



# Board of Directors Meeting

## June 21, 2017

# Enrollment Dashboard – 1 of 2

<b>Cumulative Enrollment, Nov. 1, 2016 – June 18, 2017</b>	
<b>Total</b>	<b>503,668</b>
Medical Assistance applications	314,663
MinnesotaCare applications	61,204
Qualified Health Plans	127,801
QHP new enrollees	57,990
QHP renewals	66,573
QHP via SHOP	3,238
Qualified Dental Plans	12,693

<b>QHP Households Receiving Financial Help, Nov. 1, 2016 – June 18, 2017</b>	
Households with Advanced Premium Tax Credits	73.6%
Households with Cost Sharing Reductions	14.5%

<b>Current SHOP Enrollment, June 18, 2017</b>	
Employers enrolled	428
Employees enrolled	2,073
Individuals enrolled (including dependents)	3,238

# Enrollment Dashboard – 2 of 2

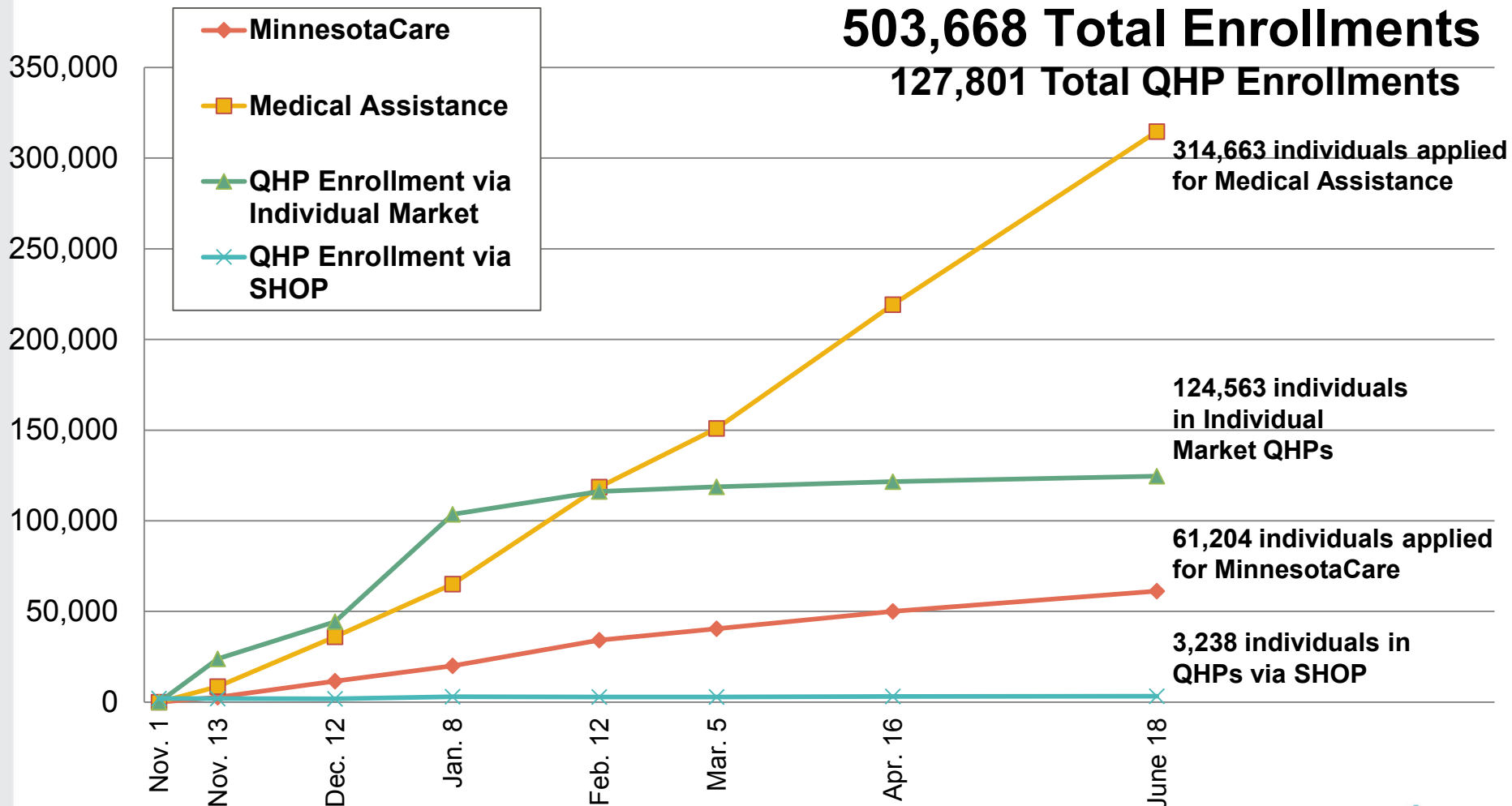
Plans & Carriers, Nov. 1, 2016 – June 18, 2017		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	22.5%	8.0%
HealthPartners	27.2%	26.6%
Medica	23.3%	21.3%
UCare	27.0%	23.8%
<b>Metal Level</b>		
Platinum	--	--
Gold	10.0%	16.4%
Silver	32.4%	35.2%
Bronze	56.0%	47.0%
Catastrophic	1.6%	1.4%

