



# Board of Directors Meeting

## March 14, 2018



# MNsire Dashboard

<b>Cumulative Enrollment, Nov. 1, 2017 – Mar. 11, 2018</b>	
<b>Total</b>	<b>289,003</b>
Medical Assistance applications	138,336
MinnesotaCare applications	36,968
Qualified Health Plans	113,699
QHP new consumers	37,330
Qualified Dental Plans	11,593

<b>Contact Center, Jan. 8 – Mar. 11, 2018</b>	
Call Volume	95,728
Service Level (% of calls answered in 5 min. or less)	81.9%
Average Speed of Answer	0:02:08
Calls Abandoned while in Queue	5.1%

# QHP Dashboard

## 2018 Plans & Carriers as of Mar. 11, 2018

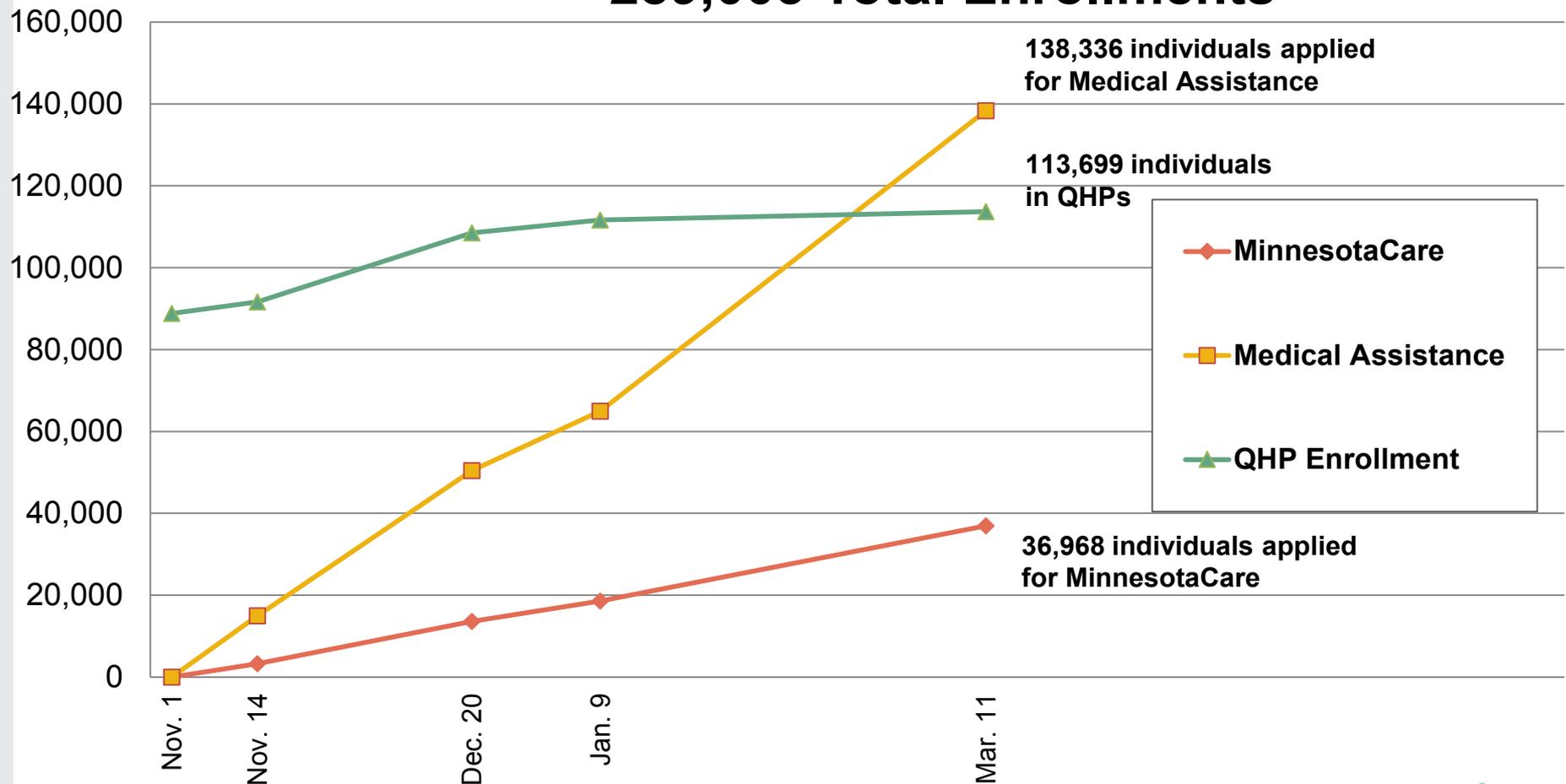
Carrier	2018 Enrollment To Date	2017 Enrollment
BluePlus	14.3%	22.1%
HealthPartners	25.0%	27.3%
Medica	29.5%	23.5%
UCare	31.1%	26.9%
<b>Metal Level</b>		
Gold	9.7%	10.1%
Silver	32.7%	32.4%
Bronze	55.7%	55.9%
Catastrophic	1.9%	1.6%

