



Board of Directors Meeting

July 18, 2018

MNsure Dashboard

Enrollment, Nov. 1, 2017 – July 15, 2018	
Total	408,783
Medical Assistance applicants	252,694
MinnesotaCare applicants	55,630
Qualified Health Plans (active)	100,459
QHP new consumers (active)	36,536
Qualified Dental Plans (active)	10,359

Contact Center, June 18 – July 15, 2018	
Call Volume	19,738
Service Level (% of calls answered in 5 min. or less)	51.4%
Average Speed of Answer	0:06:03
Calls Abandoned while in Queue	9.9%

QHP Dashboard

2018 Plans & Carriers as of July 15, 2018

Carrier	2018 Enrollment To Date	2017 Enrollment
BluePlus	13.1%	22.1%
HealthPartners	25.4%	27.3%
Medica	30.1%	23.5%
UCare	31.4%	26.9%
Metal Level		
Gold	9.8%	10.1%
Silver	33.2%	32.4%
Bronze	55.2%	55.9%
Catastrophic	1.8%	1.6%

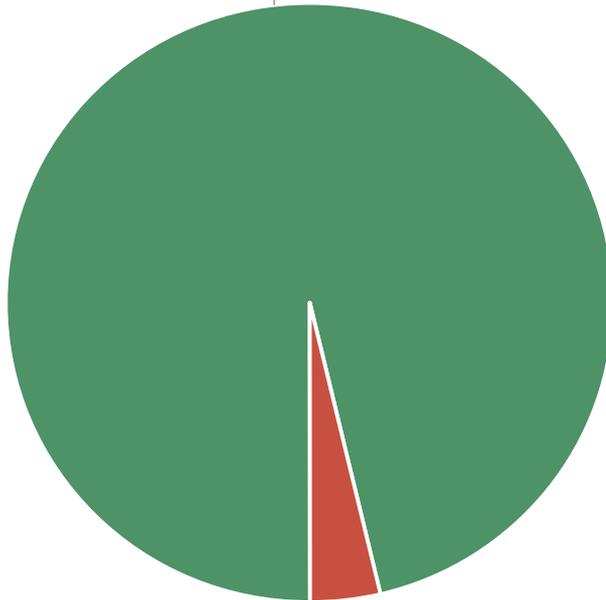
2018 QHP Enrollee Demographics as of July 15, 2018

Age	2018 Enrollment To Date	2017 Enrollment
<18	11.3%	10.7%
18-25	7.0%	7.3%
26-34	13.1%	15.5%
35-44	13.1%	13.6%
45-54	18.0%	18.2%
55+	37.6%	34.3%
Sex		
Male	48.0%	48.1%
Female	52.0%	51.9%

Current MA and MCRE Enrollee Count June 2018

Medical Assistance

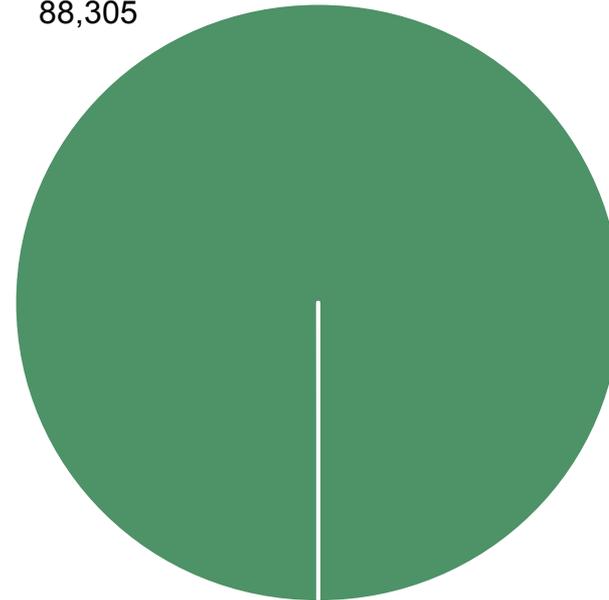
Minnesota Eligibility
Technology System
864,143



