Nov. 1 – Dec. 12, 2016

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.5%
2	5.9%	6.2%
3	4.7%	5.0%
4	2.2%	3.1%
5	3.8%	4.3%
6	4.2%	4.7%
7	7.9%	8.7%
8	61.6%	59.0%
9	1.6%	1.4%

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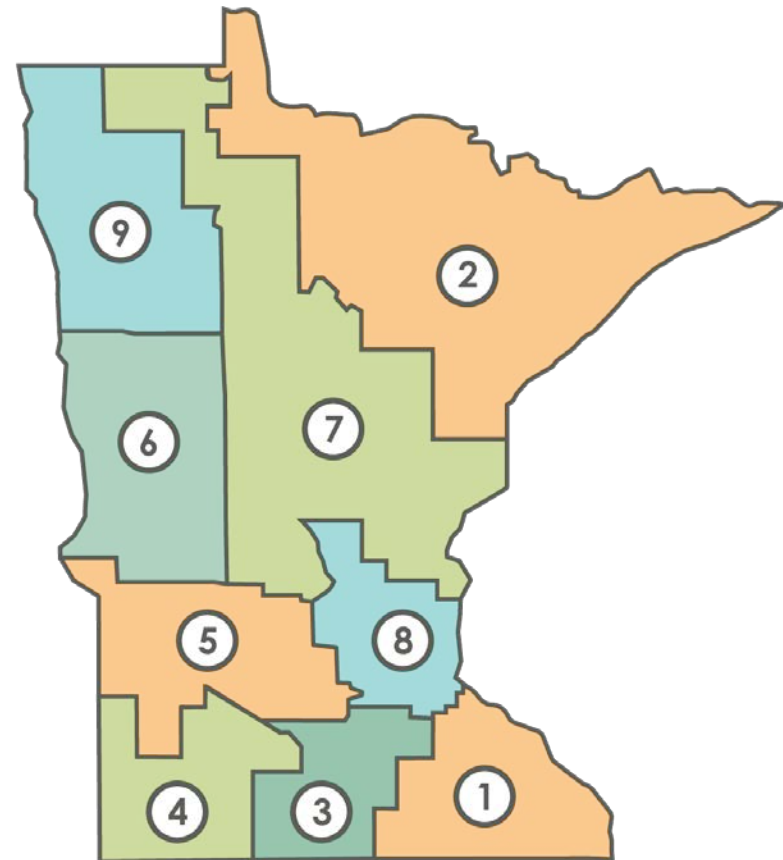
Effectuated Enrollments and Average Premiums, 2016

