



Board of Directors Meeting

April 19, 2017



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2016 – Apr. 16, 2017	
Total	393,827
Medical Assistance applications	219,142
MinnesotaCare applications	50,039
Qualified Health Plans	124,646
QHP new enrollees	55,031
QHP renewals	66,518
QHP via SHOP	3,097
Qualified Dental Plans	11,954

QHP Households Receiving Financial Help, Nov. 1, 2016 – Apr. 16, 2017

Households with Advanced Premium Tax Credits	64.9%
Households with Cost Sharing Reductions	12.9%

Current SHOP Enrollment, Apr. 16, 2017

Employers enrolled	429
Employees enrolled	1,976
Individuals enrolled (including dependents)	3,097

Enrollment Dashboard – 2 of 2

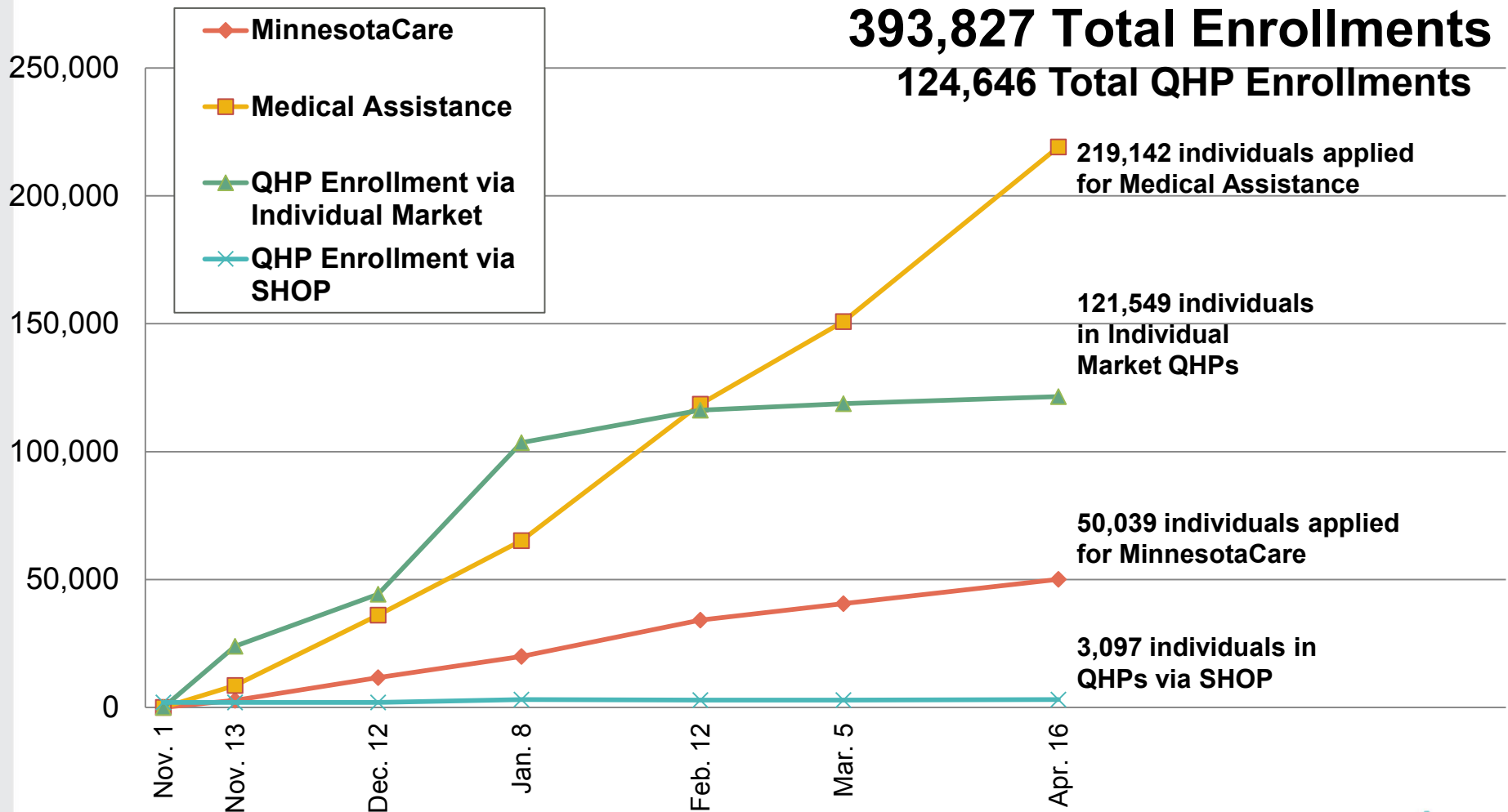
Plans & Carriers, Nov. 1, 2016 – Apr. 16, 2017		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	22.8%	8.0%
HealthPartners	27.2%	26.6%
Medica	23.1%	21.3%
UCare	27.0%	23.8%
Metal Level		
Platinum	--	--
Gold	10.0%	16.4%
Silver	32.4%	35.2%
Bronze	56.1%	47.0%
Catastrophic	1.5%	1.4%