Legacy
Systems
33,530

MinnesotaCare

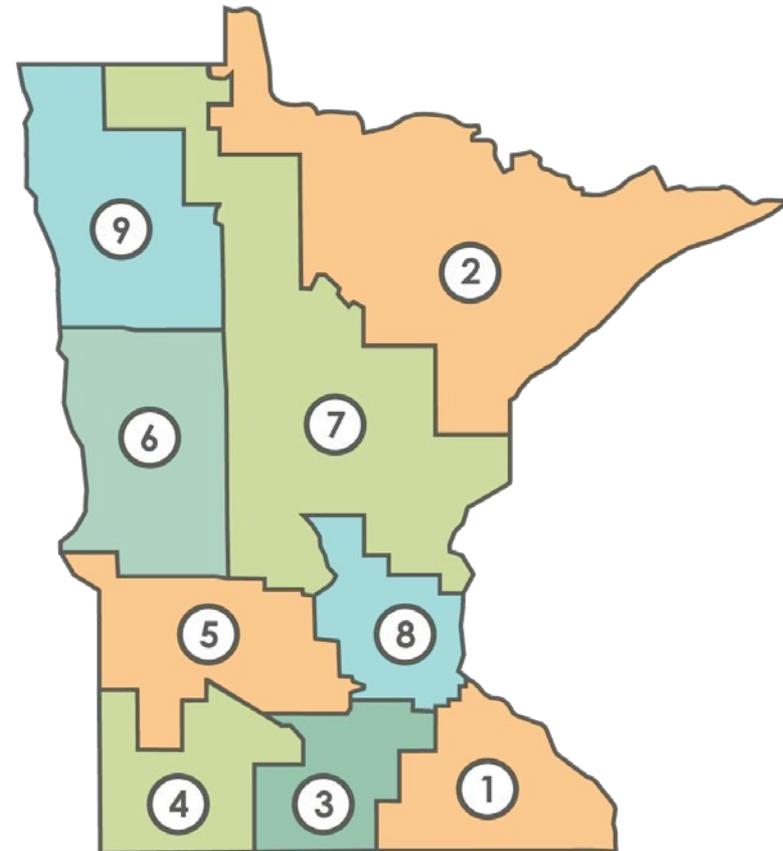
Minnesota Eligibility
Technology System
88,305



Legacy
Systems
0

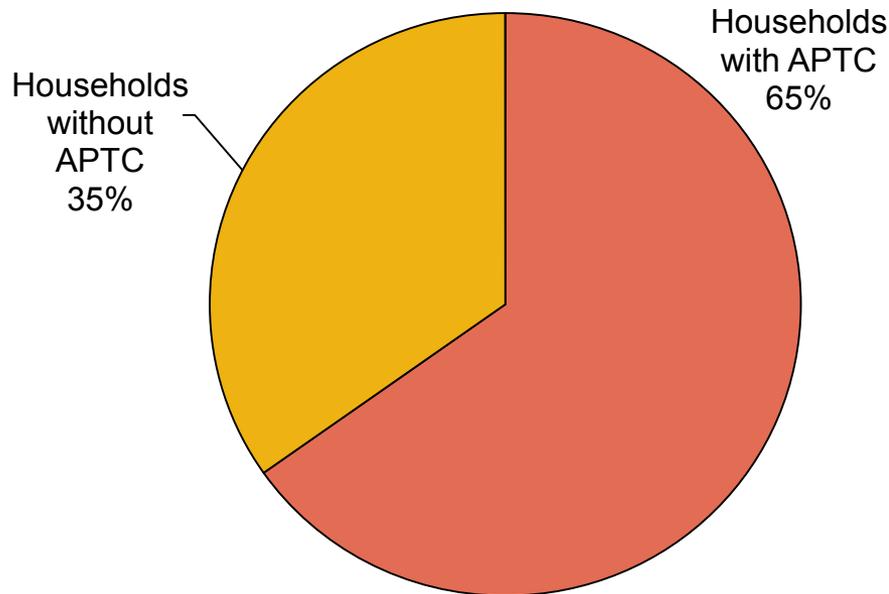
2018 QHP Enrollment by Rating Region as of July 15, 2018

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	7.9%	6.9%
2	5.7%	6.5%
3	4.7%	5.1%
4	2.1%	3.2%
5	3.6%	4.4%
6	4.1%	4.8%
7	7.7%	9.5%
8	62.6%	58.3%
9	1.5%	1.5%

