

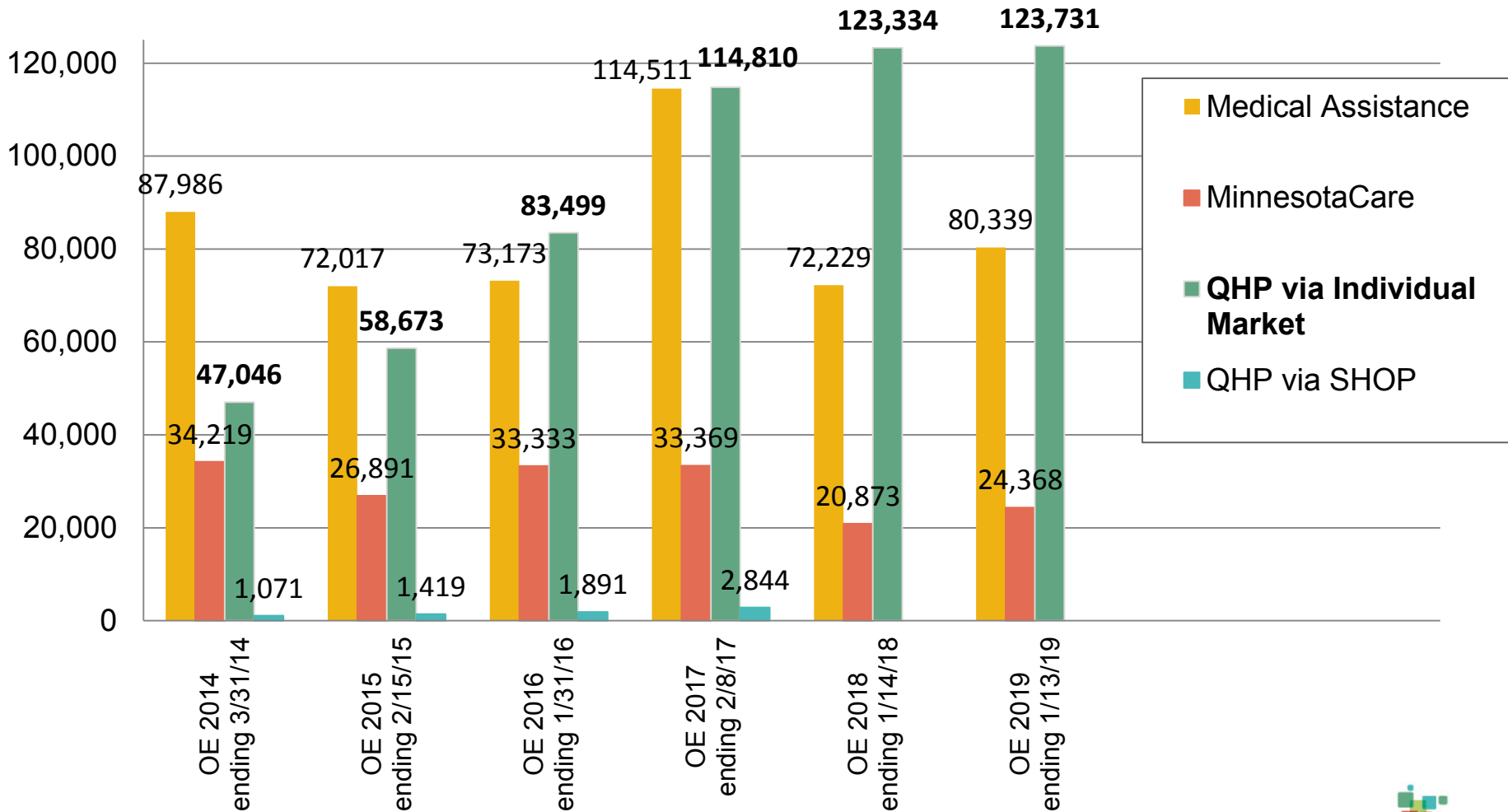


Board of Directors Meeting Year-to-Year Comparisons January 16, 2019



Sign-ups by Program

OE 2014 – OE 2019



Financial Help Comparison Dashboard

OE 2014 – OE 2019



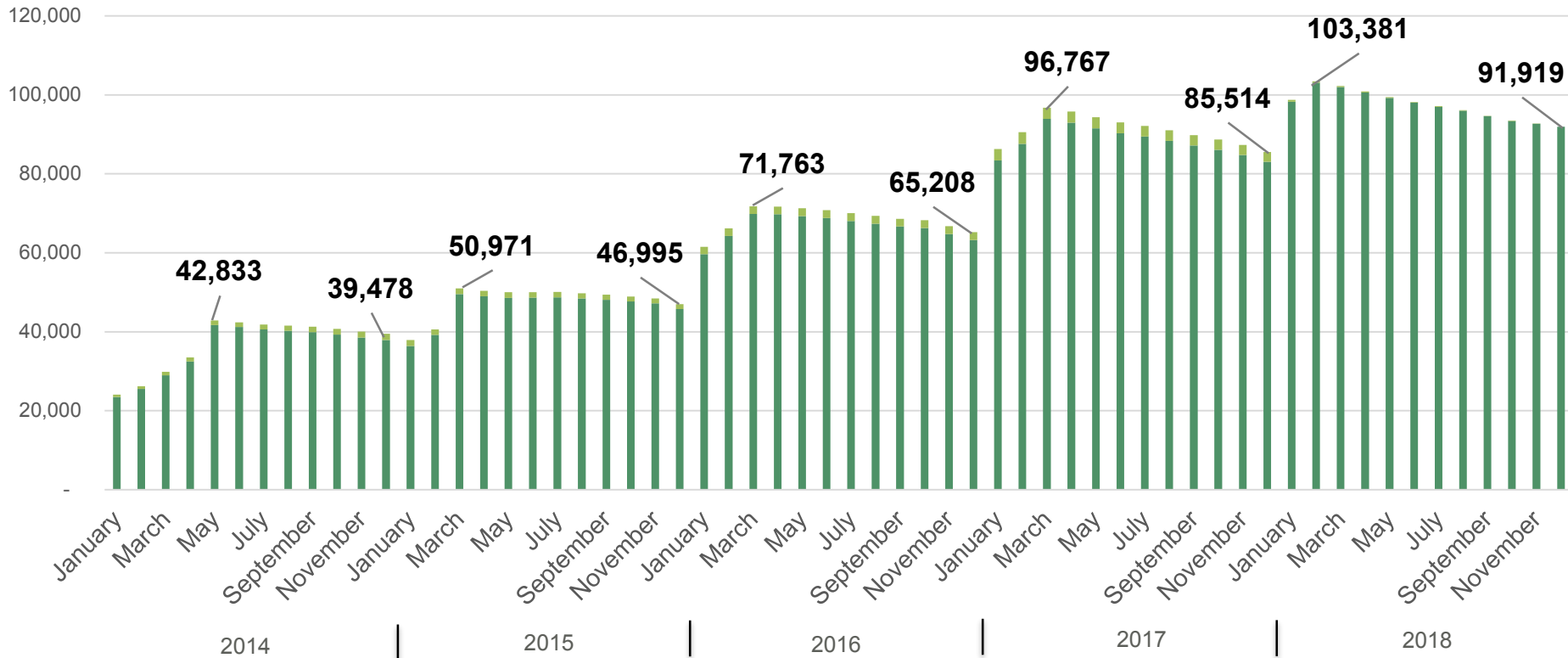
QHP Households Receiving Financial Help						
	OE 2019 ending 1/13/19	OE 2018 ending 1/14/18	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Households with Advanced Premium Tax Credits	57%	60%	64%	57%	47%	41%
Households with Cost Sharing Reductions	11%	11%	13%	13%	13%	13%
Average Monthly APTC by Household	\$460	\$576	\$621	\$309	\$225	\$185
Cumulative APTC through full calendar year	\$218.9M*	\$295.8M	\$325.1M	\$107.3M	\$48.3M	\$31.0M