QHP Enrollee Demographics, Nov. 1, 2016 – June 18, 2017		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.6%	10.4%
18-25	7.2%	7.3%
26-34	15.4%	16.9%
35-44	13.6%	14.0%
45-54	18.2%	18.5%
55-64	34.4%	32.6%
65+	0.5%	0.3%
<b>Sex</b>		
Male	48.1%	48.3%
Female	51.9%	51.7%

Note: Data reflects all QHP enrollment except SHOP enrollment.

# Enrollment by Program

## Nov. 1, 2016 – June 18, 2017



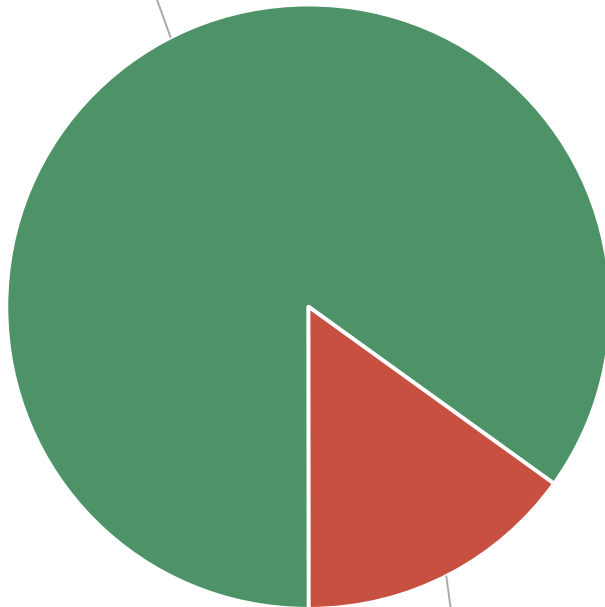
Program enrollment began at zero for all programs except SHOP starting November 1, 2016.

