



Board of Directors Meeting

July 26, 2017



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 1, 2016 – July 23, 2017	
Total	556,630
Medical Assistance applications	361,474
MinnesotaCare applications	65,759
Qualified Health Plans	129,397
QHP new enrollees	59,483
QHP renewals	66,627
QHP via SHOP	3,287
Qualified Dental Plans	12,868

QHP Households Receiving Financial Help, June 2017	
Households with Advanced Premium Tax Credits	72.9%
Households with Cost Sharing Reductions	14.3%

Cumulative SHOP Enrollment, Nov. 15, 2016 – July 23, 2017	
Employers enrolled	427
Employees enrolled	2,096
Individuals enrolled (including dependents)	3,287

Enrollment Dashboard – 2 of 2

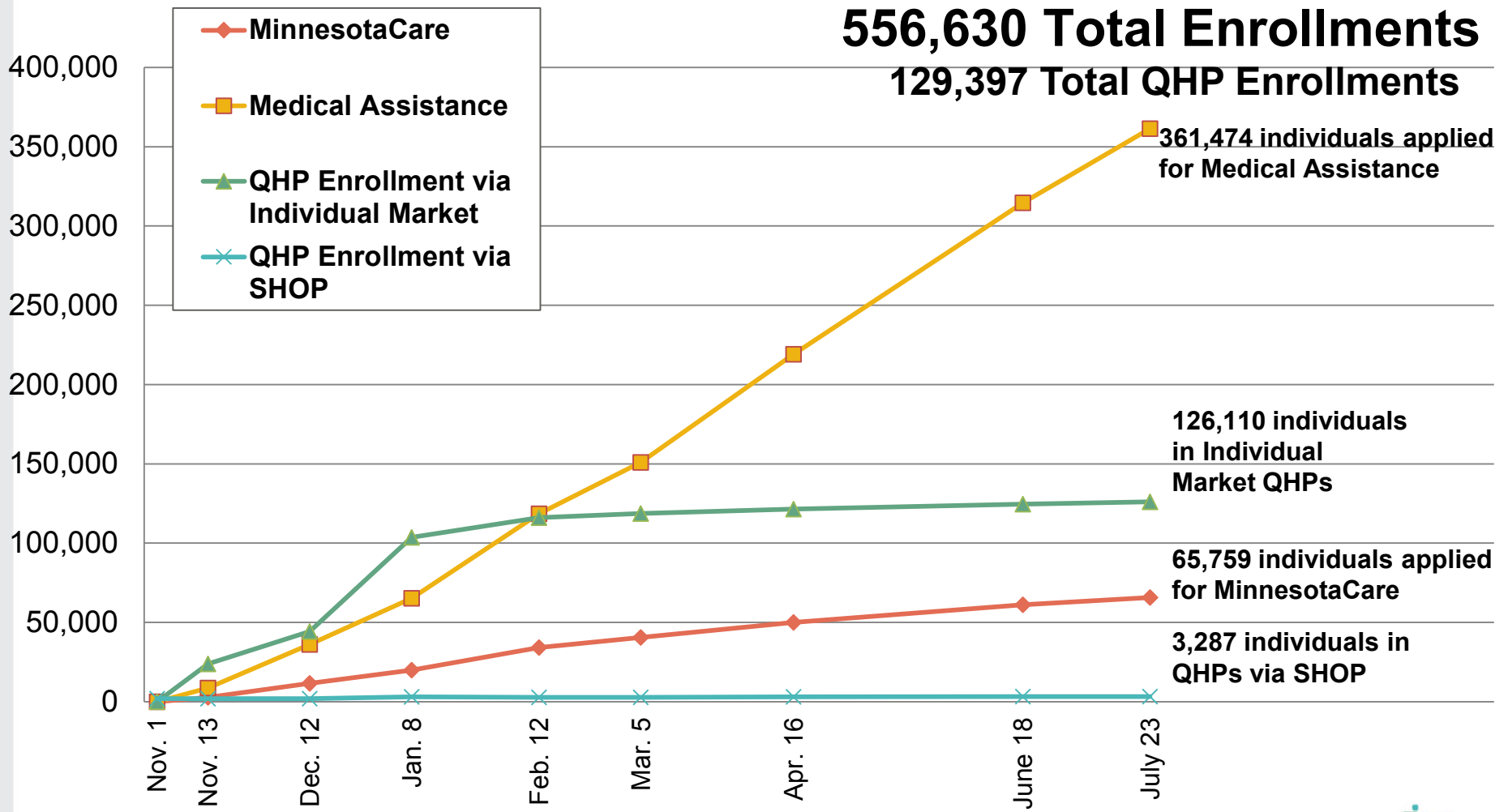
Plans & Carriers, Nov. 1, 2016 – July 23, 2017		
Carrier	2017 Enrollment To Date	2016 Enrollment
Blue Cross Blue Shield	--	20.2%
BluePlus	22.4%	8.0%
HealthPartners	27.2%	26.6%
Medica	23.5%	21.3%
UCare	26.9%	23.8%
Metal Level		
Platinum	--	--
Gold	10.1%	16.4%
Silver	32.4%	35.2%
Bronze	55.9%	47.0%
Catastrophic	1.6%	1.4%