**Projected based on current enrollment levels and prior-year effectuation patterns*

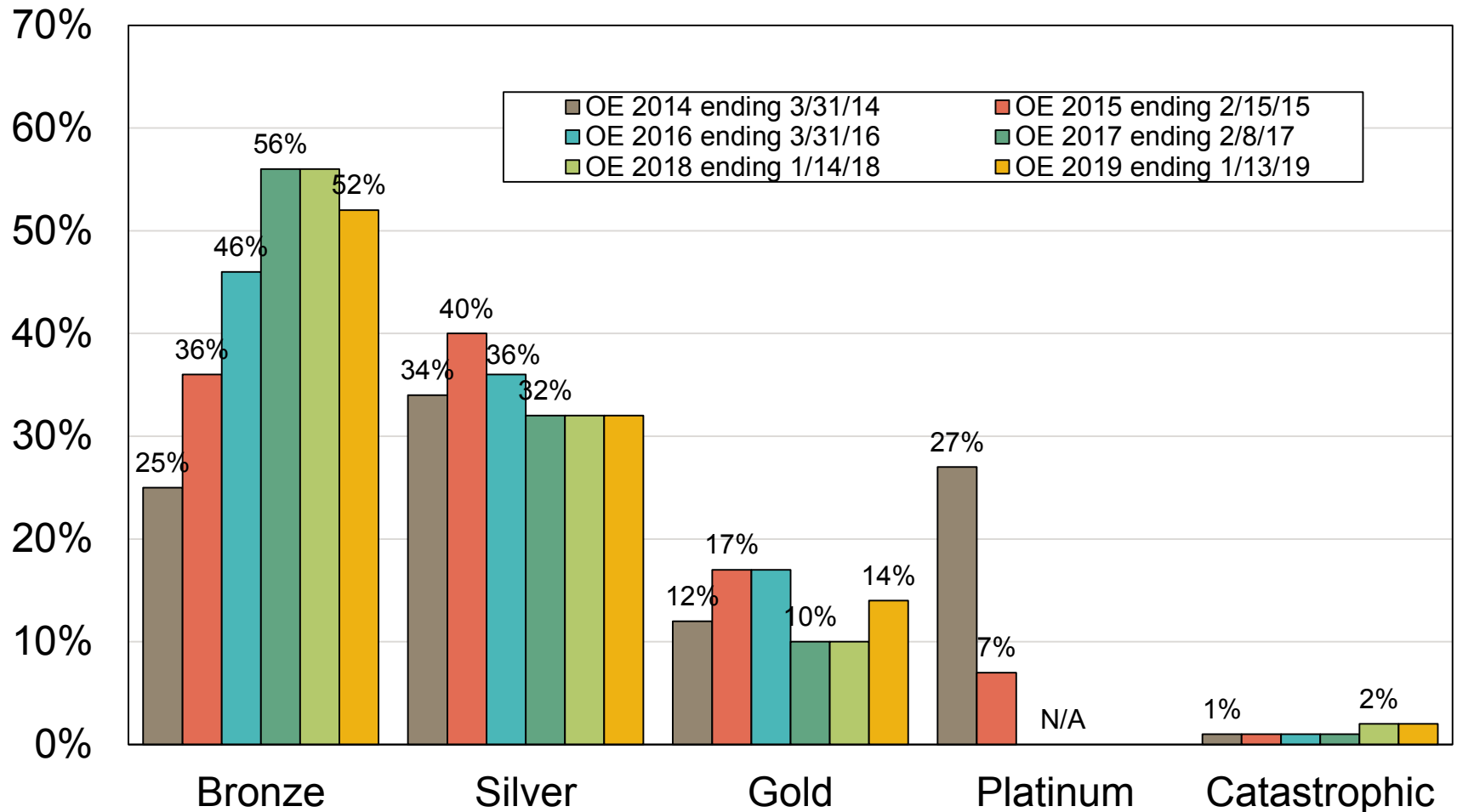
Effectuated Enrollments 2014-2018

Monthly Effectuated Enrollments
January 2014 – December 2018

■ Individual Market ■ SHOP



Individual Market: Enrollees by Metal Level OE 2014 – OE 2019



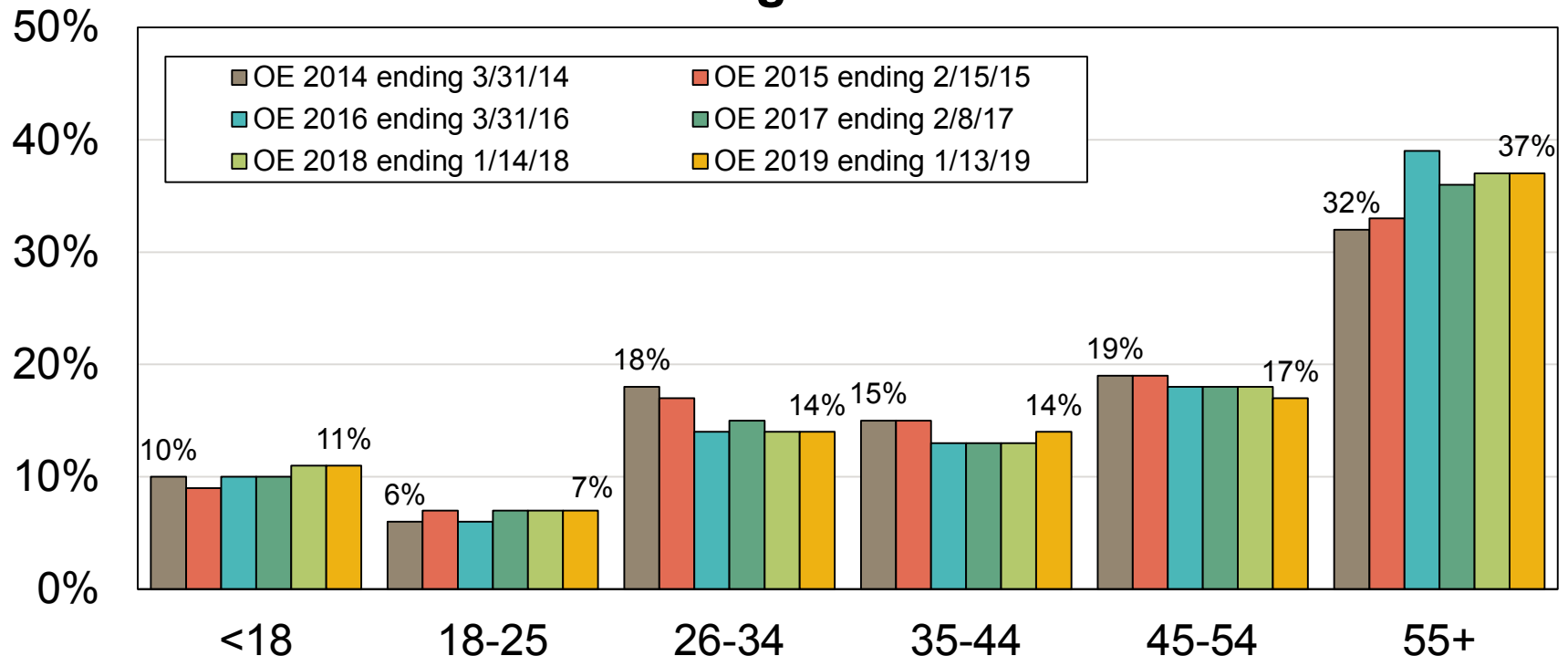
Individual Market: Enrollees by Carrier

OE 2014 – OE 2019

Enrollees by Carrier since start of Open Enrollment period						
Carrier	OE 2019 ending 1/13/19	OE 2018 ending 1/14/18	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
BluePlus	18%	15%	23%	8%	7%	--
HealthPartners	24%	26%	27%	24%	24%	12%
Medica	25%	29%	23%	19%	5%	4%
UCare	33%	30%	27%	21%	20%	1%
Blue Cross Blue Shield	--	--	--	28%	43%	24%
PreferredOne	--	--	--	--	--	59%