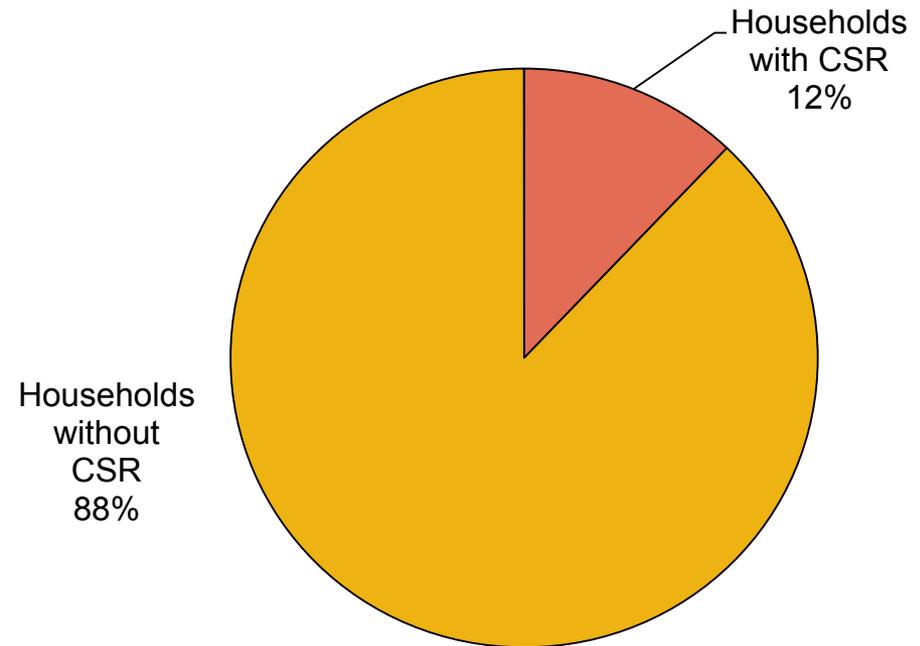


2018 QHP Households Receiving Financial Help as of July 15, 2018

Advanced Premium Tax Credit subsidies



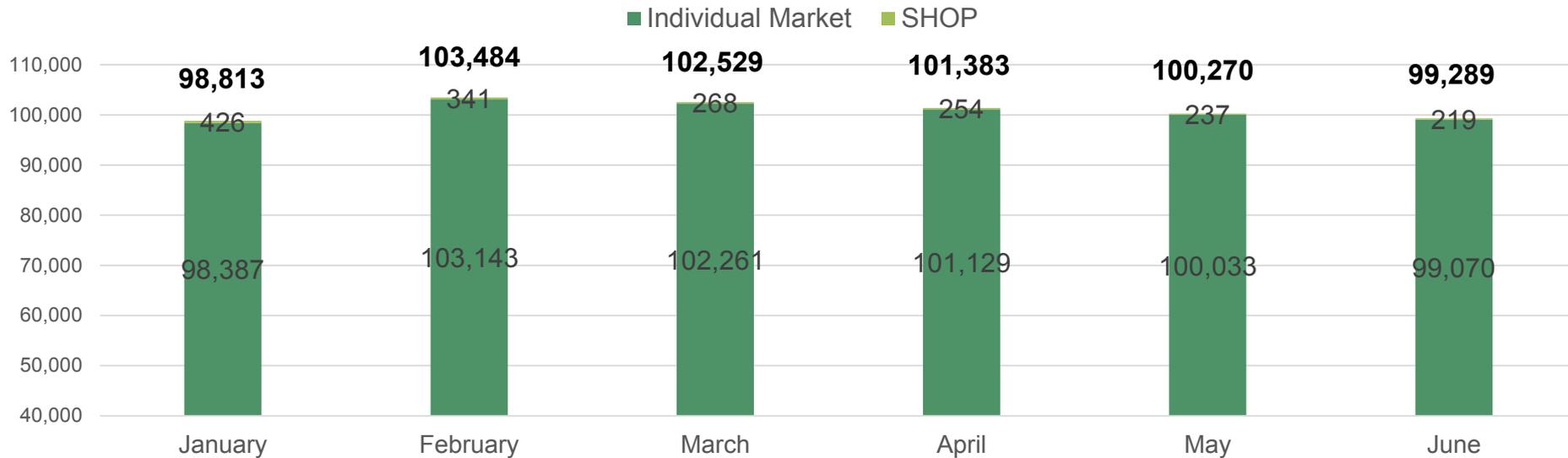
Cost Sharing Reduction subsidies



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

Effectuated Enrollments and Average Premiums, 2017-2018

Monthly Effectuated Enrollments
January – June 2018