Monthly Effectuated Enrollments
January – November 2016
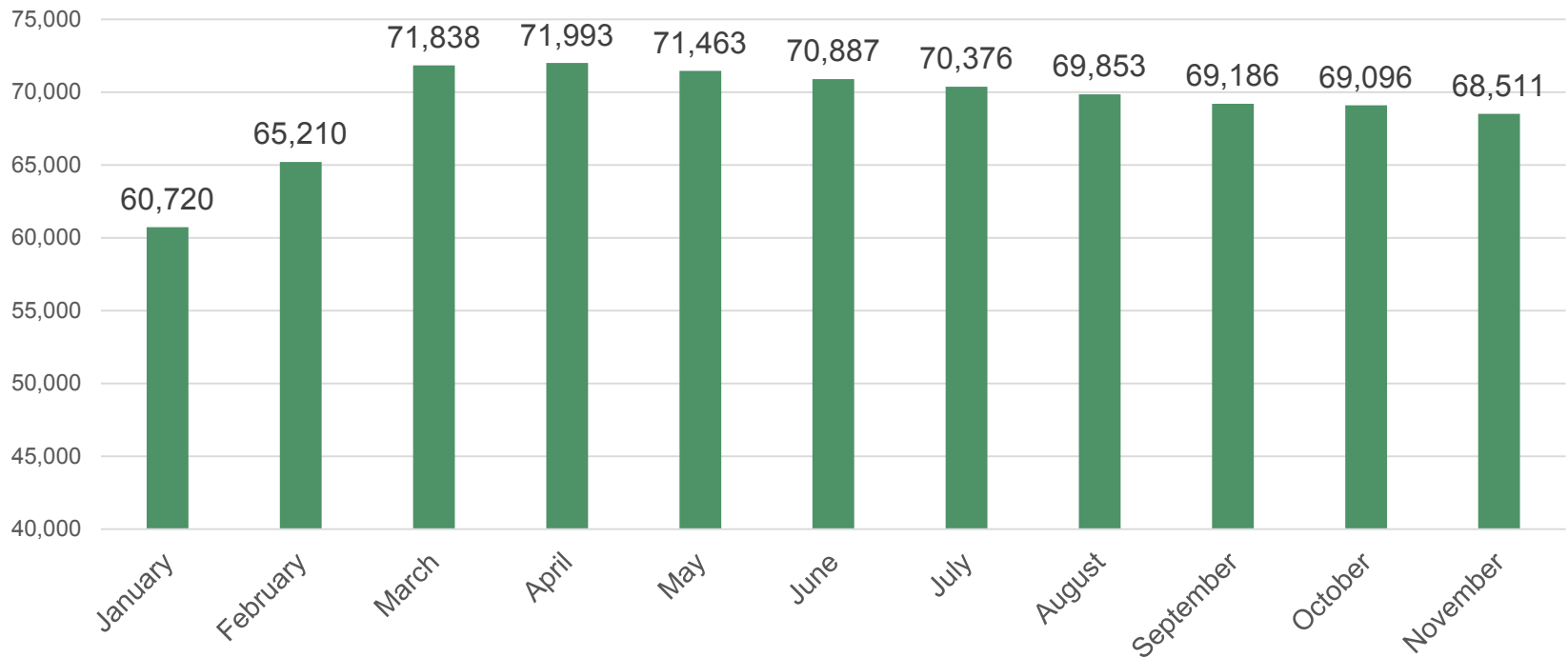
	January	February	March	April	May	June	July	August	September	October	November
Enrollments	60,720	65,210	71,838	71,993	71,463	70,887	70,376	69,853	69,186	69,096	68,511
Average Monthly Premium	$385.30	$381.93	$375.34	$376.02	$375.87	$376.01	$375.88	$375.60	$376.06	$375.78	$376.14

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

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MNsure Premium Withhold Revenue Calendar Year 2016