# Current MA and MCRE Enrollee Count May 2017



## Medical Assistance

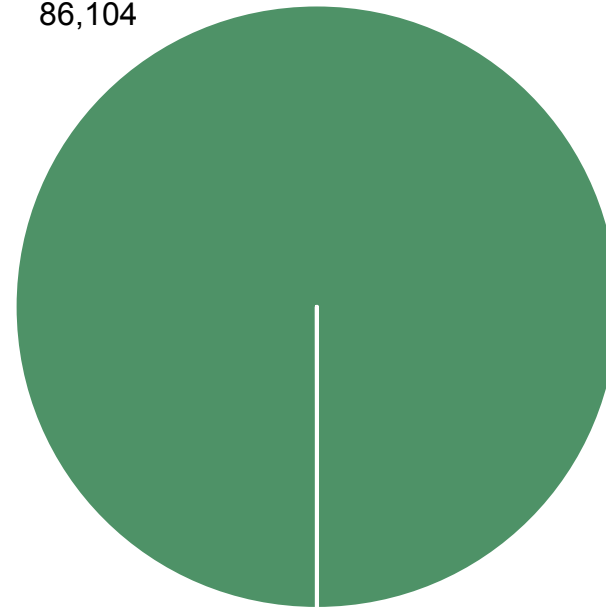
Minnesota Eligibility  
Technology System  
740,331



Legacy  
Systems  
131,349

## MinnesotaCare

Minnesota Eligibility  
Technology System  
86,104

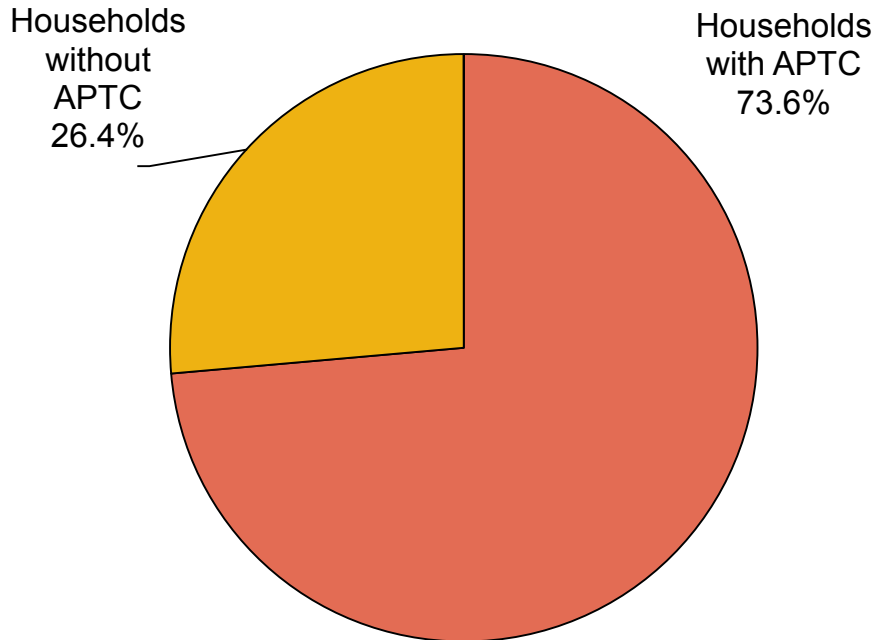


Legacy  
Systems  
0

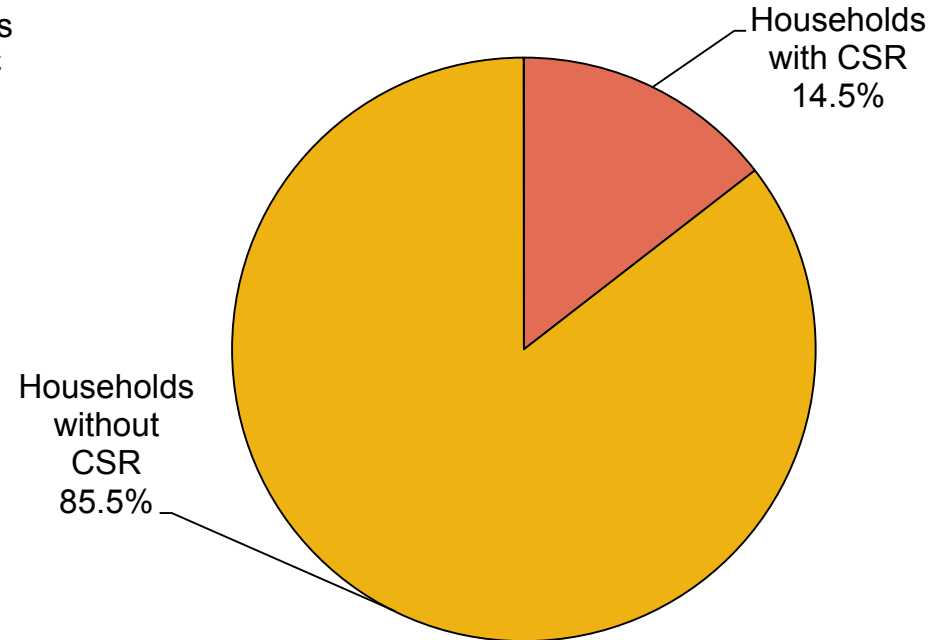
# QHP Households Receiving Financial Help