QHP Enrollee Demographics, Nov. 1, 2016 – Apr. 16, 2017		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.5%	10.4%
18-25	7.2%	7.3%
26-34	15.2%	16.9%
35-44	13.5%	14.0%
45-54	18.3%	18.5%
55-64	34.7%	32.6%
65+	0.5%	0.3%
Sex		
Male	48.2%	48.3%
Female	51.8%	51.7%

Note: Data reflects all QHP enrollment except SHOP enrollment.

Enrollment by Program

Nov. 1, 2016 – Apr. 16, 2017

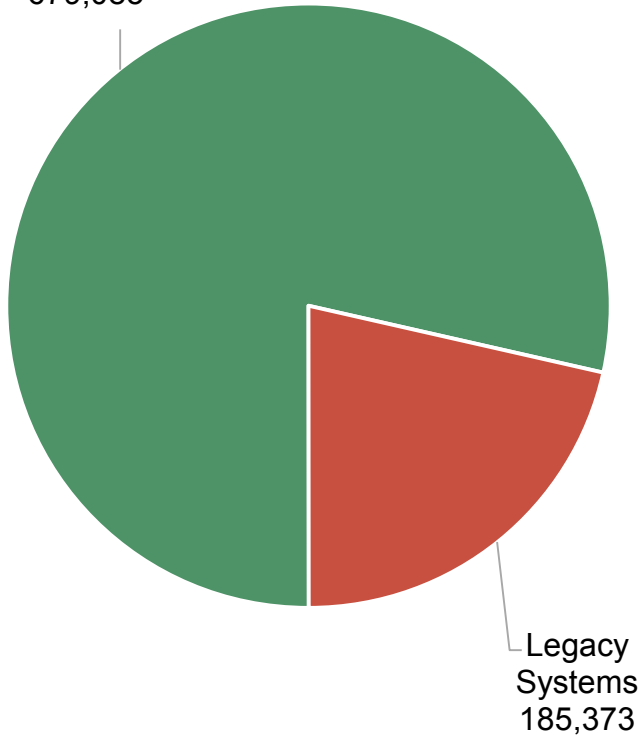


Program enrollment began at zero for all programs except SHOP starting November 1, 2016.