## 2018 QHP Enrollee Demographics as of Mar. 11, 2018

Age	2018 Enrollment To Date	2017 Enrollment
<18	10.7%	10.7%
18-25	7.3%	7.3%
26-34	14.0%	15.5%
35-44	13.6%	13.6%
45-54	17.9%	18.2%
55-64	36.2%	34.3%
65+	0.4%	0.5%
<b>Sex</b>		
Male	48.4%	48.1%
Female	51.6%	51.9%

# Enrollments by Program for 2018 Coverage Nov. 1, 2017 – Mar. 11, 2018

## 289,003 Total Enrollments

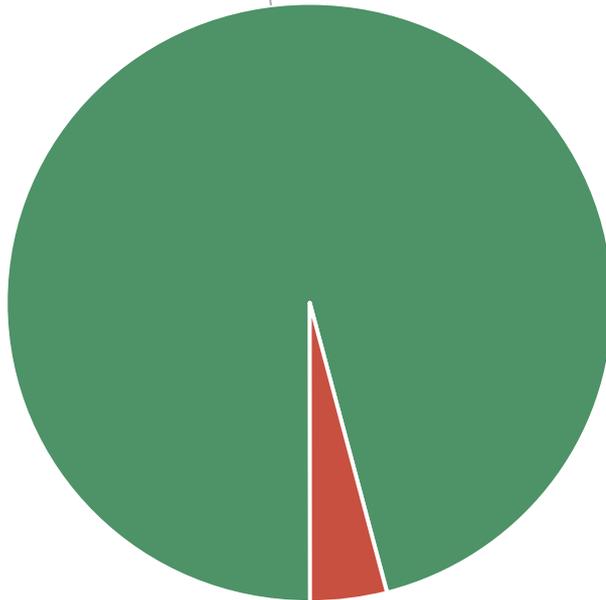


Public program applications began at zero starting November 1, 2017.

# Current MA and MCRE Enrollee Count February 2018

## Medical Assistance

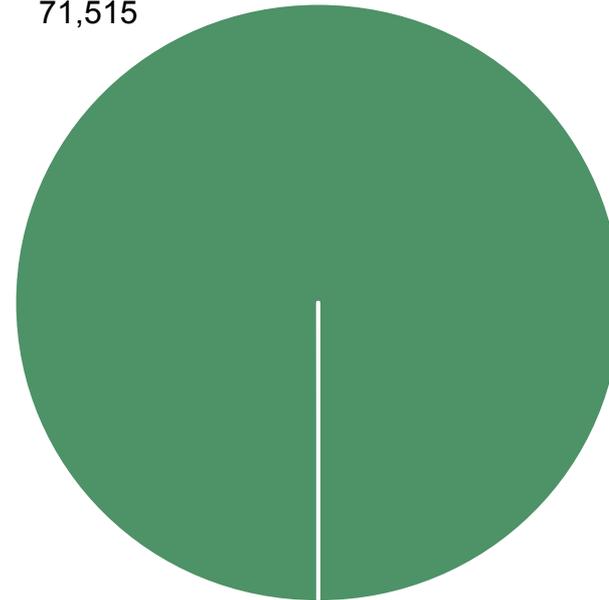
Minnesota Eligibility  
Technology System  
853,102