## Nov. 1, 2016 – June 18, 2017

### Advanced Premium Tax Credit subsidies



### Cost Sharing Reduction subsidies

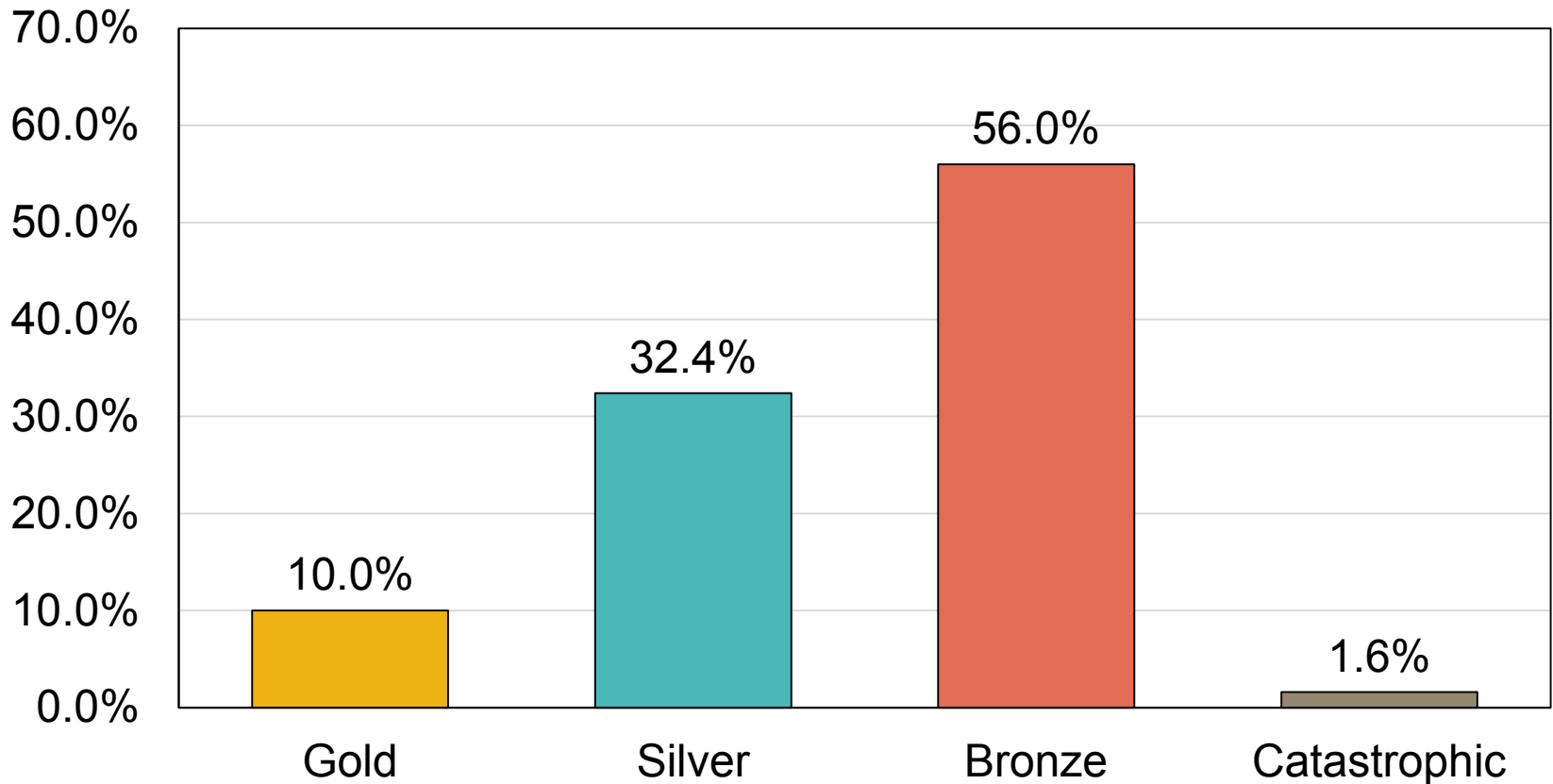


Note: Data is based on effectuated enrollment for May 2017.  