Individual Market: QHP Enrollee Demographics OE 2014 – OE 2019

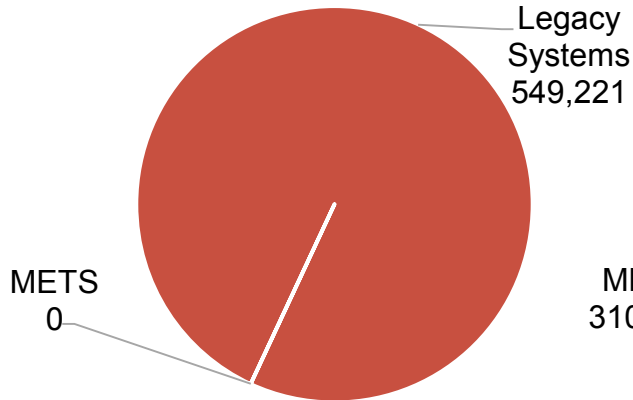
Age



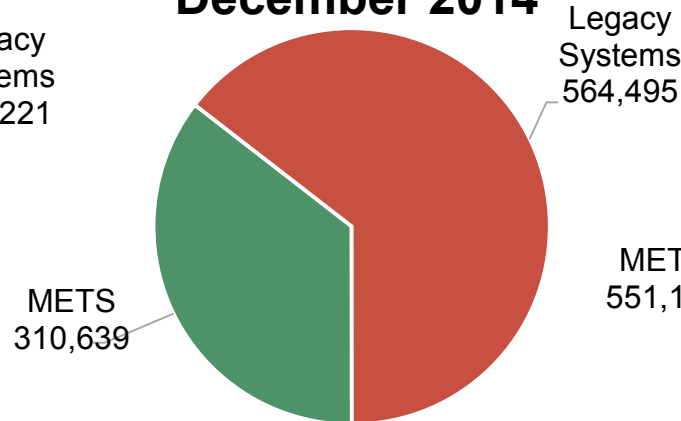
QHP Enrollee Demographics: Sex						
	OE 2019	OE 2018	OE 2017	OE 2016	OE 2015	OE 2014
Male	48.2%	48.4%	48.2%	48.3%	49.0%	48.5%
Female	51.8%	51.6%	51.8%	51.7%	51.0%	51.5%

