



Board of Directors Meeting

January 16, 2019

MNsure Dashboard

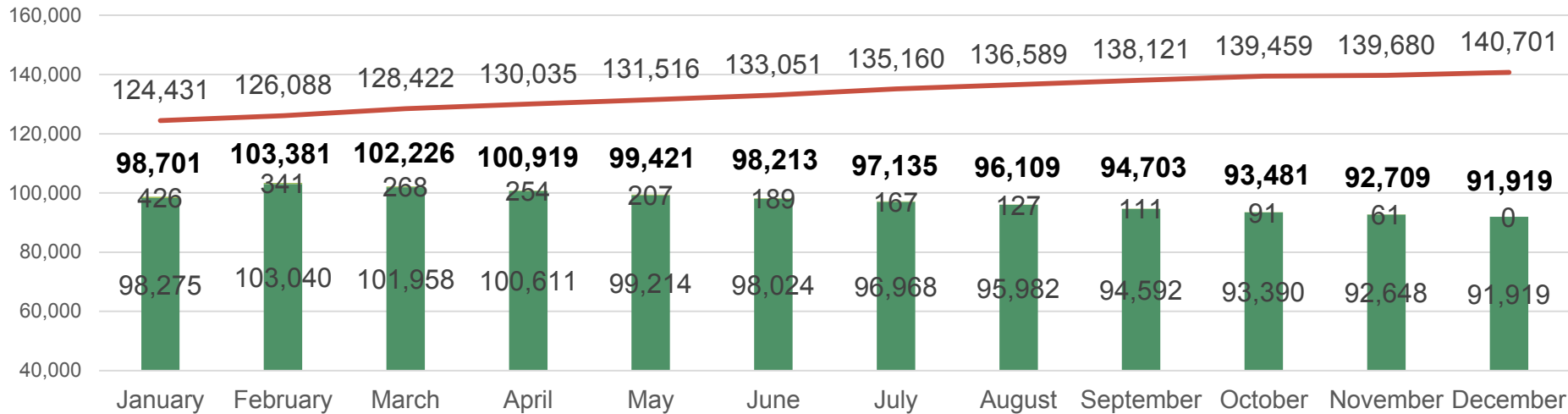
METS Activity, Nov. 1, 2018 – Jan. 13, 2019	
Total	228,438
Medical Assistance applicants	80,339
MinnesotaCare applicants	24,368
Qualified Health Plan Sign-ups	123,731
QHP new consumers	28,357
Qualified Dental Plan Sign-ups	12,642

Financial Assistance as of Jan. 13, 2019	
Households with Advanced Premium Tax Credits	57%
Households with Cost Sharing Reductions	11%
Average Monthly APTC by Household	\$460

Effectuated Enrollments and Average Premiums, 2018

Monthly Effectuated Enrollments
January – December 2018

Individual Market SHOP Cumulative QHP Sign-ups



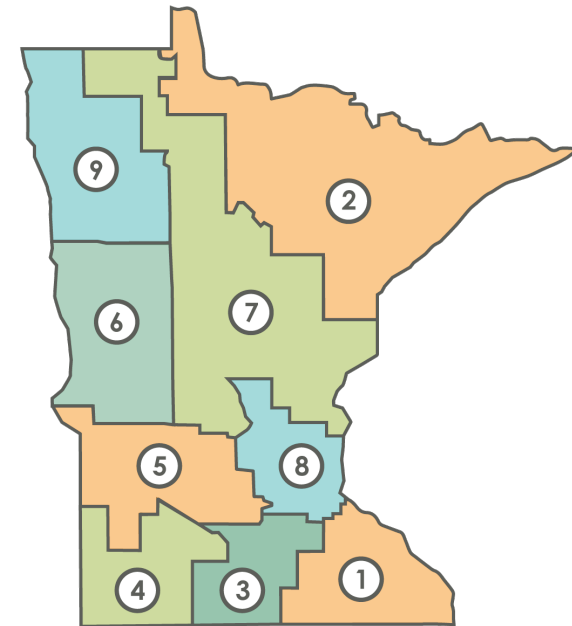
	January	February	March	April	May	June	July	August	September	October	November	December
Average Pre-APTC Premium	\$541.05	\$533.34	\$533.00	\$532.64	\$531.59	\$530.49	\$530.22	\$529.19	\$529.13	\$529.42	\$529.25	\$529.29
Average Post-APTC Premium	\$286.72	\$277.90	\$276.11	\$276.50	\$276.71	\$276.50	\$276.91	\$276.69	\$277.43	\$278.21	\$278.17	\$279.51

Note: Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

PY19 QHP Enrollment by Rating Region

Nov. 1, 2018 – Jan. 13, 2019

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region	Average Monthly Tax Credit per Household
1	7.9%	6.5%	\$769
2	5.7%	6.3%	\$454
3	4.7%	4.7%	\$619
4	2.1%	3.0%	\$711
5	3.6%	4.2%	\$590
6	4.1%	4.5%	\$525
7	7.7%	9.4%	\$500
8	62.6%	60.0%	\$348
9	1.5%	1.4%	\$513



Note: Data is based on cumulative MNsure sign-ups for Plan Year 2019 as of January 13, 2019.