Data reflects all QHP enrollment except SHOP enrollment.

# Individual Market: Metal Levels

## Nov. 1, 2016 – June 18, 2017

### 2017 QHP Metal Level Selection

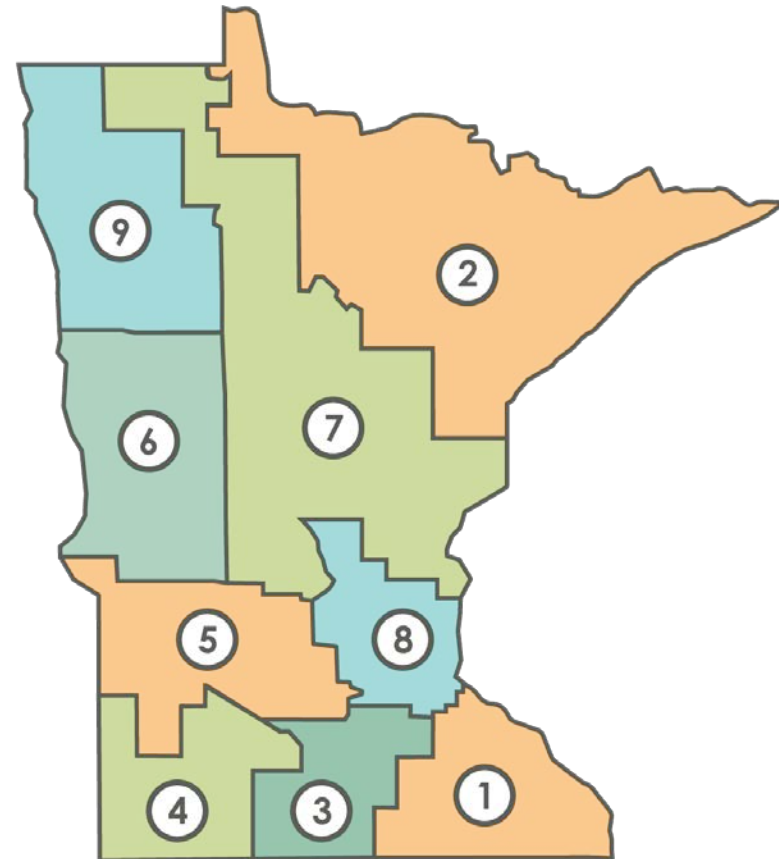


Note: Data reflects all QHP enrollment except SHOP enrollment.