Medical Assistance Enrollment Count

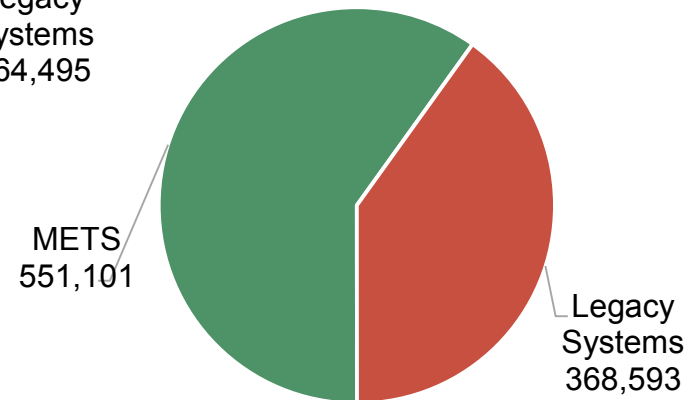
December 2013



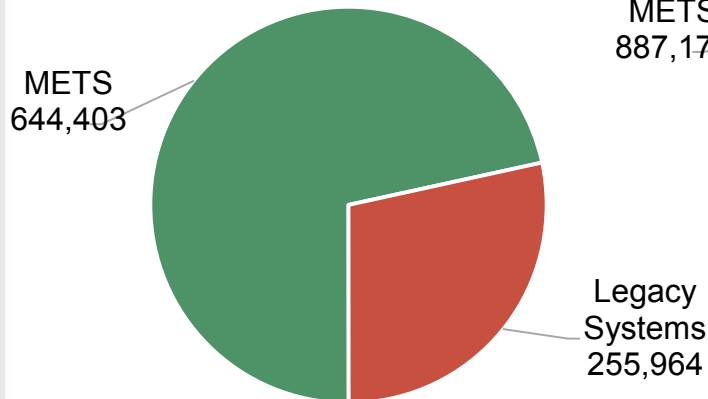
December 2014



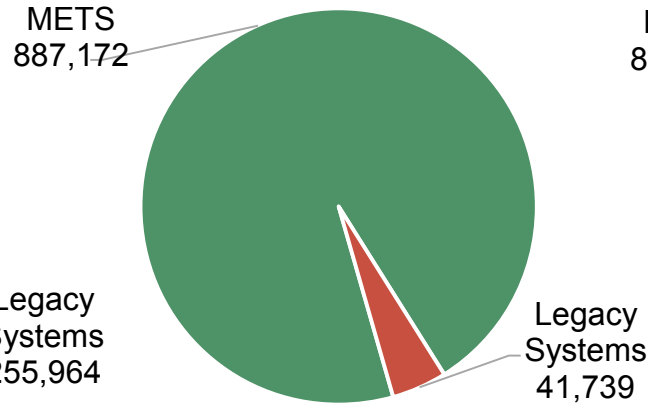
December 2015



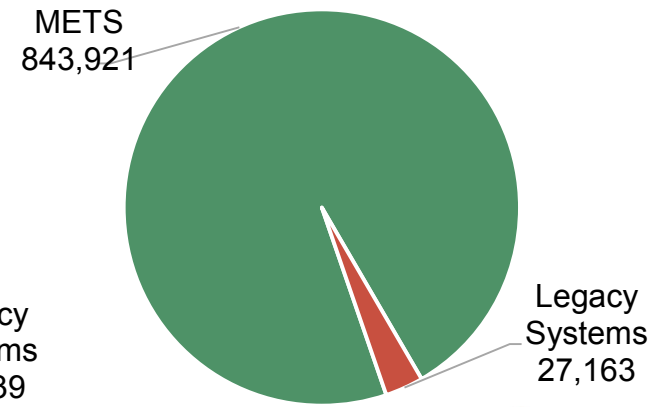
December 2016



December 2017



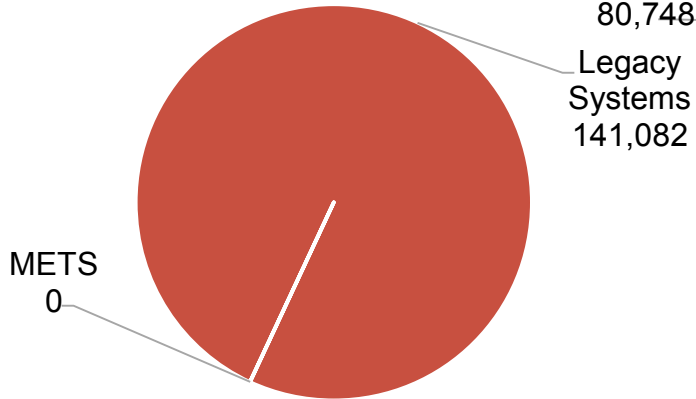
December 2018



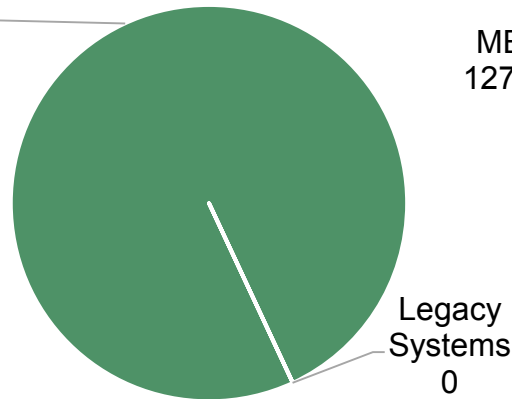
MinnesotaCare Enrollment Count



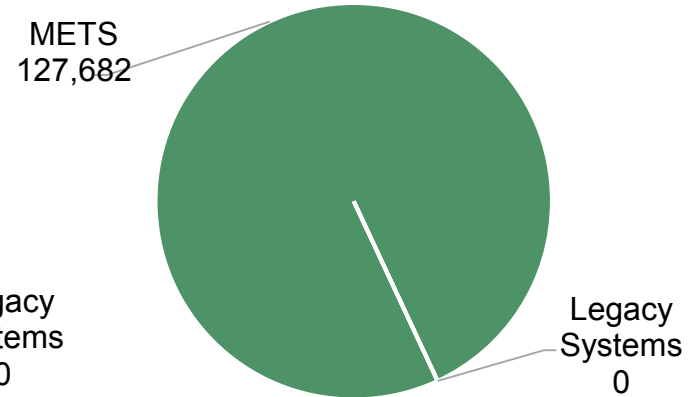
December 2013