Current MA and MCRE Enrollee Count March 2017

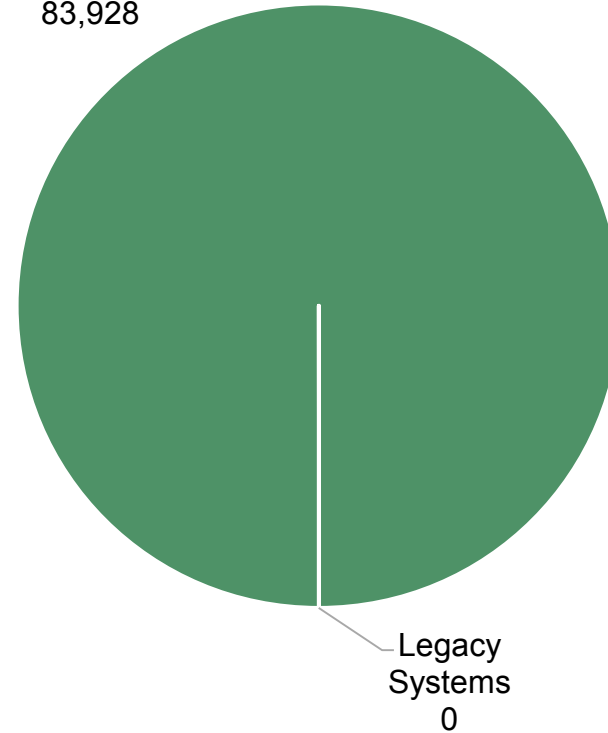
Medical Assistance

Minnesota Eligibility
Technology System
679,085



MinnesotaCare

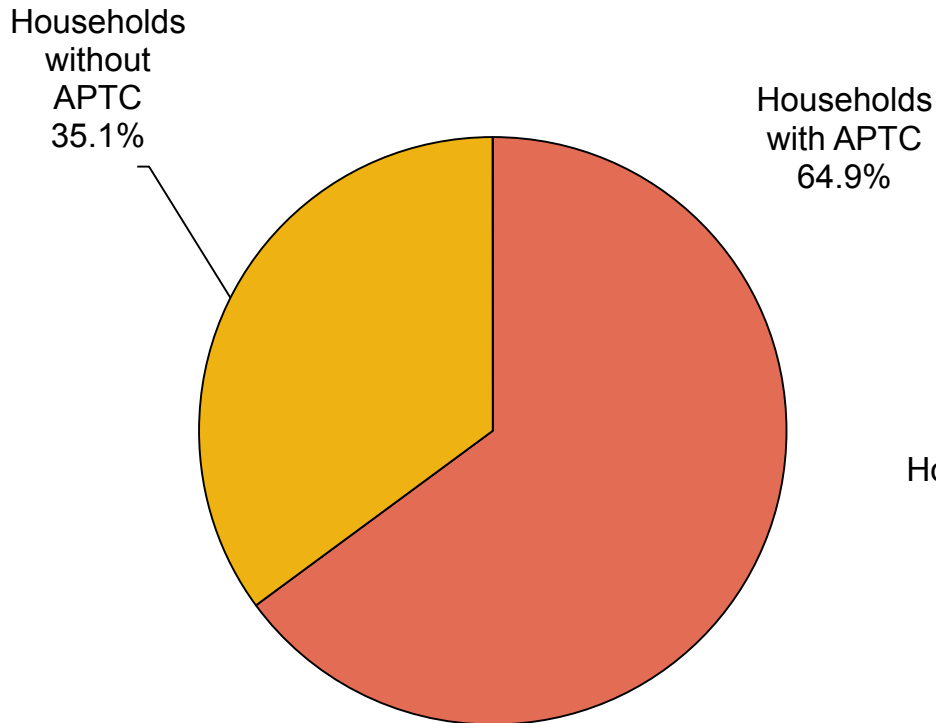
Minnesota Eligibility
Technology System
83,928