Forecast and YTD Actual

$11.347

$10.388

$10.132

Legend: ■ YTD Actual (through Nov. 2016) □ Current Forecast

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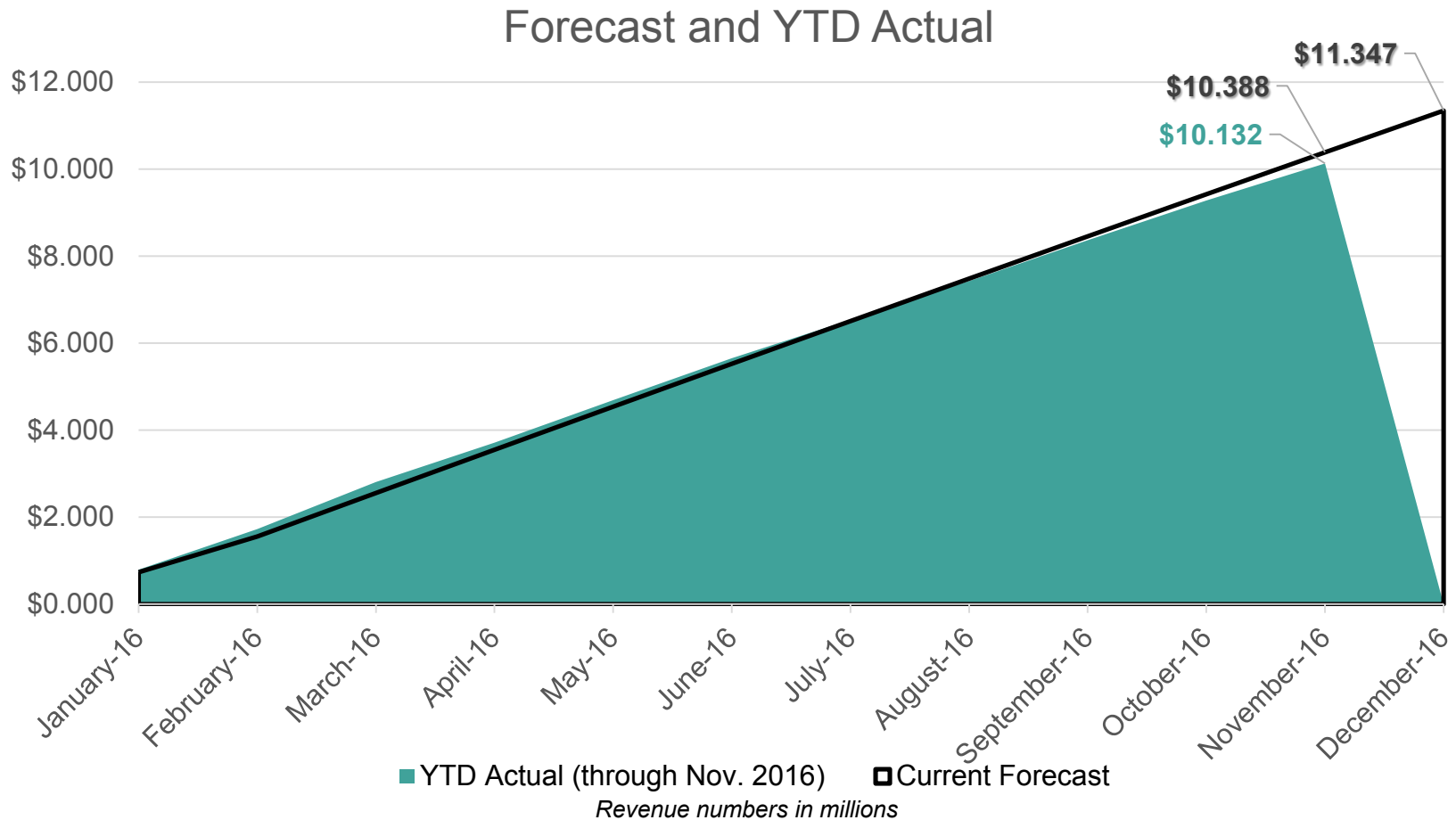
Note: EY16 forecast is based on budget passed at July 20, 2016 MNsure Board meeting.

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Customer Service Dashboard

Contact Center, Nov. 14 – Dec. 11, 2016	
Call Volume	57,041
Service Level (% of calls answered in 5 min. or less)	98.14%
Average Speed of Answer	0:00:07
Calls Abandoned while in Queue	0.78%

All Callers Top Contact Center Inquiries, Nov. 14 – Dec. 11, 2016	
1. General Questions	15.61%
2. Password reset/Account unlock	13.53%
3. MA/MCRE	10.97%

Assister Resource Center (ARC) Top Inquiries, Nov. 14 – Dec. 11, 2016	
1. Existing/pending inquiry	51.52%
2. Password reset/Account unlock	18.78%
3. Determination Result	6.11%

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Contact Center
Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1 – December 10, 2016
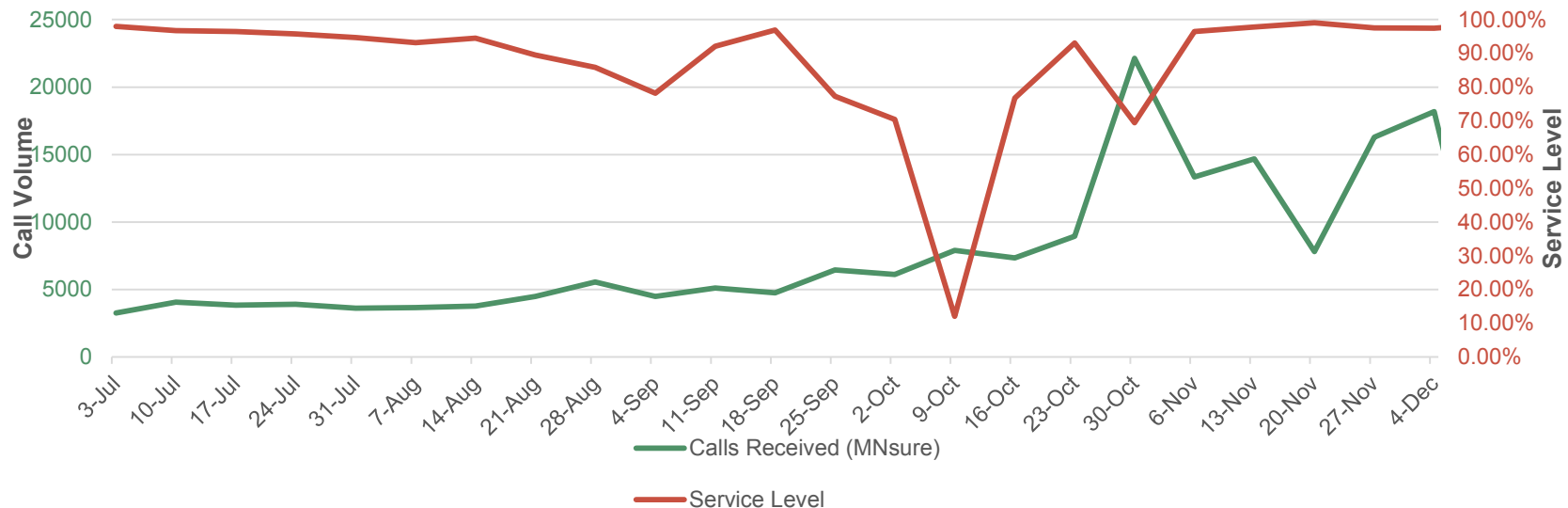
Service Level represents the percent of calls answered in 5 minutes or less.