QHP Enrollee Demographics, Nov. 1, 2016 – July 23, 2017		
Age	2017 Enrollment To Date	2016 Enrollment
<18	10.7%	10.4%
18-25	7.3%	7.3%
26-34	15.5%	16.9%
35-44	13.6%	14.0%
45-54	18.2%	18.5%
55-64	34.3%	32.6%
65+	0.5%	0.3%
Sex		
Male	48.1%	48.3%
Female	51.9%	51.7%

Note: Data reflects all individual market QHP enrollment.

Enrollment by Program

Nov. 1, 2016 – July 23, 2017



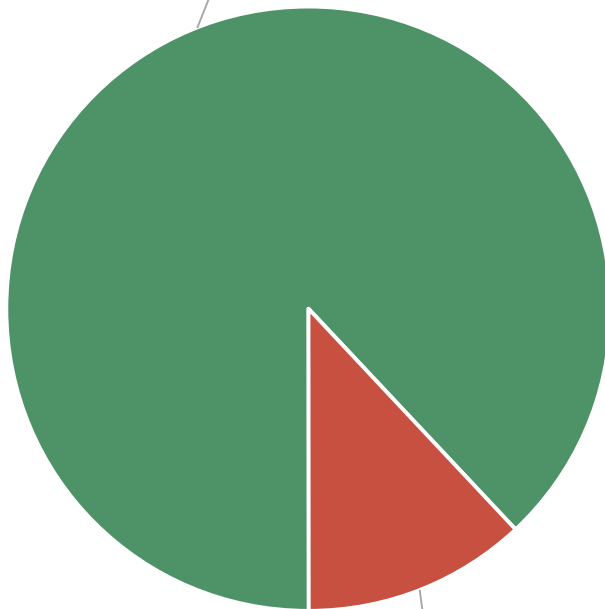
Program enrollment began at zero for all programs except SHOP starting November 1, 2016.

Current MA and MCRE Enrollee Count June 2017



Medical Assistance

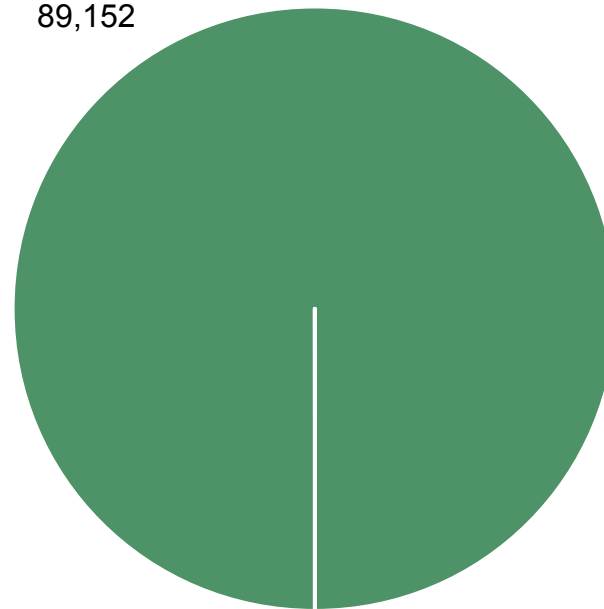
Minnesota Eligibility
Technology System
765,042