Legacy  
Systems  
36,350

## MinnesotaCare

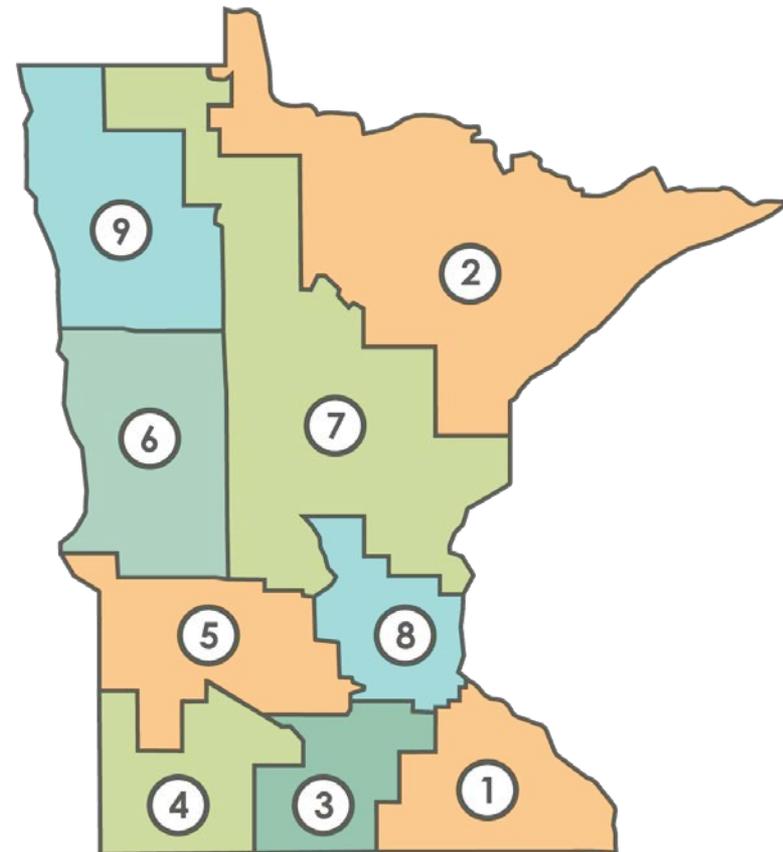
Minnesota Eligibility  
Technology System  
71,515



Legacy  
Systems  
0

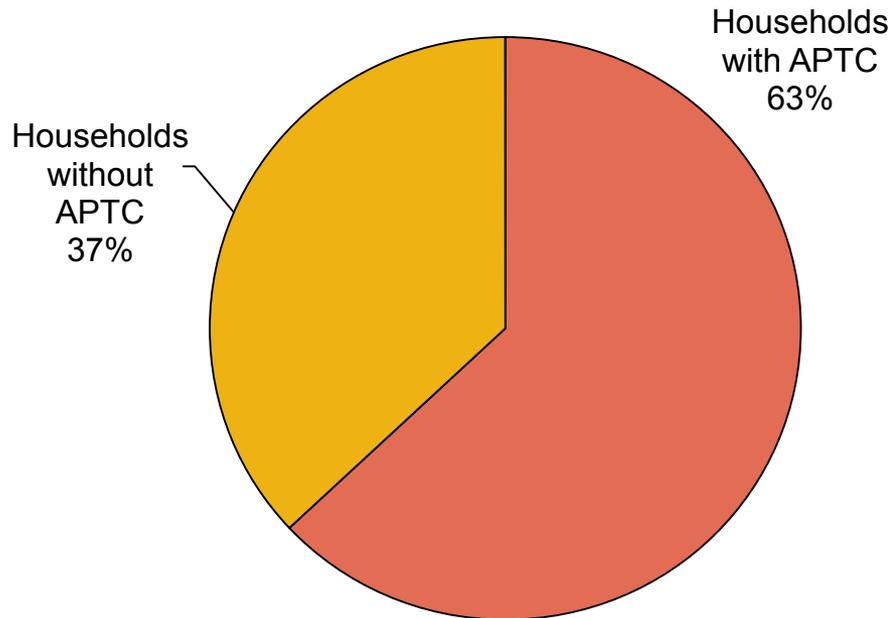
# 2018 QHP Enrollment by Rating Region as of March 11, 2018