# QHP Enrollment by Rating Region

## Nov. 1, 2016 – June 18, 2017

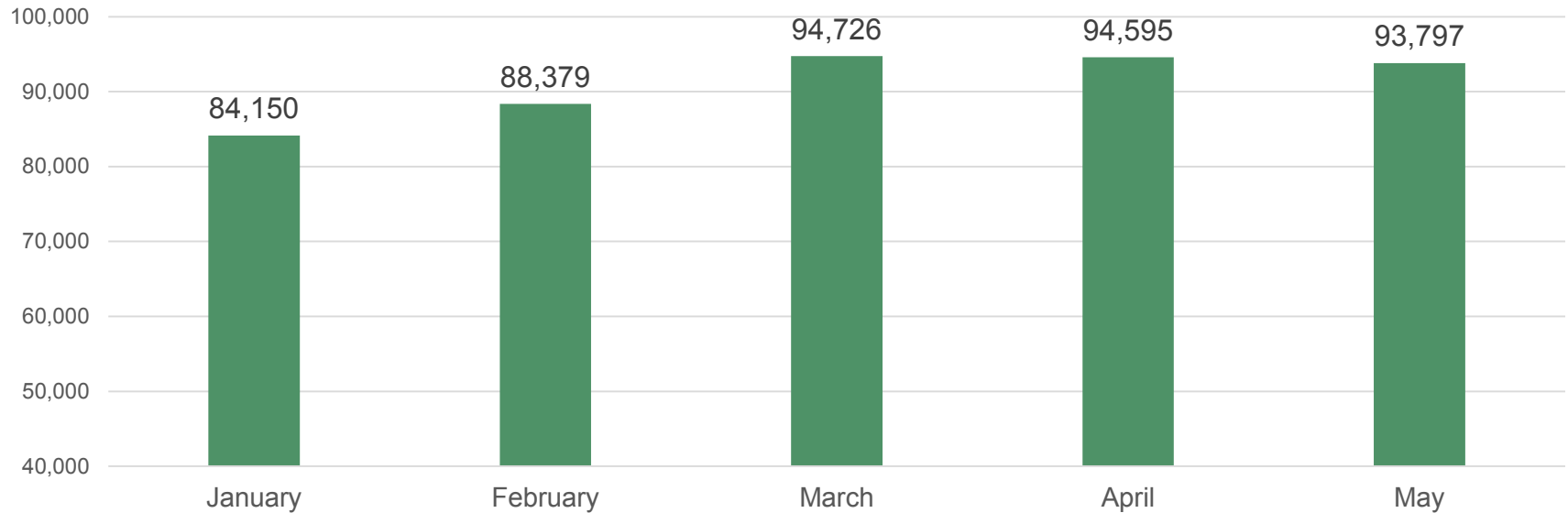
Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	7.2%
2	5.9%	6.2%
3	4.7%	5.1%
4	2.2%	3.0%
5	3.8%	4.2%
6	4.2%	4.6%
7	7.9%	8.9%
8	61.6%	59.3%
9	1.6%	1.5%