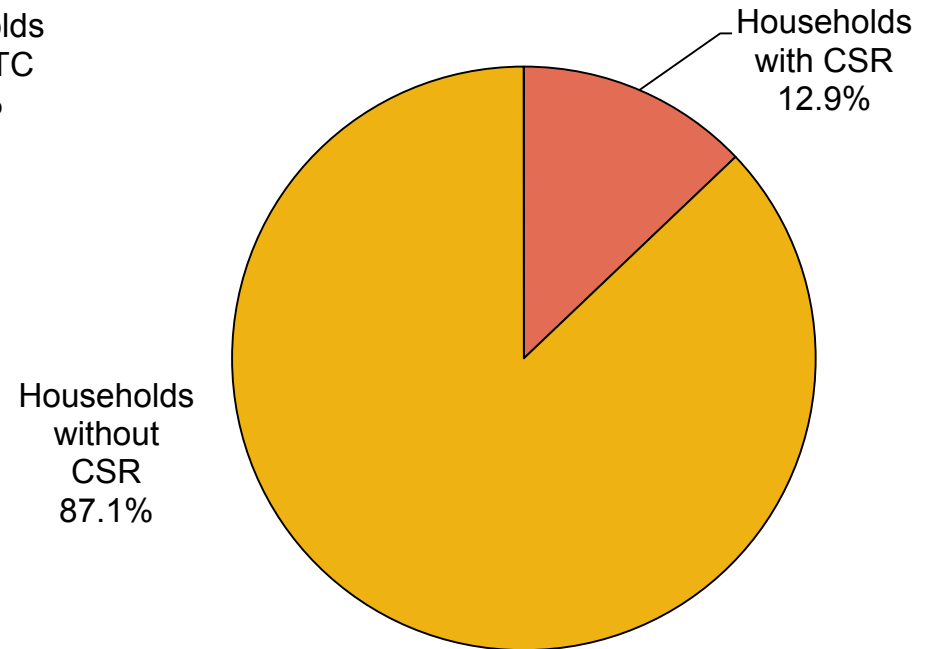
QHP Households Receiving Financial Help

Nov. 1, 2016 – Apr. 16, 2017

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies

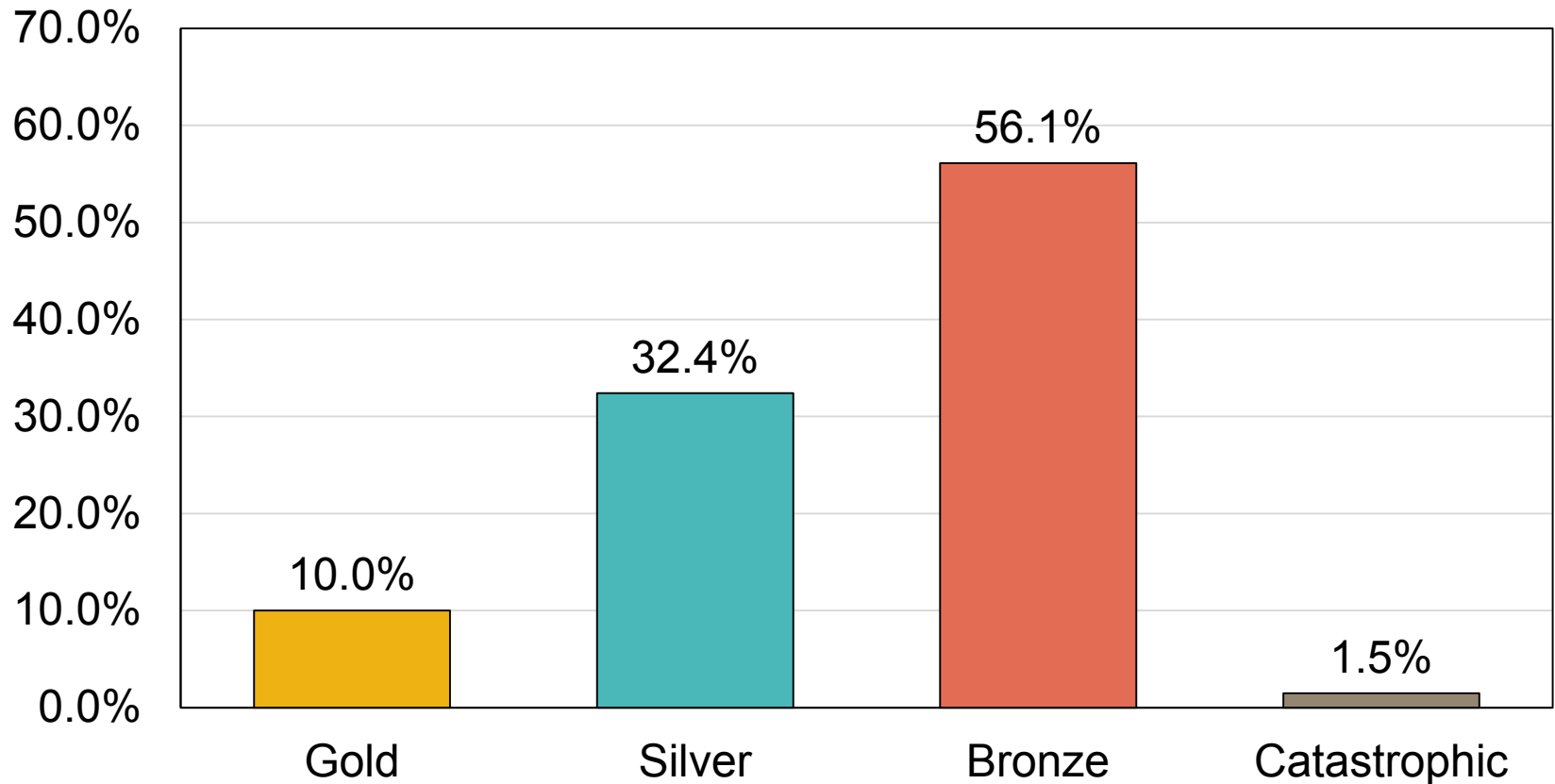


Note: Data is based on effectuated enrollment for March 2017.