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	7.9%	7.0%
2	5.7%	6.4%
3	4.7%	5.2%
4	2.1%	3.1%
5	3.6%	4.3%
6	4.1%	4.8%
7	7.7%	9.4%
8	62.6%	58.4%
9	1.5%	1.5%

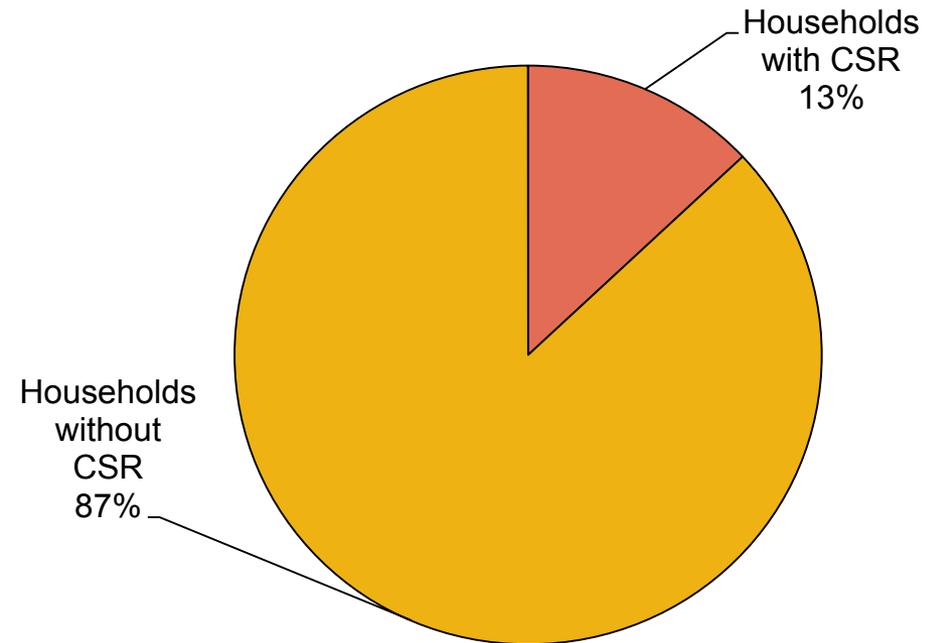


# 2018 QHP Households Receiving Financial Help as of March 11, 2018

## Advanced Premium Tax Credit subsidies



## Cost Sharing Reduction subsidies



Note: Data is based on effectuated enrollment for February 2018.