# Effectuated Enrollments and Average Premiums, 2017

Monthly Effectuated Enrollments  
January – May 2017

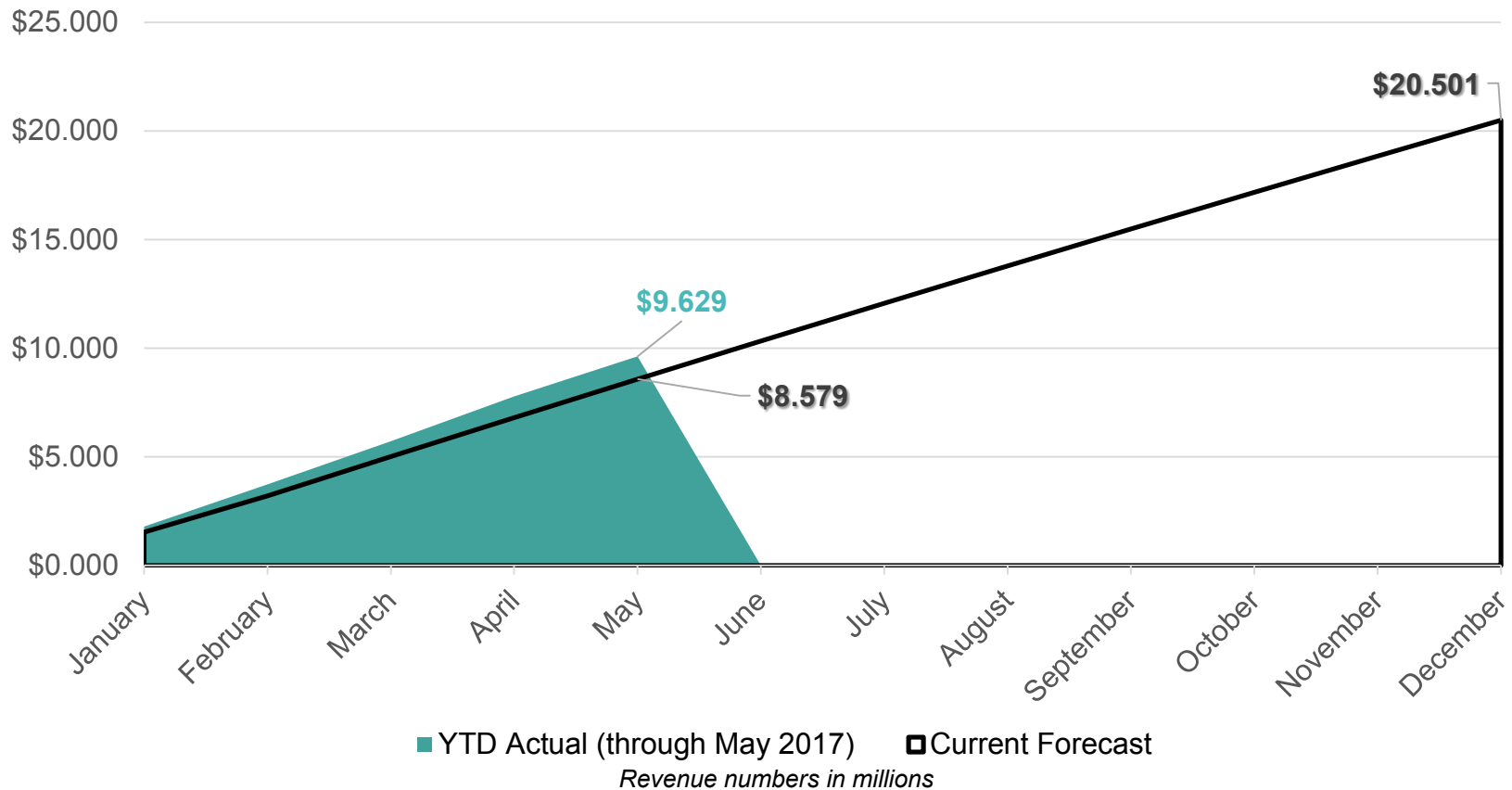


<b>Average Premium (Pre-APTC)</b>	\$575.43	\$573.55	\$567.61	\$566.25	\$565.69
<b>Average Premium (Post-APTC)</b>	\$274.27	\$263.41	\$257.36	\$256.53	\$256.00

Note: Enrollment count includes both individual market and SHOP QHPs. Effectuated enrollments and average premium amounts are based upon the latest data received from carriers. Average premium post-APTC is based on individual market enrollees only. Average premiums do not include Minnesota's premium subsidy program.

