



Board of Directors Meeting

January 10, 2018



FY 2019 Outreach and Enrollment Grant Program Policy Statement

- Anticipated amount: \$4 million
- Grant period: July 1, 2018 – June 30, 2019 (with option to extend an additional year)
- Two funding areas:
 - Geographic focus – building statewide access to assistance by sustaining a network of navigators organizations working closely with MNsure on strategies to reach, enroll and renew consumers
 - Population focus – support organizations that demonstrate the ability to effectively reach and enroll populations that face barriers to enrolling in coverage and/or high levels of uninsurance
- New this year: Letter of Intent (LOI)
 - Interested applicants are required to submit a brief LOI. All eligible organizations that submit a letter will be invited to respond to the RFP. MNsure reserves the right to invite additional applicants if geographic or populations gaps are identified through the LOI process.

Anticipated Timeline

- **January 22 – Letter of Intent (LOI) process opens**
- January 29 – LOI informational webinar
- February 2 – Deadline for questions regarding LOI
- February 9 – Responses to all questions regarding LOI posted
- **February 15 – LOI are due by 1:00 p.m. Central time**
- March 1 – Request for Proposals (RFP) process opens
- Early March – Applicant webinar held
- Mid-March – Deadline for questions regarding RFP
- Late March – Responses to all questions regarding RFP posted
- Early April – Proposals from applicants are due
- May and June – Proposals reviewed and contracts negotiated
- Early July – Grant awards announced publicly

FY 2019 Broker Enrollment Center Initiative Policy Statement

- Anticipated amount: \$100,000 in the form of matching marketing funds (minimum \$2,500/maximum \$10,000)
- Contract period: July 1, 2018 – June 30, 2019 (with option to extend an additional year for up to three years total)
- Soliciting enrollment center partners for all 11 regions of the state
- Goals:
 - Build statewide access to assistance by supporting a network of broker agencies working closely with MNSure on marketing and outreach strategies
 - Support access to agencies and networks that can provide high quality of support to large volumes of QHP consumers during the busy open enrollment season
 - Encourage collaboration between assisters to ensure that consumers have easy access to expertise and support regardless of type of insurance needed (QHP, public programs, mixed household, etc.)

Anticipated Timeline

- Early April 2018 – Release Solicitation for Partnership Proposals
- Late April 2018 – Informational webinar
- Early May 2018 – Deadline for questions regarding solicitation
- Mid-May 2018 – Responses to all questions regarding solicitation posted
- Late May 2018 – Proposals due
- June 2018 – Proposals evaluated and contracts negotiated
- July 2018 – Contract awards announced publicly, contracts begin

MNsire Dashboard

| 2018 Enrollment as of Jan. 9, 2018 | |
|---|----------------|
| Qualified Health Plans | 111,677 |
| New consumers | 30,259 |
| Medical Assistance (METS) | 849,308 |
| Medical Assistance (Legacy systems) | 37,945 |
| MinnesotaCare (METS) | 90,681 |
| | |
| Qualified Dental Plans | 10,724 |

| Contact Center, Nov. 15, 2017 – Jan. 7, 2018 | |
|---|---------|
| Call Volume | 105,328 |
| Service Level (% of calls answered in 5 min. or less) | 99.53% |
| Average Speed of Answer | 0:00:04 |
| Calls Abandoned while in Queue | 0.17% |