Data reflects all QHP enrollment except SHOP enrollment.

Individual Market: Metal Levels

Nov. 1, 2016 – Apr. 16, 2017

2017 QHP Metal Level Selection

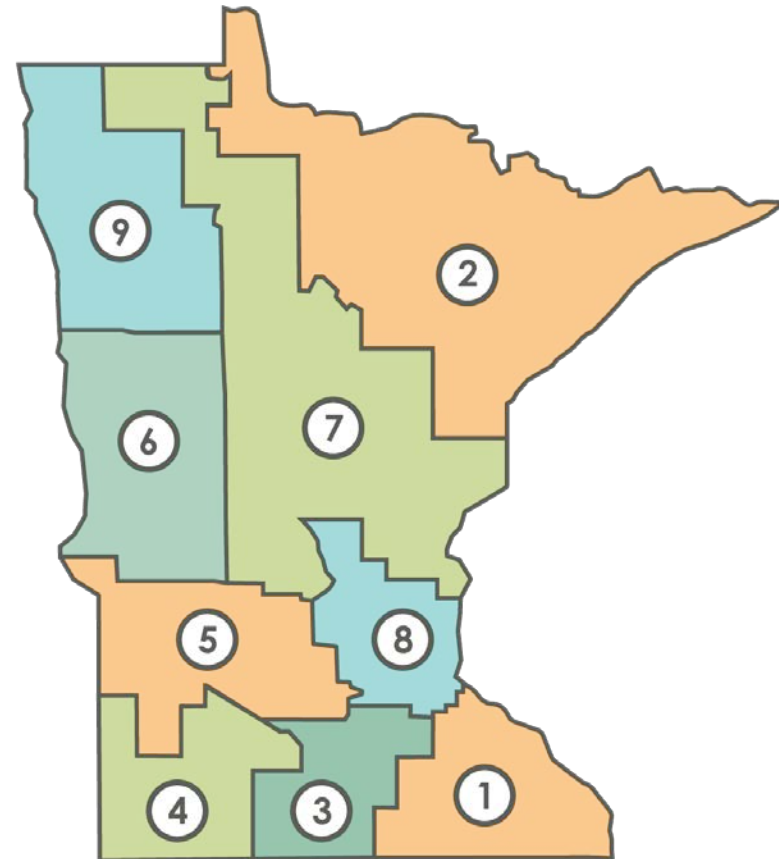


Note: Data reflects all QHP enrollment except SHOP enrollment.