QHP Dashboard

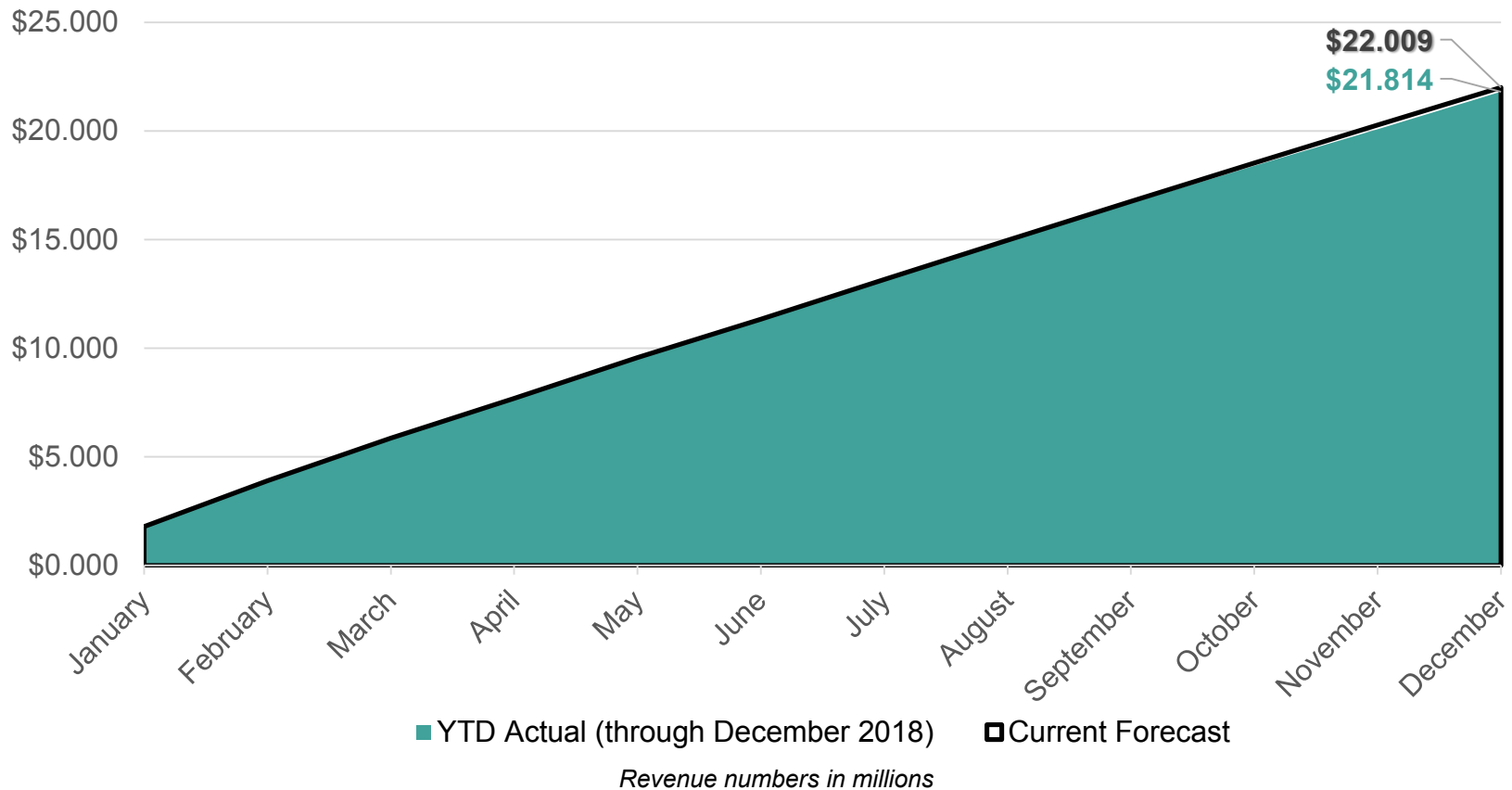
2019 Plans & Carriers		
Carrier	2019 Enrollment To Date	2018 Enrollment
BluePlus	17.8%	13.1%
HealthPartners	24.3%	25.6%
Medica	25.4%	30.1%
UCare	32.5%	31.3%
Metal Level		
Gold	14.0%	9.9%
Silver	31.9%	33.3%
Bronze	52.3%	55.1%
Catastrophic	1.8%	1.7%