QHP Dashboard

2018 Plans & Carriers as of Jan. 9, 2018

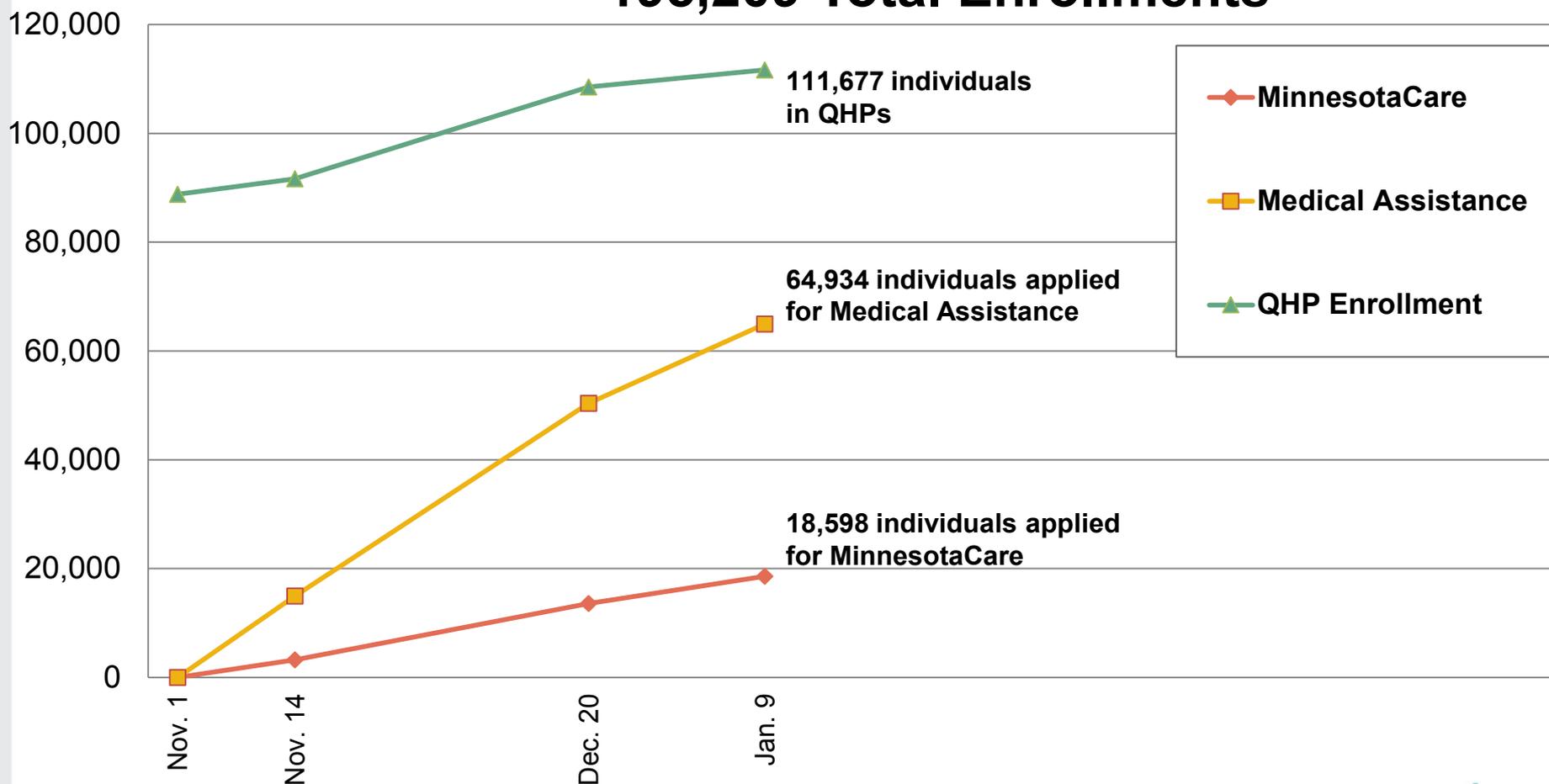
| Carrier | 2018 Enrollment To Date | 2017 Enrollment |
|--------------------|-------------------------|-----------------|
| BluePlus | 15.5% | 22.1% |
| HealthPartners | 25.6% | 27.3% |
| Medica | 29.1% | 23.5% |
| UCare | 29.7% | 26.9% |
| | | |
| Metal Level | | |
| Gold | 9.7% | 10.1% |
| Silver | 32.7% | 32.4% |
| Bronze | 55.9% | 55.9% |
| Catastrophic | 1.7% | 1.6% |

2018 QHP Enrollee Demographics as of Jan. 9, 2018

| Age | 2018 Enrollment To Date | 2017 Enrollment |
|------------|-------------------------|-----------------|
| <18 | 10.6% | 10.7% |
| 18-25 | 7.2% | 7.3% |
| 26-34 | 13.7% | 15.5% |
| 35-44 | 13.3% | 13.6% |
| 45-54 | 17.8% | 18.2% |
| 55-64 | 37.0% | 34.3% |
| 65+ | 0.5% | 0.5% |
| | | |
| Sex | | |
| Male | 48.2% | 48.1% |
| Female | 51.8% | 51.9% |