# Effectuated Enrollments and Average Premiums, 2017-2018

Monthly Effectuated Enrollments  
July 2017 – February 2018

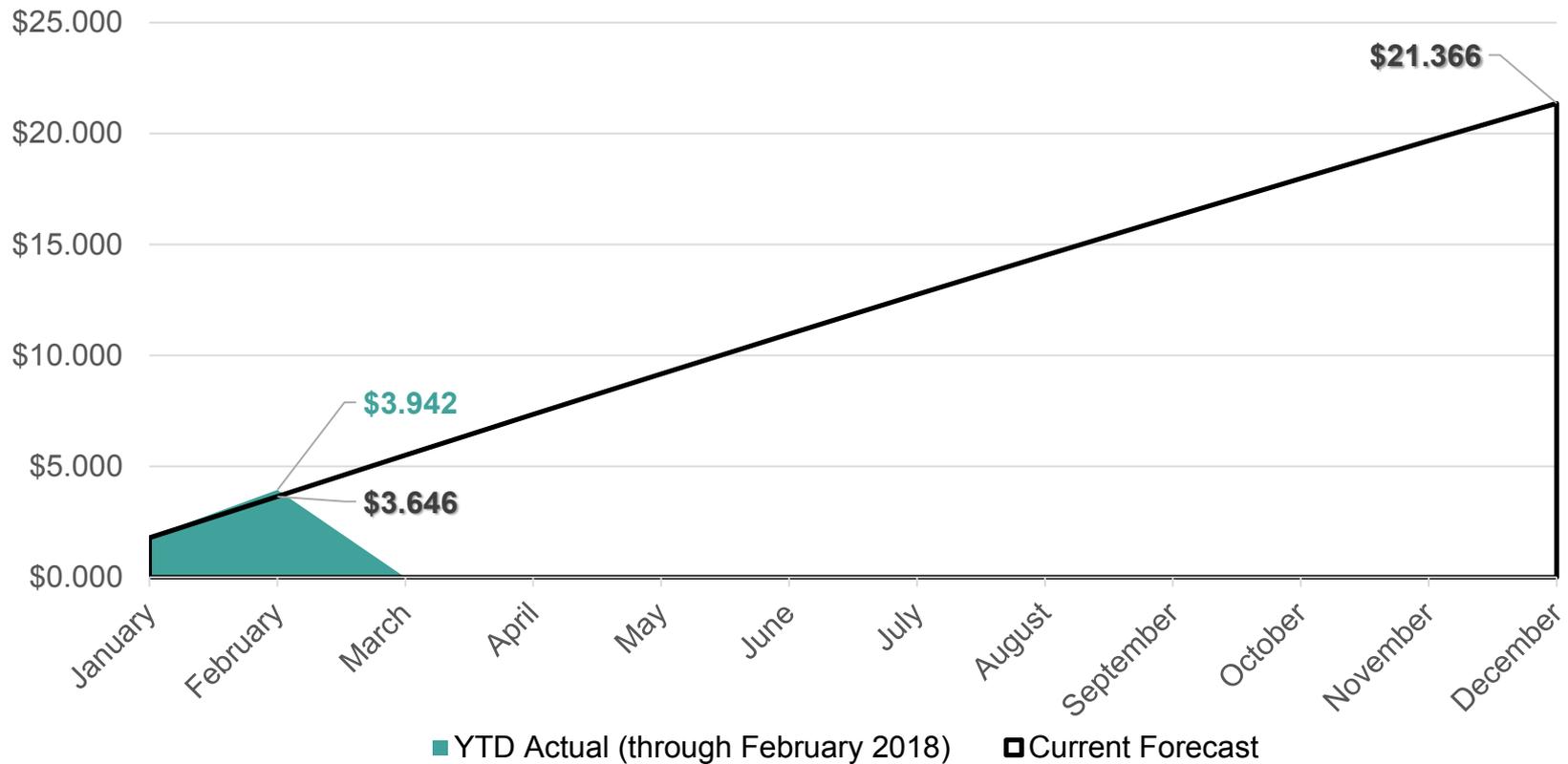


<b>Average Pre-APTC Premium</b>	\$567.46	\$566.97	\$566.29	\$565.84	\$565.33	\$565.08	\$542.73	\$536.19
<b>Average Post-APTC Premium</b>	\$265.41	\$265.61	\$265.47	\$265.80	\$265.94	\$266.93	\$294.70	\$285.49

Note: Effectuated enrollments and average premium amounts are based upon the latest data received from carriers. Average premiums are based on individual market enrollees only. Average premiums do not include Minnesota's premium subsidy program.

# MNsure Premium Withhold Revenue Calendar Year 2018

Forecast and YTD Actual



Revenue numbers in millions

Note: EY18 forecast is based on proposed preliminary budget for MNsure Board consideration at March 14, 2018 meeting.