QHP Enrollment by Rating Region

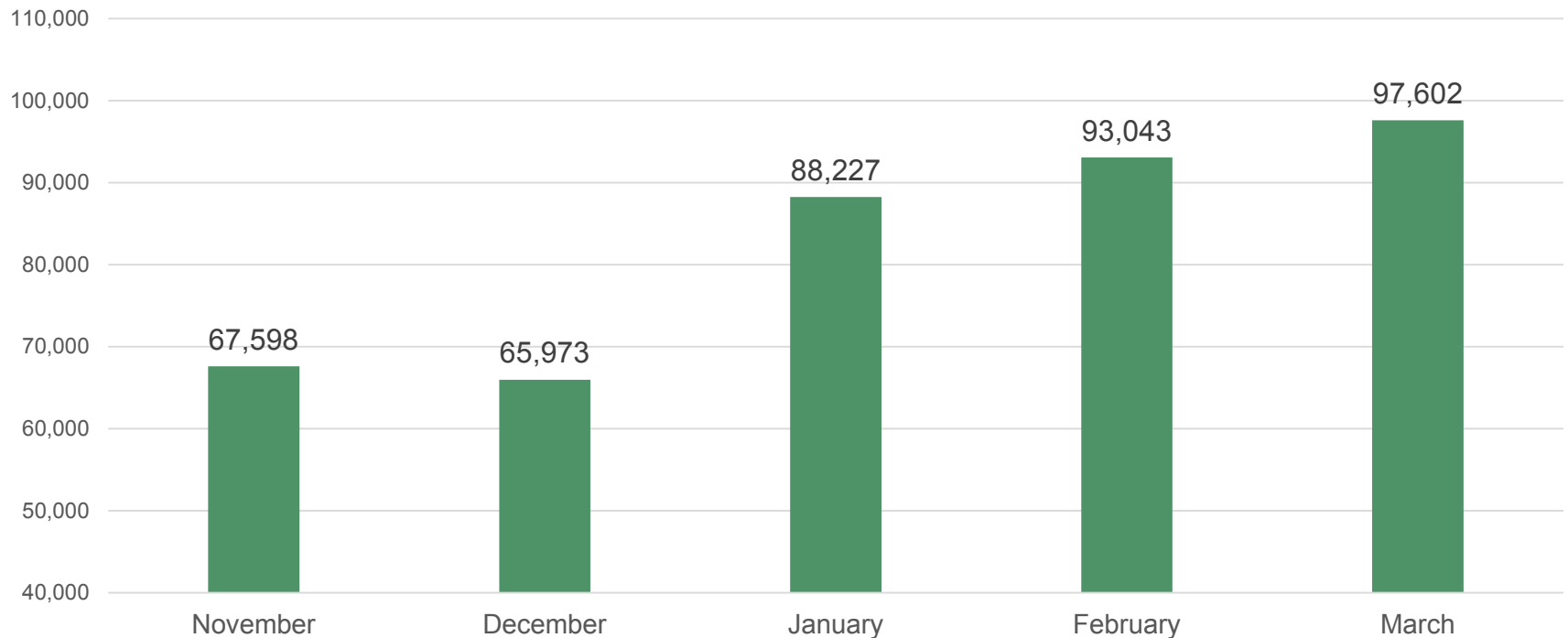
Nov. 1, 2016 – Apr. 16, 2017

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.2%
2	5.9%	6.2%
3	4.7%	5.1%
4	2.2%	3.0%
5	3.8%	4.2%
6	4.2%	4.6%
7	7.9%	8.9%
8	61.6%	59.2%
9	1.6%	1.5%