Enrollments by Program for 2018 Coverage Nov. 1, 2017 – Jan. 9, 2018

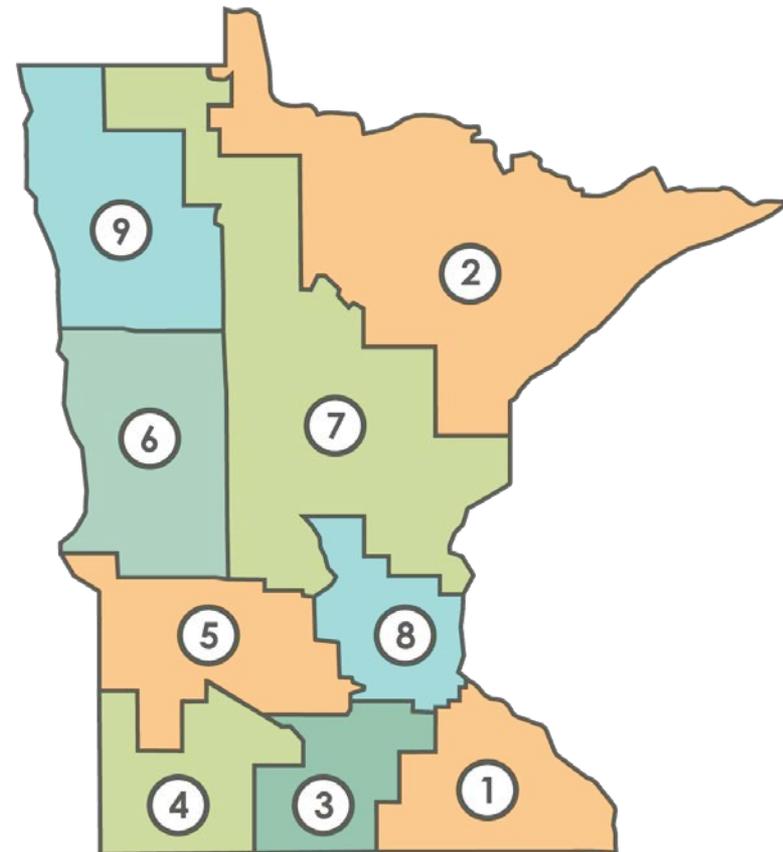
195,209 Total Enrollments



Public program applications began at zero starting November 1, 2017.

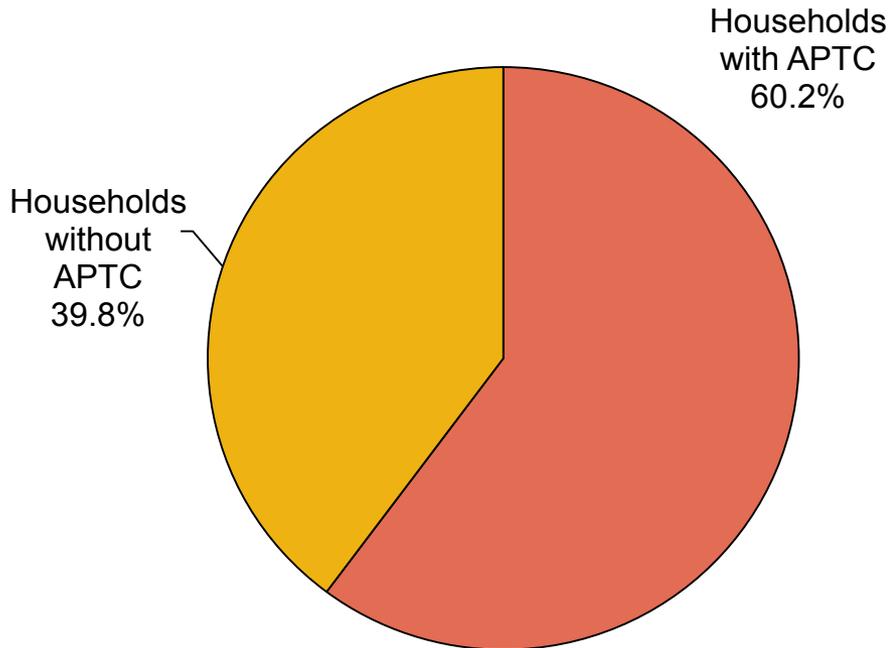
2018 QHP Enrollment by Rating Region as of Jan. 9, 2018