Legacy
Systems
104,255

MinnesotaCare

Minnesota Eligibility
Technology System
89,152

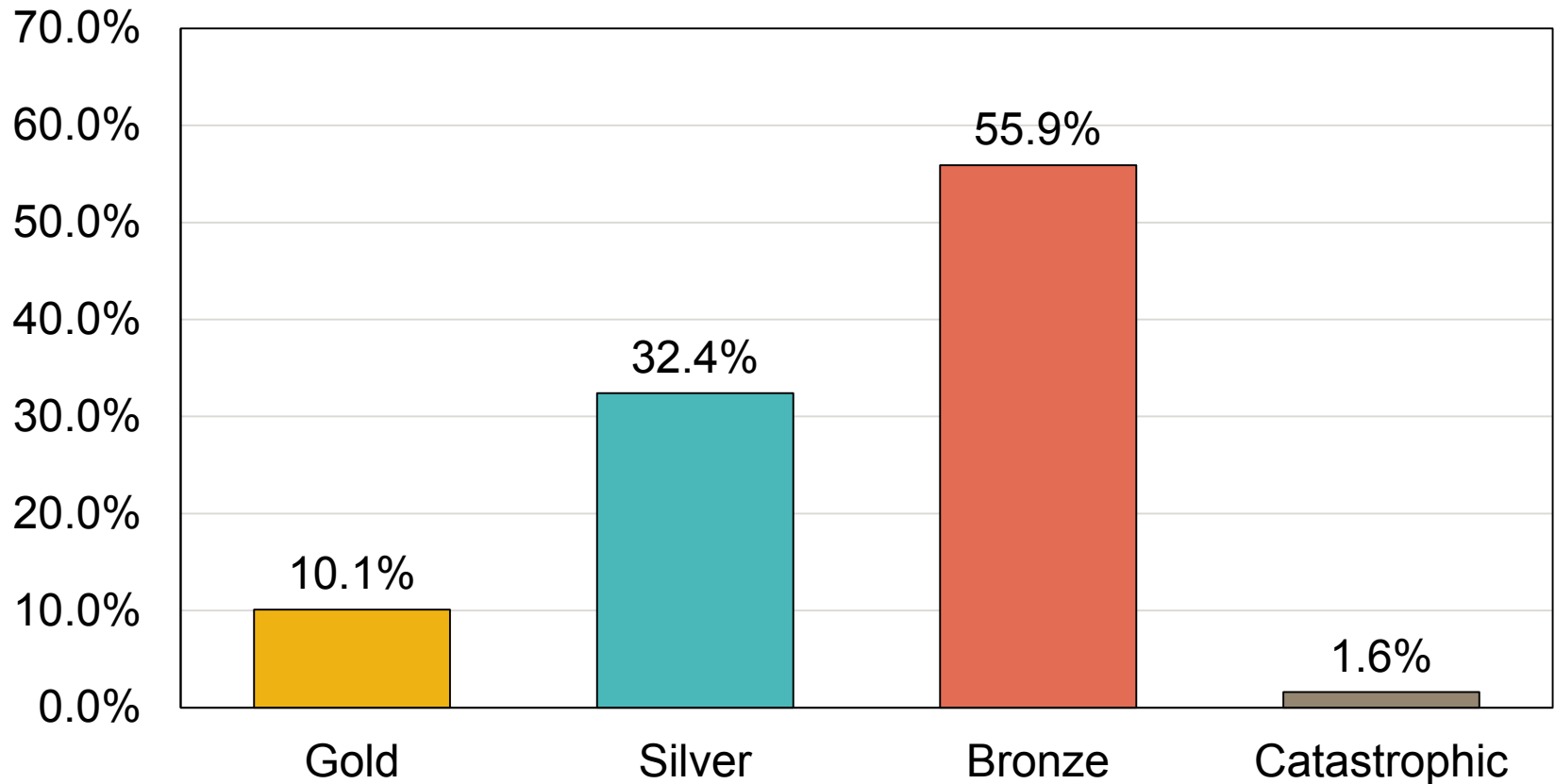


Legacy
Systems
0

Individual Market: Metal Levels