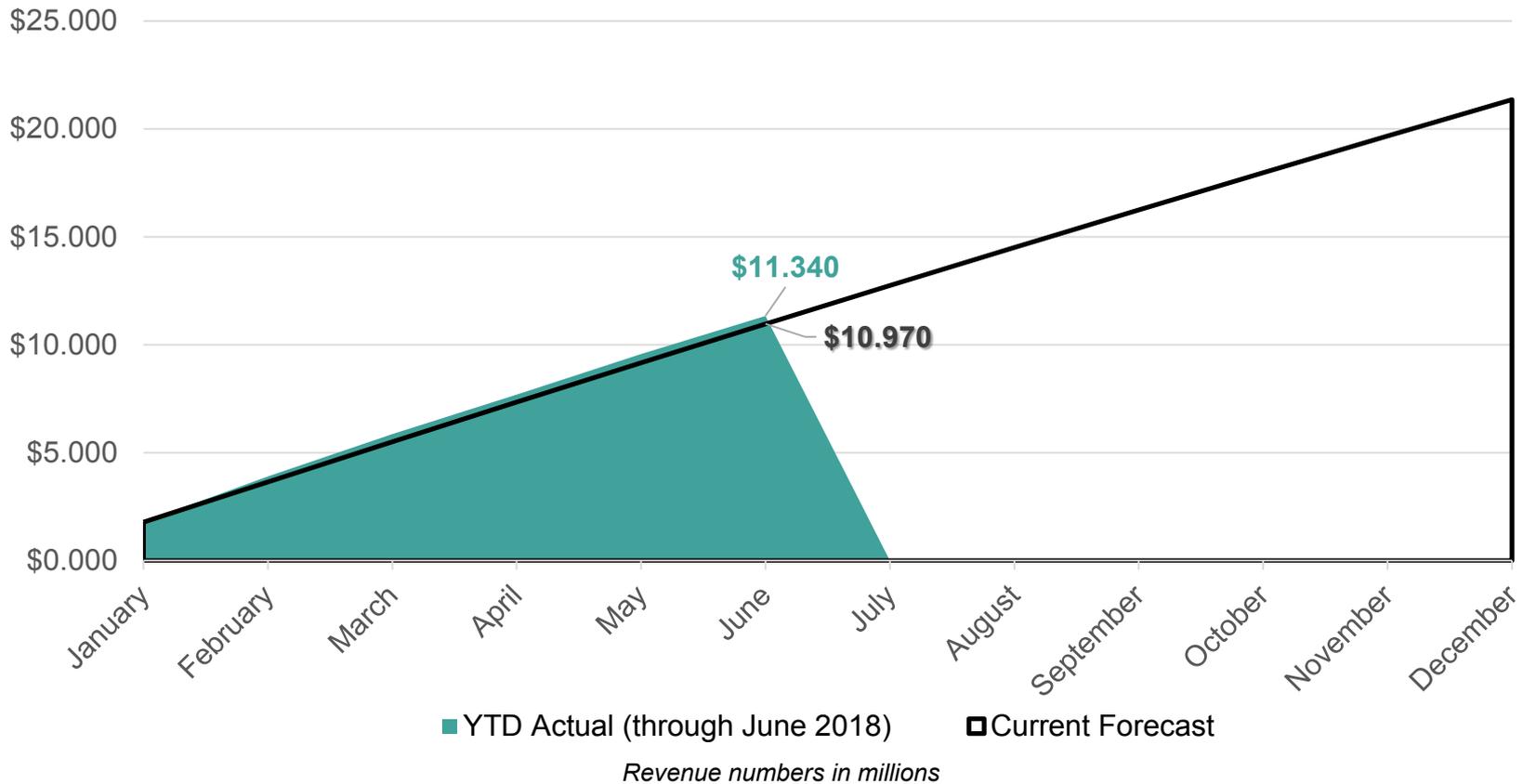


Average Pre-APTC Premium	\$542.15	\$534.45	\$534.16	\$534.19	\$533.50	\$533.00
Average Post-APTC Premium	\$287.77	\$278.71	\$276.76	\$277.08	\$277.08	\$277.50

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.

MNsure Premium Withhold Revenue Calendar Year 2018

Forecast and YTD Actual



Note: EY18 forecast is based on preliminary budget approved at March 14, 2018 meeting.