Effectuated Enrollments and Average Premiums, 2016-2017

Monthly Effectuated Enrollments
November 2016 – March 2017

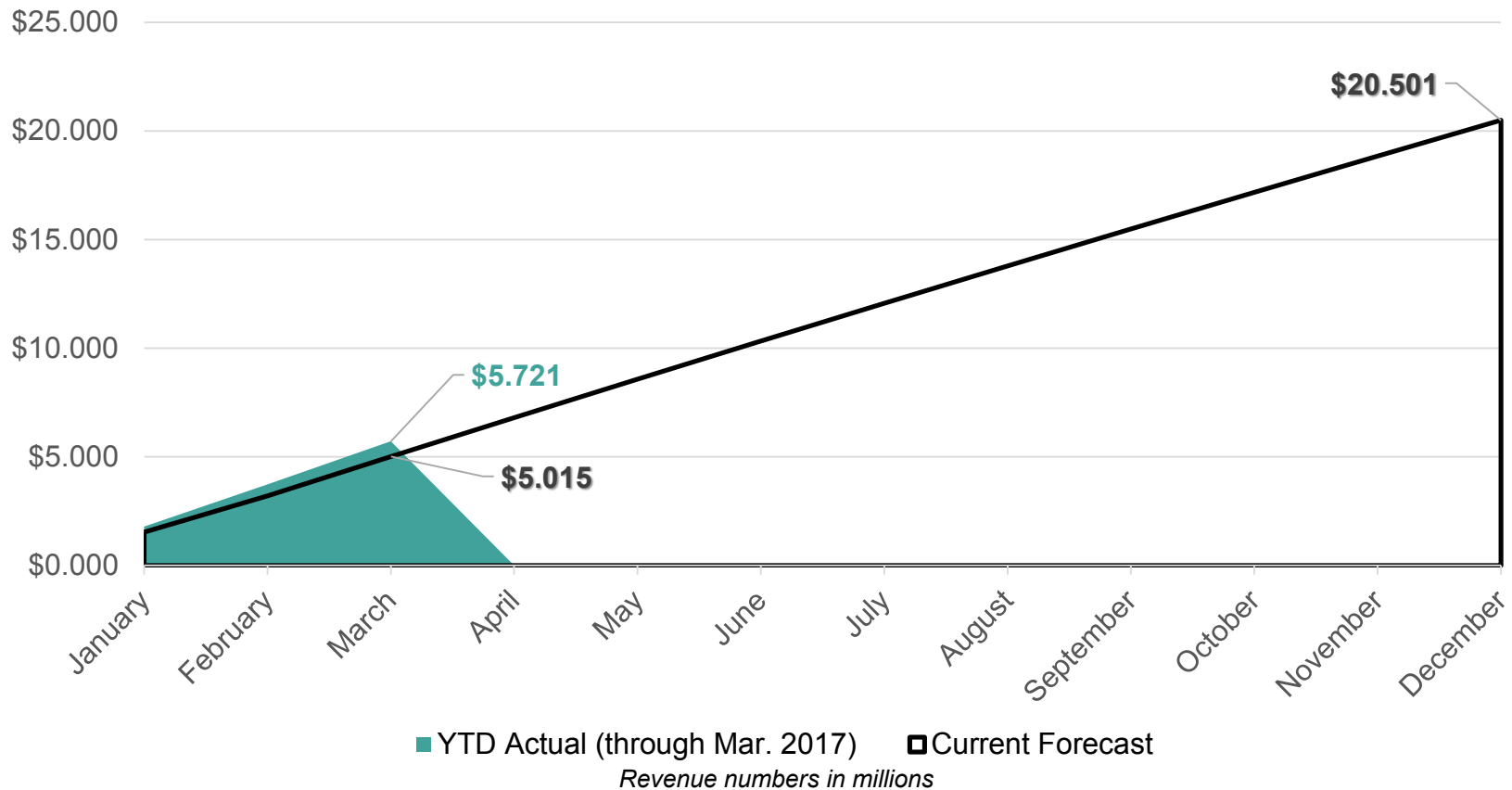


Average Monthly Premium	November	December	January	February	March
	\$377.17	\$377.98	\$583.51	\$580.34	\$575.87

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.

MNsure Premium Withhold Revenue Calendar Year 2017

Forecast and YTD Actual



Note: EY17 forecast is based on preliminary budget passed at March 8, 2017 MNsure Board meeting.