Nov. 1, 2016 – July 23, 2017

2017 QHP Metal Level Selection

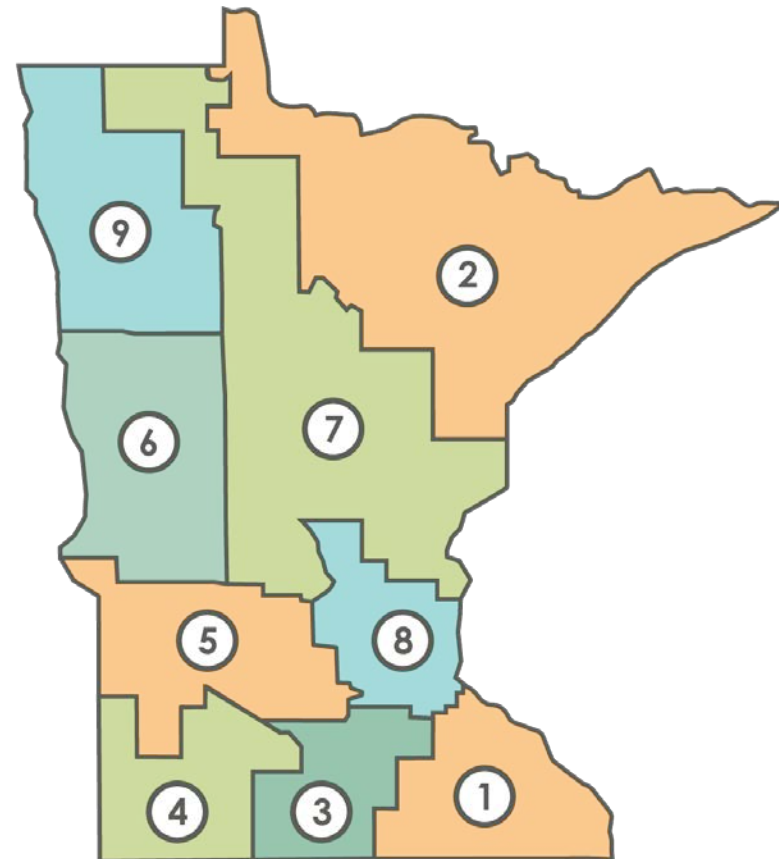


Note: Data reflects all individual market QHP enrollment.