2019 QHP Enrollee Demographics		
Age	2019 Enrollment To Date	2018 Enrollment
<18	10.9%	11.6%
18-25	7.1%	7.1%
26-34	14.0%	12.7%
35-44	13.6%	12.9%
45-54	17.0%	18.0%
55+	37.3%	37.7%
Sex		
Male	48.2%	47.9%
Female	51.8%	52.1%

Note: Data is based on cumulative MNsure sign-ups as of January 13, 2019.

MNsure Premium Withhold Revenue Calendar Year 2018

Forecast and YTD Actual



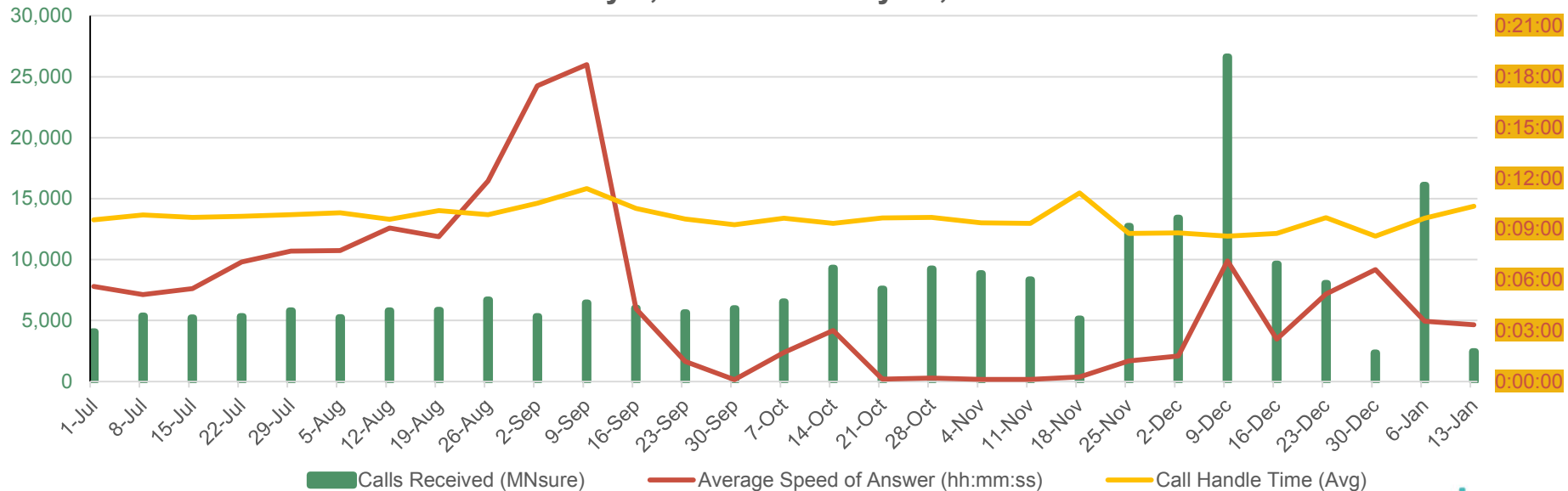
Note: CY18 forecast is based on budget approved at July 18, 2018 meeting.

Contact Center Dashboard

Contact Center Main Line, 2018-2019

	November	December	January 1-13
Average Daily Call Volume	1,624	2,415	2,515
Service Level (% of calls answered within 5 min.)	98%	76%	65%
Calls Abandoned while in Queue	1%	3%	5%

Contact Center Performance July 1, 2018 – January 13, 2019



Call volumes represent weekly totals for week beginning with date.