Customer Service Dashboard

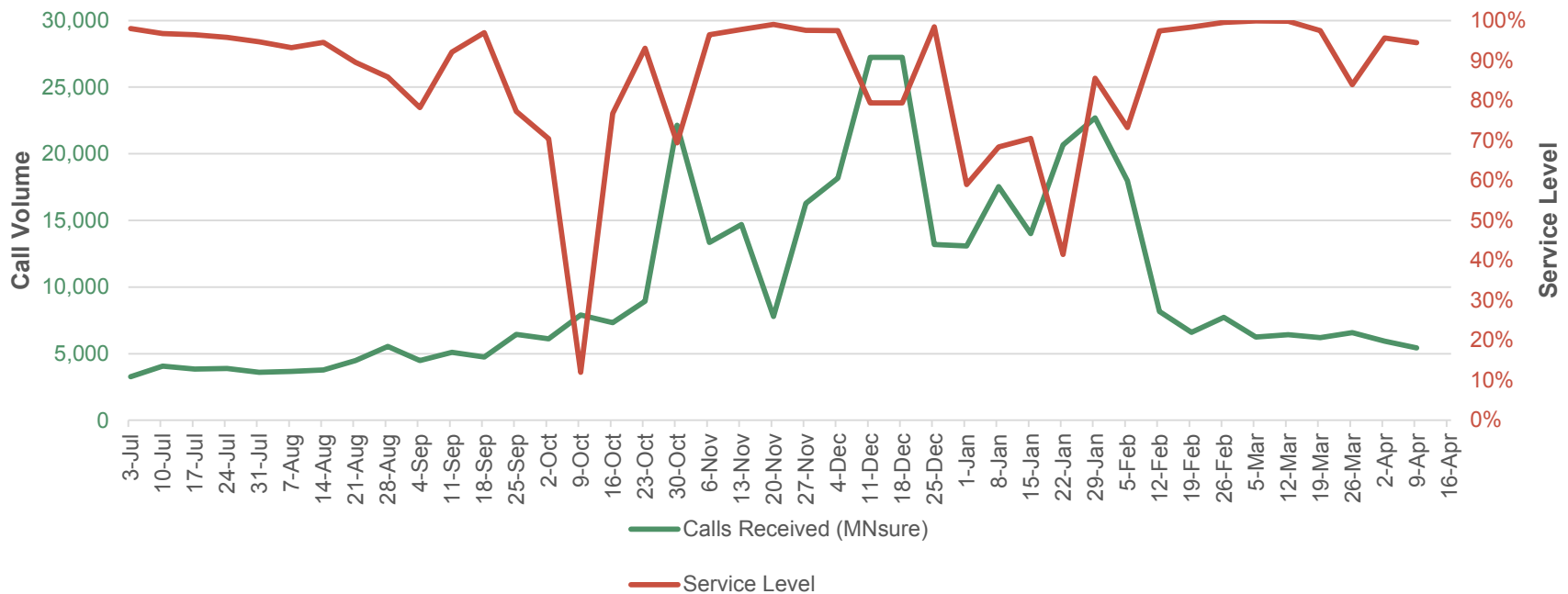
Contact Center, Mar. 6 – Apr. 16, 2017	
Call Volume	36,843
Service Level (% of calls answered in 5 min. or less)	95.21%
Average Speed of Answer	0:00:40
Calls Abandoned while in Queue	1.71%

All Callers Top Contact Center Inquiries, Mar. 6 – Apr. 16, 2017	
1. Password reset/Account unlock	18.47%
2. MA/MCRE	11.17%
3. How do I apply	6.85%

Assister Resource Center (ARC) Top Inquiries, Mar. 6 – Apr. 16, 2017	
1. Existing/pending inquiry	54.08%
2. Password reset/Account unlock	20.23%
3. Determination result	5.30%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
July 1, 2016 – April 16, 2017



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.

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

METS 2017 Release Roadmap

Spring 2017	Summer 2017	Fall 2017	Winter 2017
Assister Portal	Cúram Eligibility System Upgrade XL	MMIS Interface (Includes Redesign)	MMIS Interface (Includes Redesign)
Notices	Supervisor Workspace / Org Location Structure	Notices	Notices
PRISM Defects	Defects	Carrier Integration	Carrier Integration
Cost Sharing		Re-trigger of FTR via Federal Hub	Federal Tax Information (FTI) Work
Federal Poverty Level (FPL) - MA Annual Update		Defects	Periodic Data Match (PDM)
MMIS Interface (Includes Redesign)			Defects
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
METS-MMIS Interface Improvements
Periodic/Annual Work
Public Program Reconciliation
Renewals Operations