# Customer Service Dashboard

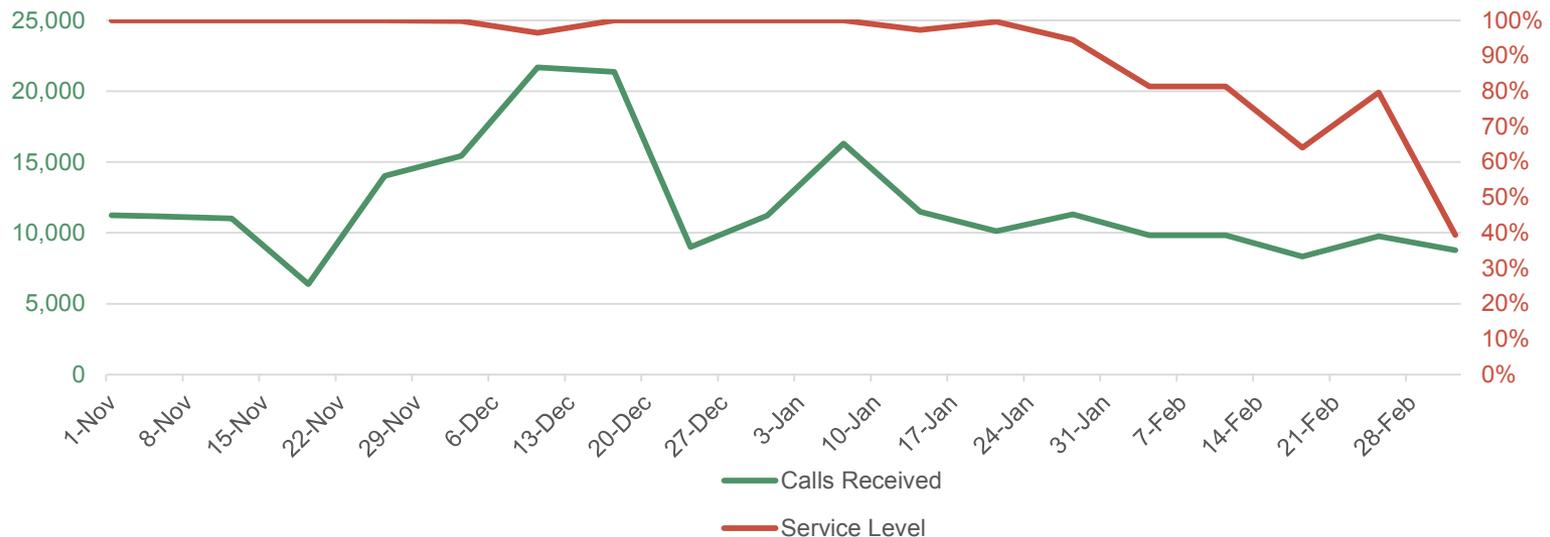
All Callers Top Contact Center Inquiries, Jan. 8 – Mar. 11, 2018	
1. How do I update my application	19.3%
2. MA/MCRE	19.1%
3. Password reset/ Account unlock	11.5%

Assister Resource Center (ARC) Top Inquiries, Jan. 8 – Mar. 11, 2018	
1. Existing/pending inquiry	50.9%
2. Password reset/Account unlock	15.3%
3. Determination result	9.1%

Broker Line Top Inquiries, Jan. 8 – Mar. 11, 2018	
1. Status	15.9%
2. Questions	10.2%
3. Loss of Health Care Coverage	8.9%

# Contact Center Call Volume and Service Level

**MNsure Contact Center Call Volume/Service Level  
Nov. 1, 2017 – Mar. 11, 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.

# METS 2018 Release Roadmap

## Spring 2018

MMIS Interface (Redesign & Defects)
Notices
Carrier Integration
Reasonable Opportunity Period (ROP) Phase 1
DEED for Renewals
Defects

## Summer 2018

Carrier Integration
Annual Cúram Upgrade
EngagePoint Upgrade
Oracle Upgrade

## Fall 2018

MMIS Interface (Redesign & Defects)
Notices
Carrier Integration
Defects
PRISM
Reasonable Opportunity Period (ROP) Phase 2

## Winter 2018

MMIS Interface (Defects)
Notices
Carrier Integration
FTI Renewals
Defects

## Ongoing Operations Projects

1095-A Operations
1095-B Operations
Data Access and Management - Reports
Defect Management
Infrastructure Improvements
Periodic/Annual Work
Annual Renewal Processing / Renewals Operations

## Work Planned in 2018 (Deploying 2019 or later)

### Key

Work Incomplete
Work Completed
Work Planned or Underway

Discovery
Verify Lawful Presence (VLP) Step 1
Get Insured Implementation
Effective Dates
Renewals Improvement Processing
Unique Person ID