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

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2016 Completed Releases and Project Work

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2016 Release Roadmap
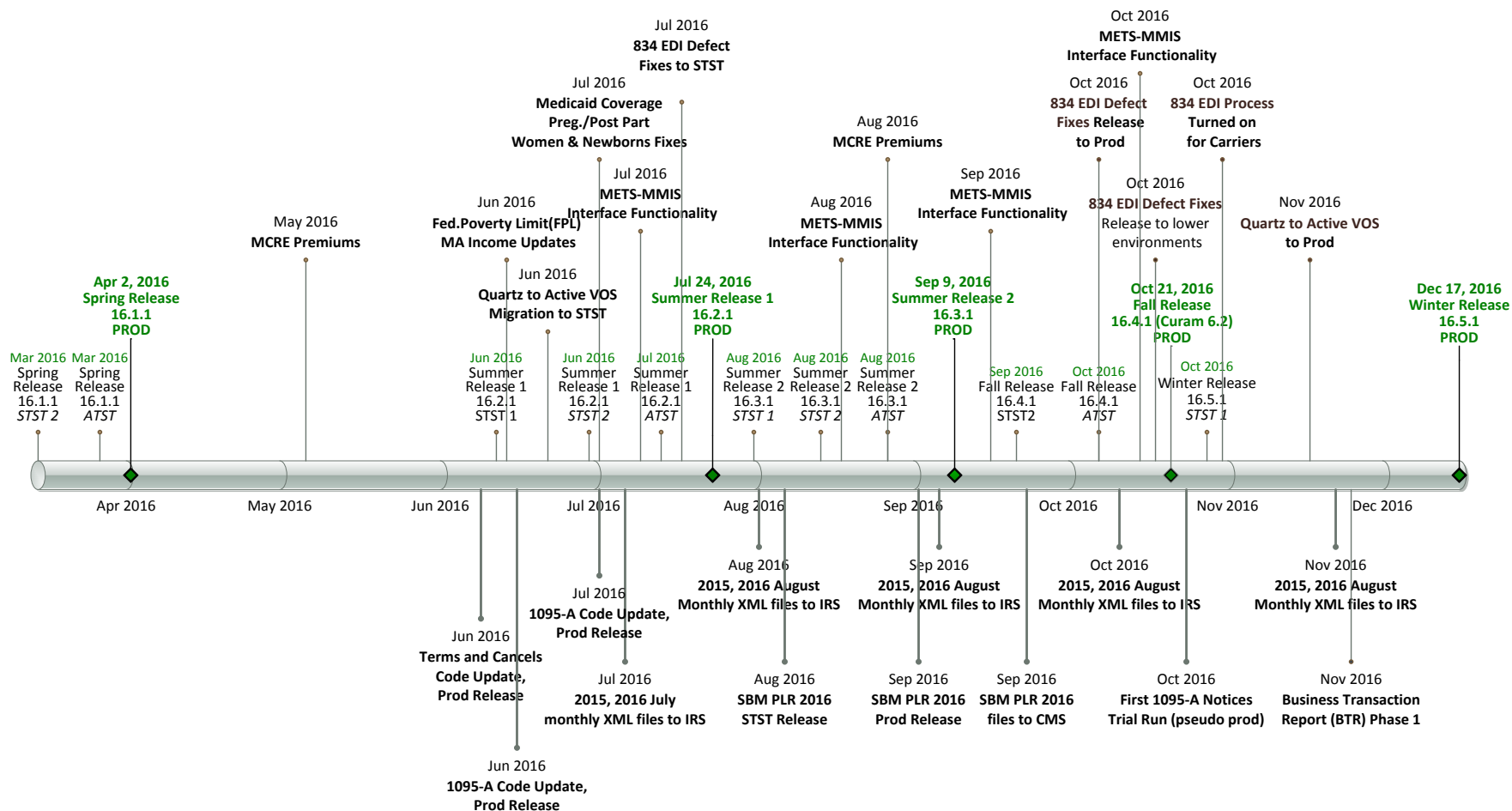
| Work Incomplete |
| Work Completed |
| Work Currently Underway |
| Work on Hold |
| **XL** = "Mega Project" |