Customer Service Dashboard

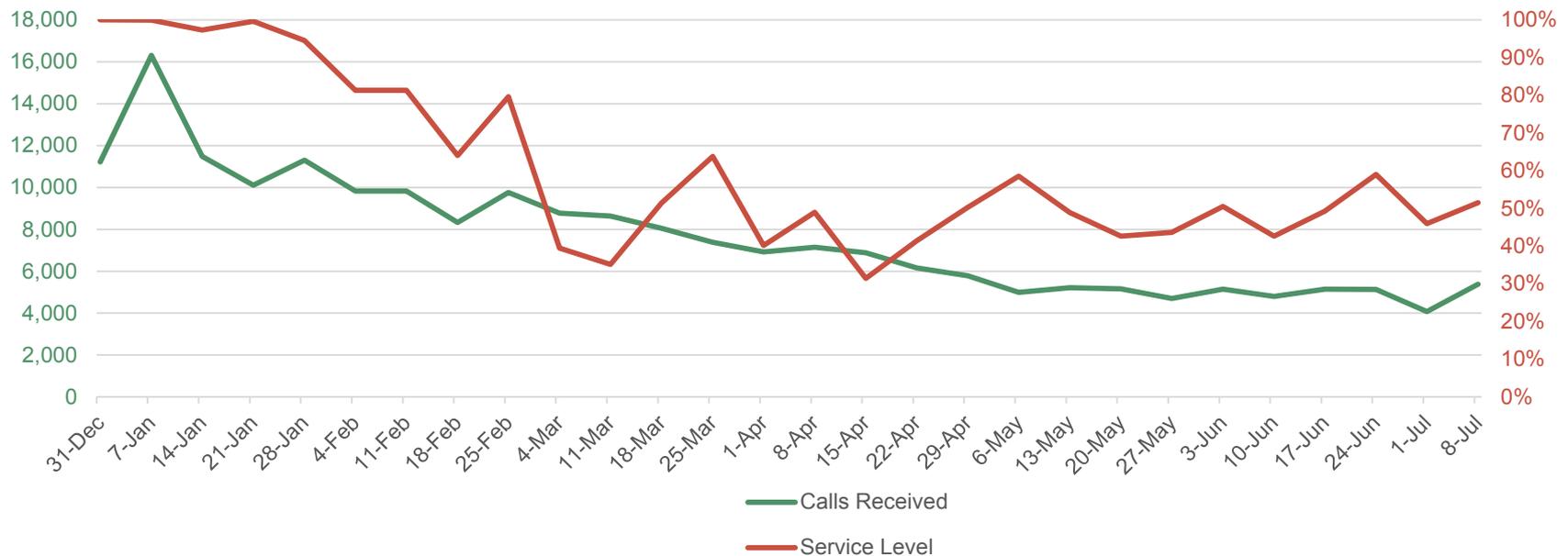
All Callers Top Contact Center Inquiries, June 18 – July 15, 2018	
1. MA/MCRE	23.9%
2. Password reset/ Account unlock	11.7%
3. Verification	7.7%

Assister Resource Center (ARC) Top Inquiries, June 18 – July 15, 2018	
1. Determination result	20.1%
2. Public Program Status	19.8%
3. Password reset/Account unlock	19.6%

Broker Line Top Inquiries, June 18 – July 15, 2018	
1. Loss of ESI	9.5%
2. Status of enrollment	7.1%
3. Loss/Gain of MEC	5.9%

Contact Center Call Volume and Service Level

MNsure Contact Center Call Volume/Service Level
January 1 – July 15, 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
Reasonable Opportunity Period (ROP) Phase 1
DEED for Renewals
Defects

Summer 2018

Carrier Integration
Periodic Data Matching/FTI Masking
Annual Cúram Upgrade
EngagePoint/ Oracle/ Cloudera Product Upgrades

Fall 2018

MMIS Interface (Redesign & Defects)
Notices
Carrier Integration
Reasonable Opportunity Period (ROP) Renewals
Defects
Defects

Winter 2018

MMIS Interface Defects
Notices
FTI Renewals
Carrier Integration
Defects
Reasonable Opportunity Period (ROP) Phase 2 – If Certified

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

Projects with Work in Progress in 2018 (Deploying 2019 or later)

Key

Work Incomplete
Work Completed
Work Planned or Underway

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