| Rating Area | Percent of State's Population in Region | Percent of QHP Enrollees in Region |
|-------------|---|------------------------------------|
| 1 | 7.9% | 7.1% |
| 2 | 5.7% | 6.4% |
| 3 | 4.7% | 5.2% |
| 4 | 2.1% | 3.2% |
| 5 | 3.6% | 4.3% |
| 6 | 4.1% | 4.9% |
| 7 | 7.7% | 9.4% |
| 8 | 62.6% | 58.0% |
| 9 | 1.5% | 1.6% |

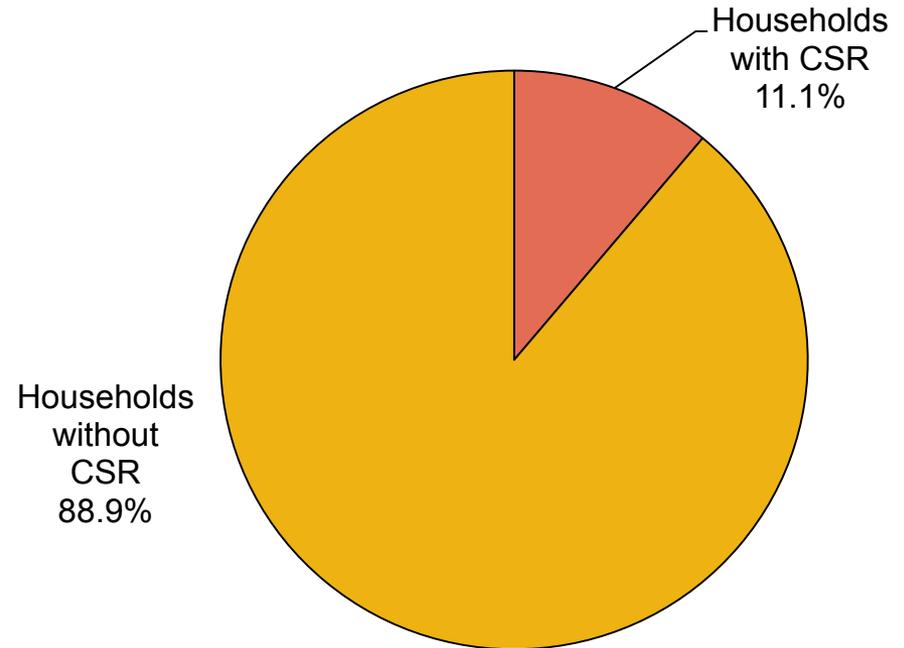


2018 QHP Households Receiving Financial Help as of January 9, 2018