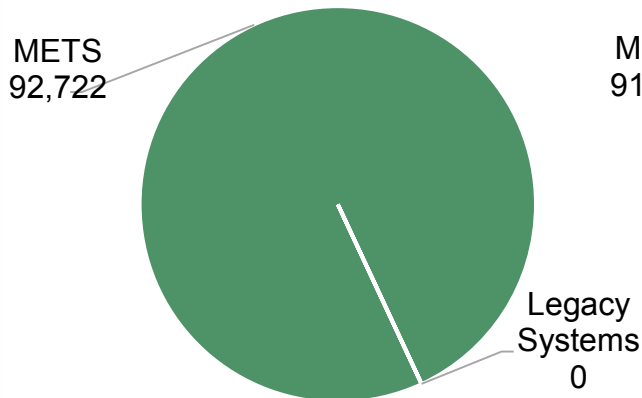
December 2014



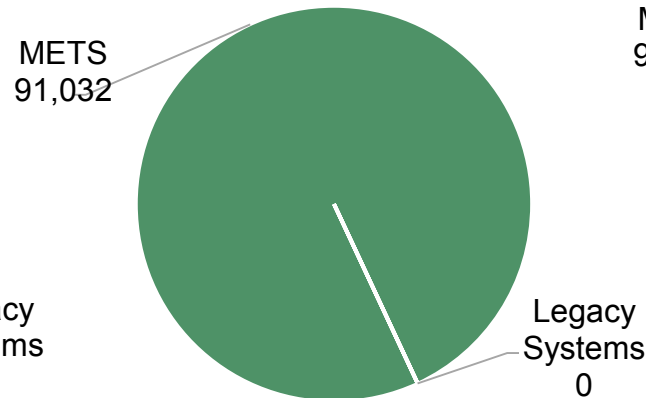
December 2015



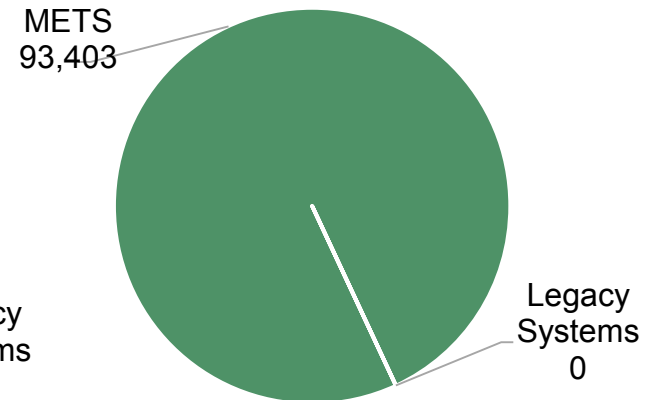
December 2016



December 2017



December 2018



Contact Center Dashboard

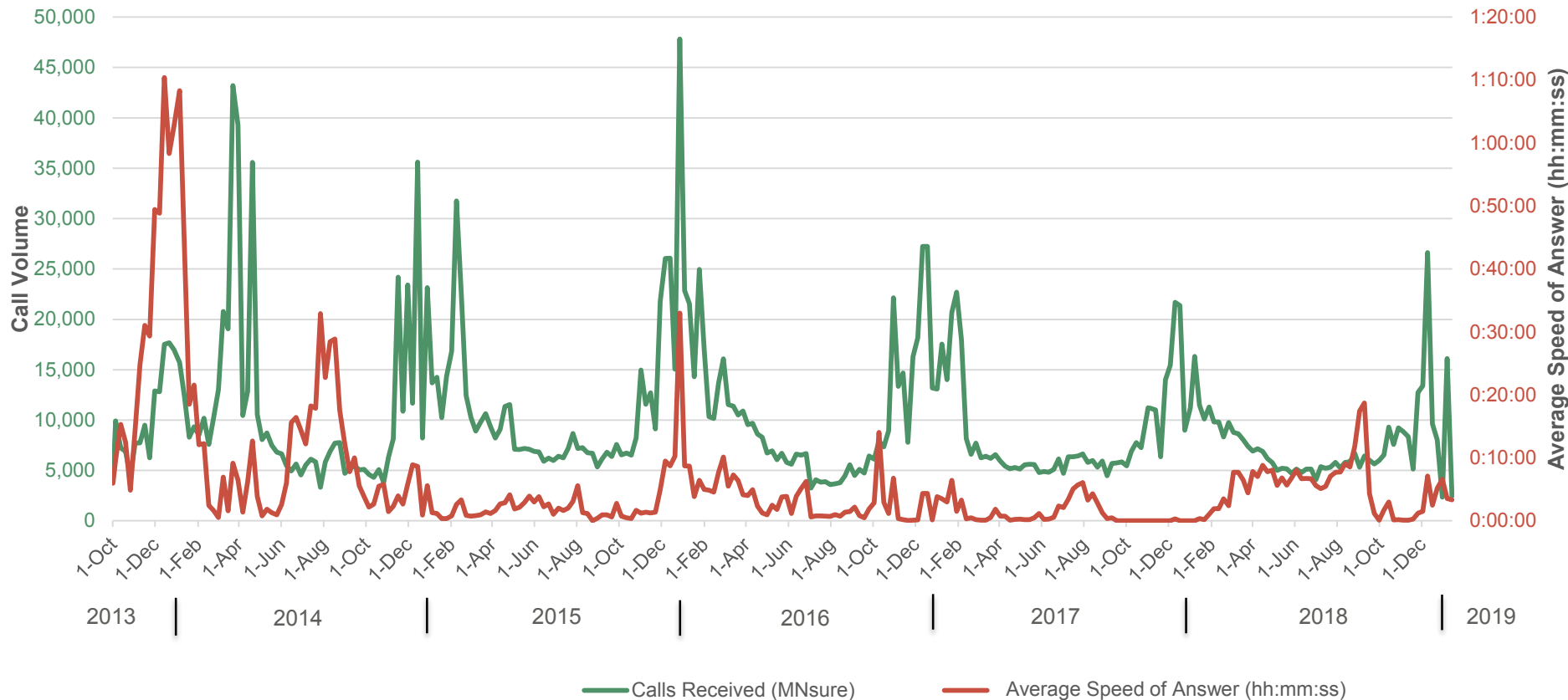
OE 2014 – OE 2019



Contact Center, Oct. 1, 2013 – Jan. 13, 2019						
	OE 2019 11/1/18 – 1/13/19	OE 2018 11/1/17 – 1/14/18	OE 2017 11/1/16 – 2/8/17	OE 2016 11/1/15 – 1/31/16	OE 2015 11/15/14 – 2/15/15	OE 2014 10/1/13 – 3/31/14
Average Daily Call Volume	2,409	2,806	2,437	3,162	2,288	1,221
Service Level (% of calls answered in 5 min. or less)	78%	99.7%	92%	65%	67%	28%
Calls Abandoned while in Queue	3%	0.1%	6%	13%	11%	41%

Contact Center Performance

October 1, 2013 – January 13, 2019



Call volumes represent weekly totals for week beginning with date.

Average Speed of Answer represents weekly average for week beginning with date.

Prepared for January 16, 2019 Board Meeting