QHP Enrollment by Rating Region

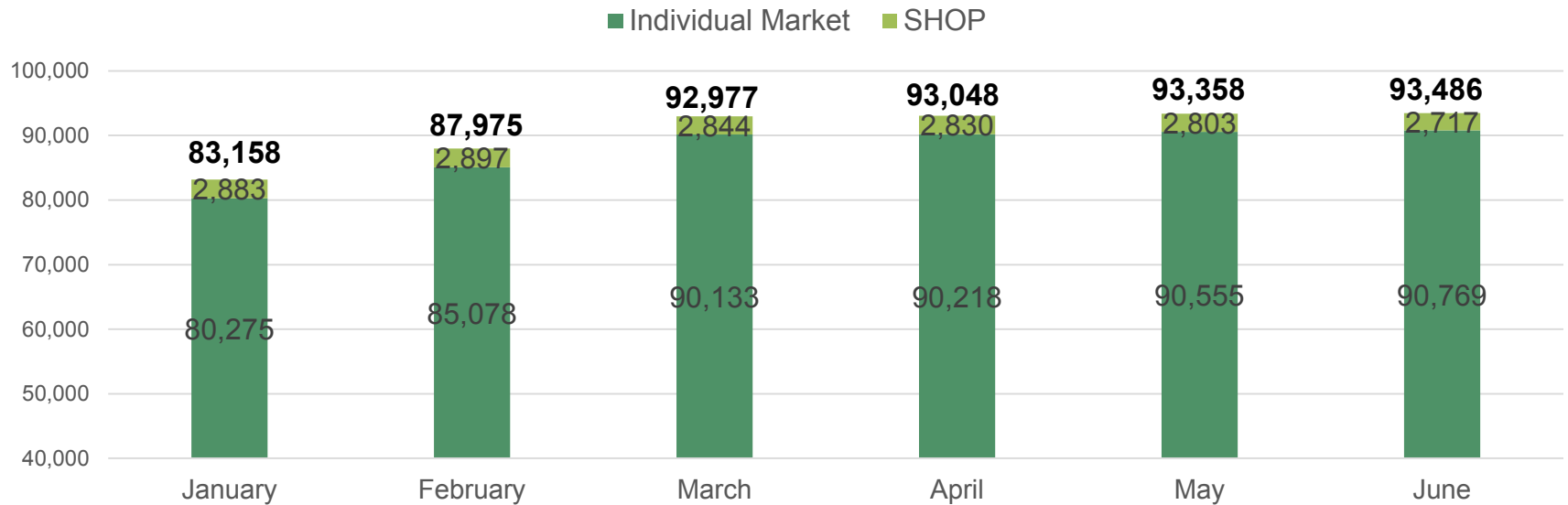
Nov. 1, 2016 – July 23, 2017

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%	4.7%
7	7.9%	8.9%
8	61.6%	59.4%
9	1.6%	1.5%



Effectuated Enrollments and Average Premiums, 2017

Monthly Effectuated Enrollments
January – June 2017



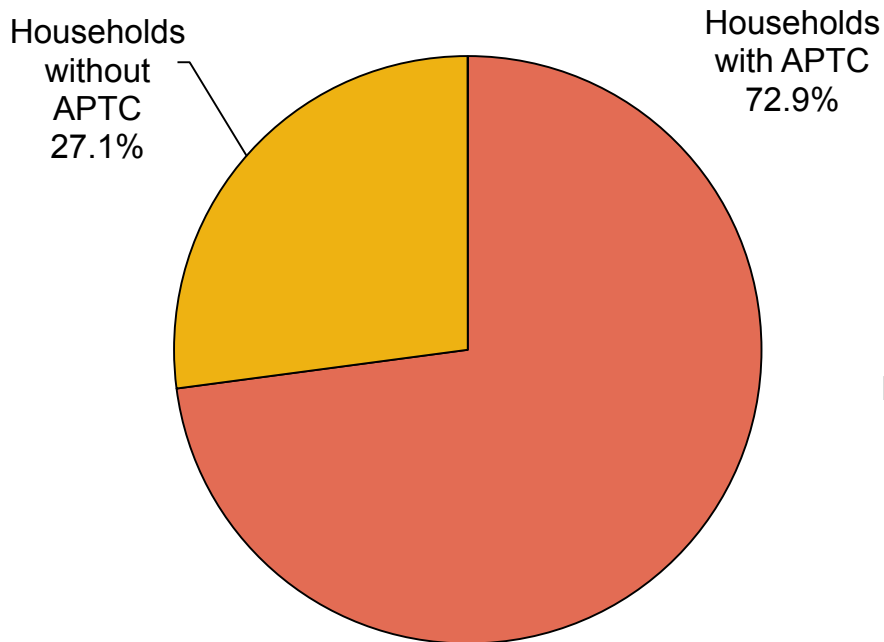
Average Premium (Pre-APTC)	\$579.77	\$578.46	\$571.68	\$569.97	\$568.94	\$568.36
Average Premium (Post-APTC)	\$275.57	\$263.47	\$259.93	\$259.47	\$260.10	\$260.10

Note: 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.