Advanced Premium Tax Credit subsidies



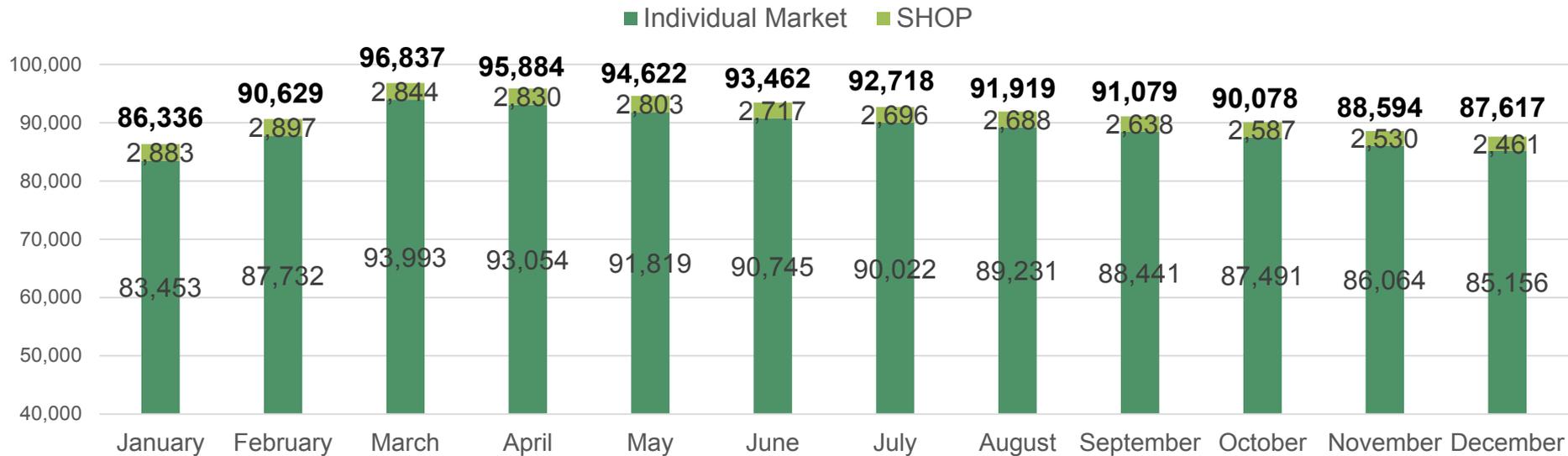
Cost Sharing Reduction subsidies



Note: Based on cumulative QHP enrollment for Open Enrollment 2018. Subsidies will be applied to payments beginning January 2018.

Effectuated Enrollments and Average Premiums, 2017

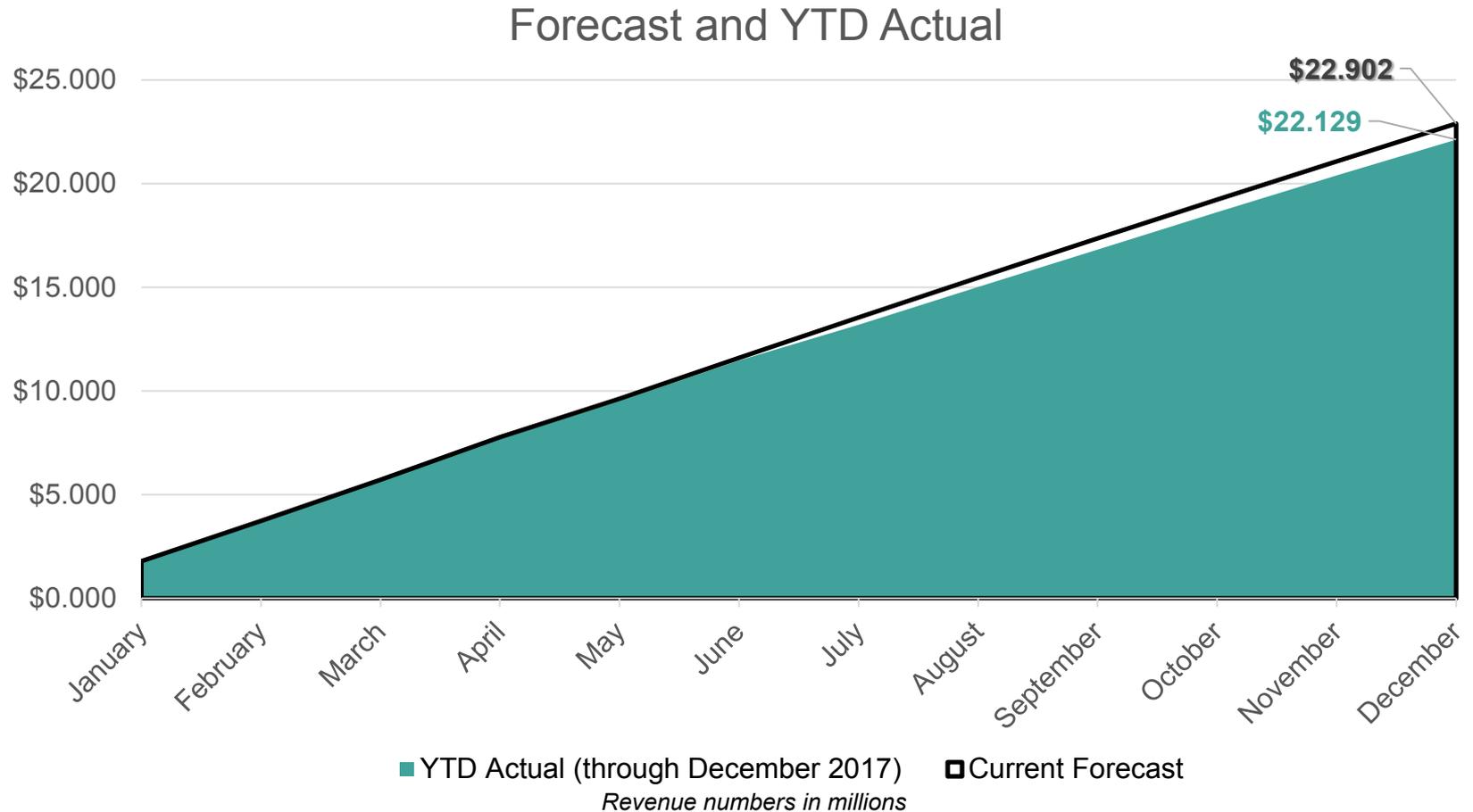
Monthly Effectuated Enrollments
January – December 2017