# 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

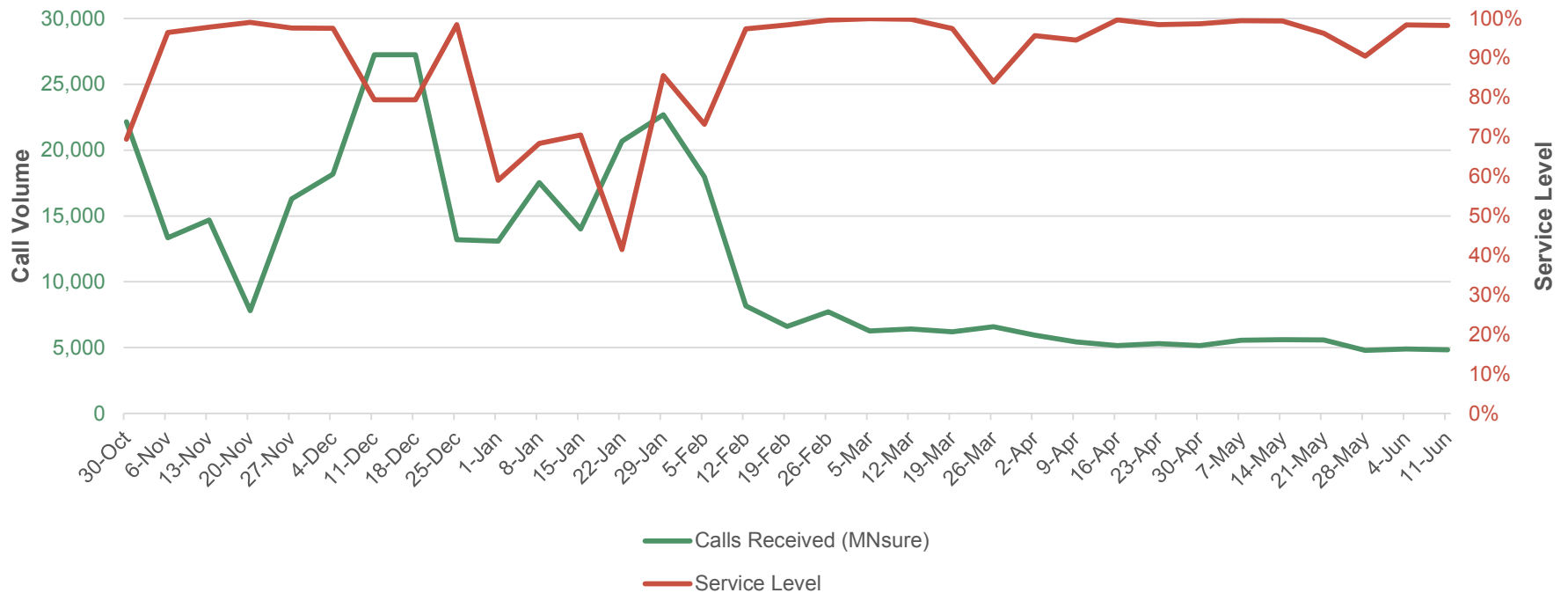
<b>Contact Center, Apr. 17 – June 18, 2017</b>	
Call Volume	46,876
Service Level (% of calls answered in 5 min. or less)	97.6%
Average Speed of Answer	0:00:21
Calls Abandoned while in Queue	1.0%

<b>All Callers Top Contact Center Inquiries, Apr. 17 – June 18, 2017</b>	
1. Password reset/Account unlock	18.3%
2. MA/MCRE	12.9%
3. How do I apply	6.9%

<b>Assister Resource Center (ARC) Top Inquiries, Apr. 17 – June 18, 2017</b>	
1. Existing/pending inquiry	52.9%
2. Password reset/Account unlock	21.1%
3. Determination result	5.9%

# Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level  
November 1, 2016 – June 18, 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.

# METS 2017 Release Roadmap

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

Spring 2017	Summer 2017	Fall 2017	Winter 2017
Assister Portal	Cúram Eligibility System Upgrade <b>XL</b>	MMIS Interface (Includes Redesign)	MMIS Interface (Includes Redesign)
Notices	Supervisor Workspace / Org Location Structure	Notices	Notices
PRISM Defects	Notices	Carrier Integration	Carrier Integration
Cost Sharing	MMIS Interface (Includes Redesign)	Trigger of FTR via Federal Hub	Periodic Data Match (PDM) /FTI Masking
Federal Poverty Level (FPL) - MA Annual Update	Defects	Defects	Defects
MMIS Interface (Includes Redesign)			
Defects			

### Ongoing Efforts

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