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 **XL** |
| Caseworker incorrect contact information fix (Curam) |
| Connecture Dental Plan Utility |

Summer Release #2

| Renewal Functionality Improvements – All Programs **XL** |
| Notices |
| Federal Poverty Limit (FPL) MCRE & IA / UQHP income update |

Fall Release

| Eligibility System Upgrade (IBM/Curam) **XL** |
| 2017 QHP Marketplace Set-up |

Winter Release

| Reinstatement – Ability to reopen a case **XL** |
| Assister Portal Phase 2 |
| Unique Person ID Phase 1 |
| Notices |
| PRISM Iteration 3 |
| Eligibility System Upgrade (IBM/Curam) Post-Production Fixes |

Ongoing Efforts

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

Prepared for December 14, 2016 Board Meeting

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2016 IT Release Plan: 1095 Project Roadmap

Legend:
- Work Incomplete
- Work Completed
- Work Currently Underway
- ⟷ = Change in Timing
- Work Deferred

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
- 2016 1095-A monthly files to IRS
- SBM PLR 2016
- 1095-A Notices, Trial Run 1
- 1095-A Notices, Trial Run 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
- Automation of 2016 1095-A Corrections & VOIDs ⟷

Future 2017 Work
- More Enrollment Data Online
- 1095 - SHOP
- 1095-A 2017 CMS SBMI

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2016 IT Release Plan: ESOR Project Roadmap

Legend:
- Work Incomplete
- Work Completed
- Work Currently Underway
- = Change in Timing
- Work On Hold

August-September
- ID Standardization
- Passive Renewals

October-December
- 834 EDI Defect Fixes
- 834 EDI Process Turned on for Carriers
- Passive Renewals
- Business Transaction Report (BTR) Phase 1
- BTR Phase 2

Future 2017 Work
- Special Enrollment Period Graphical User Interface (GUI)
- ESOR Graphical User Interface V3
- Coverage System of Record Improvements (CSOR)
- BTR Phase 2 & 3
- Automate delivery of EDI files to Carriers
- Improved Scheduling within ESOR
- ESOR Graphical User Improvements
- Mailbox Automation
- Passive Renewals

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2016 IT Release Plan: Other Project Roadmap

Work Incomplete
Work Completed
Work Currently Underway
XL = "Mega Project"

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

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DRAFT 2017 Release Roadmap – METS Ongoing and Project Work

17.1 Release Spring
Assister Portal
Cost Sharing
Notices
PRISM Defects
Defects

17.2 Release Summer
Annual Cúram Upgrade
Prep: • Supervisor Workspace • Org/Location Structure
Defects

17.3 Release Fall
TBD
TBD
TBD
TBD
Defects

17.4 Release Winter
TBD
TBD
TBD
TBD
Defects

Ongoing Efforts

1095-A Operations
1095-B Operations
Data Access and Management - Reports
Infrastructure Improvements
MAXIS to METS Migration
MCRE Premiums Phase 3
MCRE Premium Reconciliation
METS Data Fixes
Periodic/Annual Work
Renewals Operations

Prepared for December 14, 2016 Board Meeting