| | | | | | | | | | | | | |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------------|----------|----------|
| Average Premium (Pre-APTC) | \$578.56 | \$577.03 | \$570.65 | \$569.97 | \$569.89 | \$568.80 | \$568.07 | \$567.11 | \$566.69 | Incomplete data | \$570.27 | \$570.64 |
| Average Premium (Post-APTC) | \$273.69 | \$263.33 | \$257.63 | \$257.13 | \$256.95 | \$256.94 | \$257.22 | \$257.18 | \$257.07 | Incomplete data | \$274.80 | \$275.59 |

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.

MNsure Premium Withhold Revenue Calendar Year 2017



Note: EY17 forecast is based on budget passed at July 26, 2017 MNsure Board meeting.

Customer Service Dashboard

| All Callers Top Contact Center Inquiries, Nov. 15, 2017 – Jan. 7, 2018 | |
|--|-------|
| 1. General questions | 36.6% |
| 2. MA/MCRE | 18.7% |
| 3. Password reset/ Account unlock | 9.9% |

| Assister Resource Center (ARC) Top Inquiries, Nov. 15, 2017 – Jan. 7, 2018 | |
|--|-------|
| 1. Existing/pending inquiry | 52.3% |
| 2. Password reset/Account unlock | 14.7% |
| 3. Determination result | 9.0% |

| Broker Line Top Inquiries, Nov. 15, 2017 – Jan. 7, 2018 | |
|---|-------|
| 1. Password reset/Account unlock | 14.0% |
| 2. Status | 13.3% |
| 3. Questions | 10.2% |

Contact Center Call Volume and Service Level

MNsure Contact Center Weekly Call Volume & Service Level
July 1, 2017 – January 7, 2018



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 |

METS 2017/2018 Release Roadmap

| Spring 2017 | Summer 2017 | Fall 2017 | Winter 2017 | Spring 2018 | Summer 2018 |
|--|---|------------------------------------|--|---|----------------------|
| Assister Portal | Cúram Eligibility System Upgrade | MMIS Interface (Includes Redesign) | MMIS Interface (Includes Redesign) | MMIS Interface (Includes Redesign) | Carrier Integration |
| Notices (Includes Redesign) | Supervisor Workspace / Org Location Structure | Notices (Includes Redesign) | Notices (Includes Redesign) | Notices (Includes Redesign) | Annual Cúram Upgrade |
| PRISM Defects | | Carrier Integration | Carrier Integration | Carrier Integration | EngagePoint Upgrade |
| Cost Sharing | Notices (Includes Redesign) | Trigger of FTR via Federal Hub | Periodic Data Match (PDM) /FTI Masking | Reasonable Opportunity Period (ROP) Phase 1 | Oracle Upgrade |
| Federal Poverty Level (FPL) - MA Annual Update | MMIS Interface (Includes Redesign) | Defects | Defects | DEED for Renewals | |
| MMIS Interface (Includes Redesign) | Defects | | | Defects | |
| Defects | | | | | |

Ongoing Efforts

| |
|--------------------------------------|
| 1095-A Operations |
| 1095-B Operations |
| Data Access and Management - Reports |
| Defect Management |
| Discovery |
| Infrastructure Improvements |
| MAXIS to METS Migration |
| Premium Reconciliation |
| Periodic/Annual Work |
| Renewals Operations |