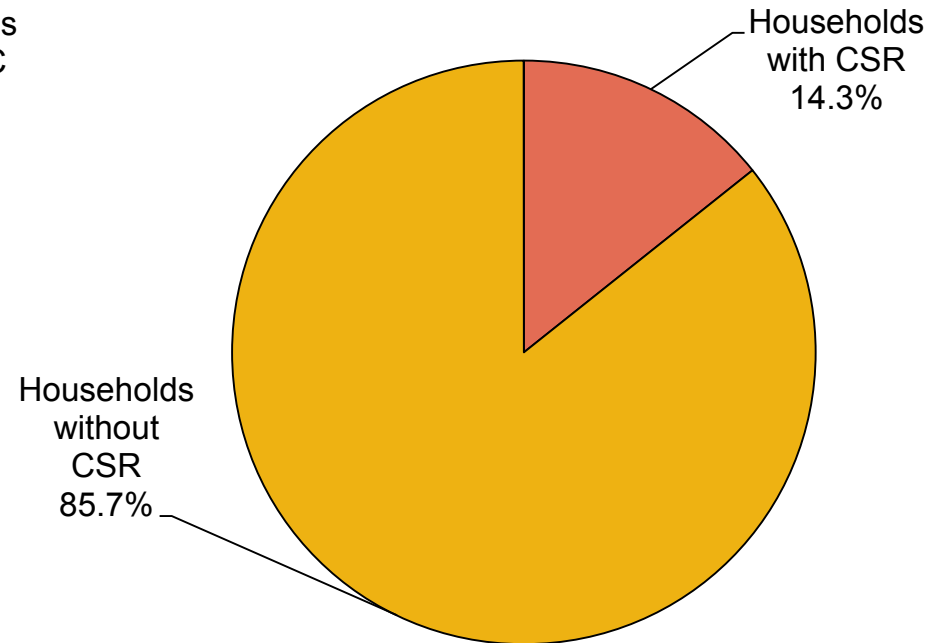
QHP Households Receiving Financial Help

June 2017

Advanced Premium Tax Credit subsidies



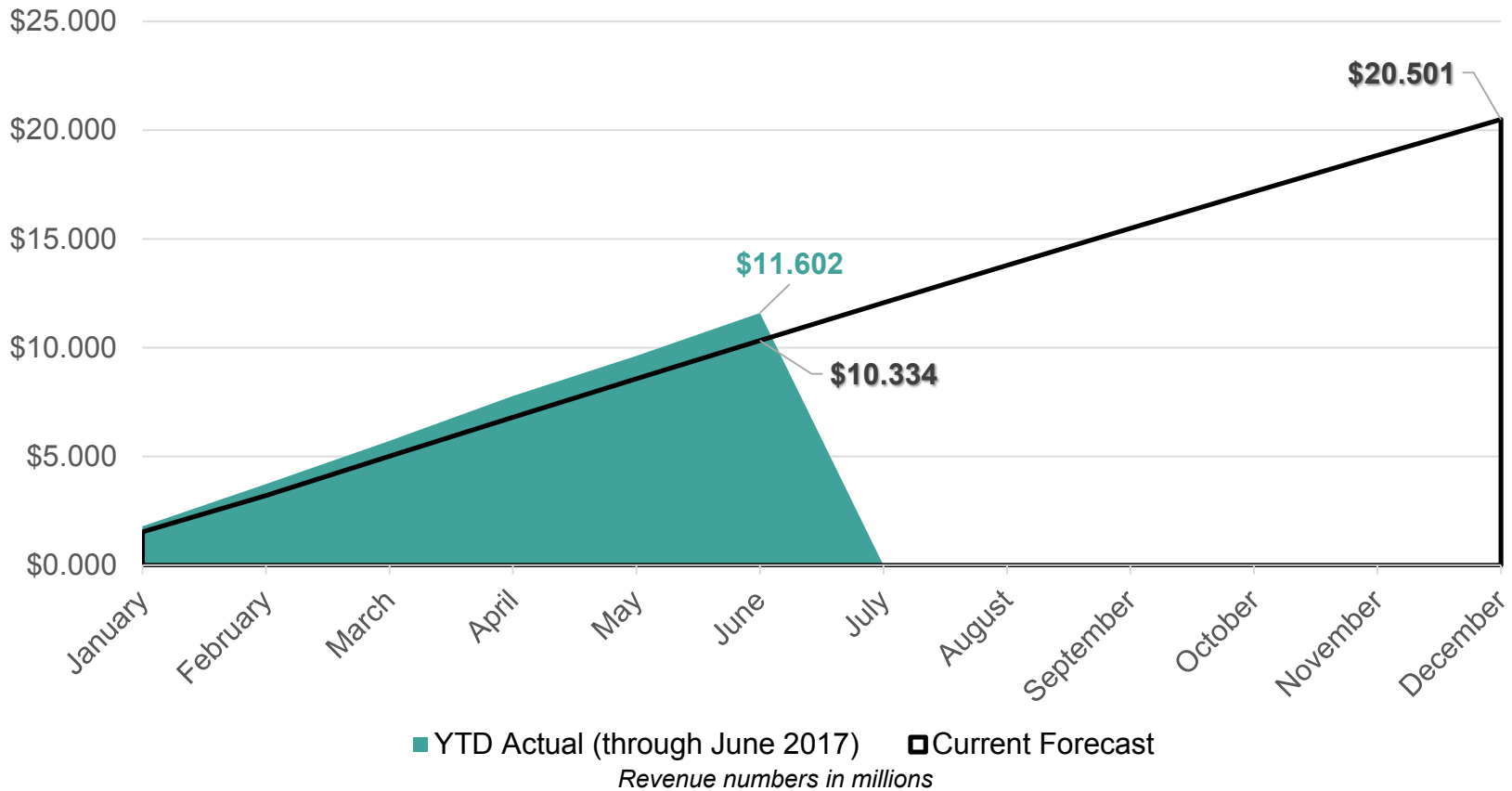
Cost Sharing Reduction subsidies



Note: Data is based on effectuated enrollment for June 2017.
Data reflects all individual market QHP enrollment.

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. Future slides will reflect an updated forecast, if approved.

Customer Service Dashboard

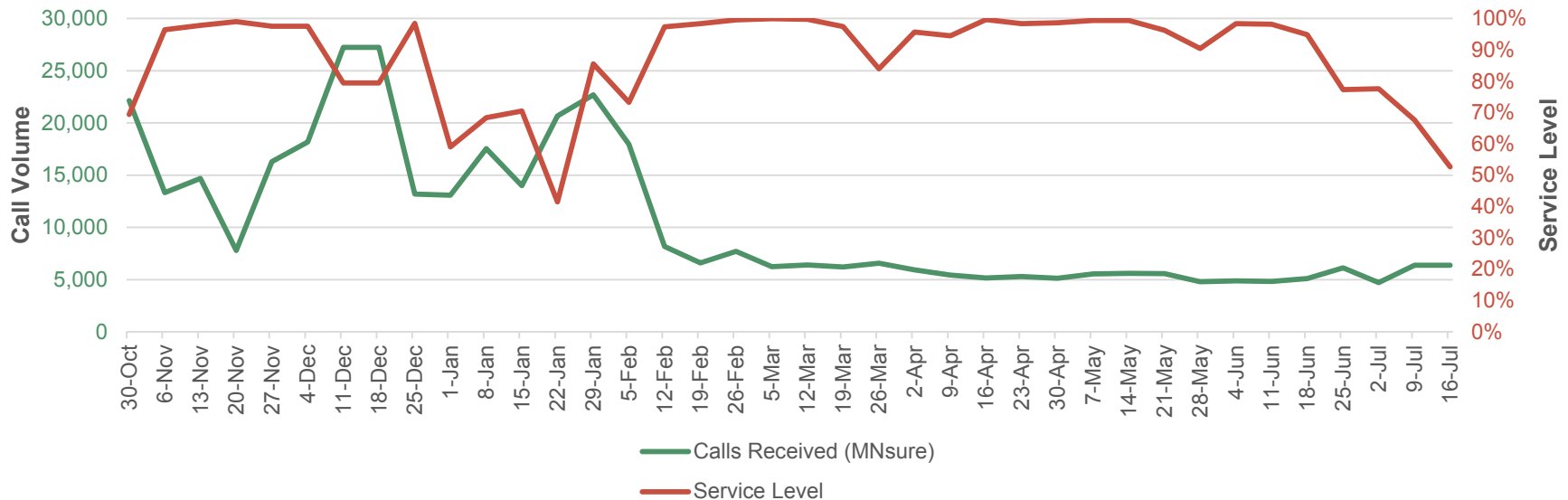
Contact Center, June 19 – July 23, 2017	
Call Volume	28,708
Service Level (% of calls answered in 5 min. or less)	74.02%
Average Speed of Answer	0:02:43
Calls Abandoned while in Queue	8.57%

All Callers Top Contact Center Inquiries, June 19 – July 23, 2017	
1. MA/MCRE	15.04%
2. Password reset/Account unlock	14.06%
3. Existing/Pending Inquiry	7.83%

Assister Resource Center (ARC) Top Inquiries, June 19 – July 23, 2017	
1. Existing/pending inquiry	56.34%
2. Password reset/Account unlock	20.00%
3. Determination result	7.68%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
November 1, 2016 – July 23, 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 (Includes Redesign)	Supervisor Workspace / Org Location Structure	Notices (Includes Redesign)	Notices (Includes Redesign)
PRISM Defects	Notices (Includes Redesign)	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 Premium Reconciliation
Periodic/Annual Work
Public Program Reconciliation
Renewals Operations