Prepared for January 16, 2019 Board Meeting

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, December 2018	
1. Medical Assistance/MinnesotaCare enrollee inquiry	17%
2. How to Enroll in a Plan	10%
3. Password Reset/Account Unlock	10%
4. Enrollment Status Check	9%
5. Reporting an Income Change	6%

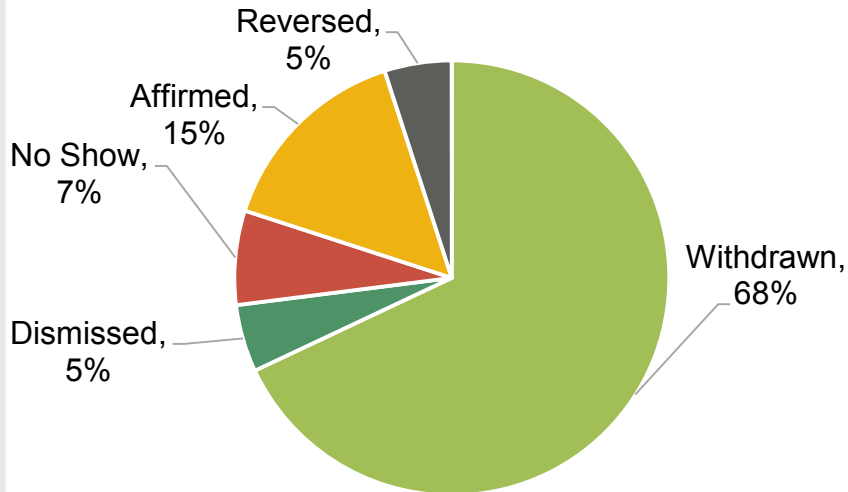
Assister Resource Center (ARC) Top Inquiries, December 2018	
1. Public Program Status Inquiry	36%
2. Password Reset/Account Unlock	13%
3. Determination Result Inquiry	7%
4. Pending Case Status Inquiry	6%
5. Public Program Renewal Inquiry	5%

Broker Line Top Inquiries, December 2018	
1. Password Reset/Account Unlock	10%
2. Status of Enrollment	9%
3. Loss of Public Program Coverage	6%
4. Determination Result Inquiry	6%
5. APTC/CSR Questions	5%

Appeals Dashboard

Appeals Status 2018			
	October	November	December
Appeals Filed	154	155	230
Average Days Open	51.9	71.2	64.9

Appeals Outcome December 2018

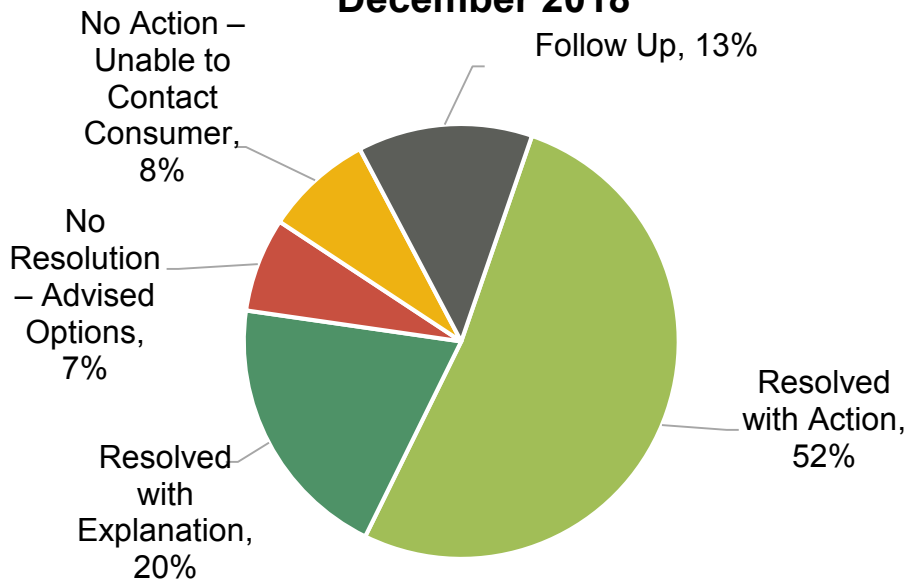


Top Issues December 2018	
1. APTC eligibility or amount	52%
2. Outstanding eligibility determination related to reported life event	28%
3. Termination date	15%

Resolution Review Dashboard

Resolution Review Tickets Status 2018			
	October	November	December
Resolution Review Tickets Created	305	267	201
Average Days Open	8	4	2

Resolution Review Outcome December 2018



Top Issues December 2018	
1. Coverage termination date	47%
2. Plan effectuation date	26%
3. SEP verification issue	4%

METS Release Roadmap

Winter 2018

METS to MMIS Interface (Defects)
Notices
Carrier Integration
Defects
FTI Renewals

Spring 2019

METS to MMIS Interface (Defects & Enhancements)
Notices
METS Improvement
Defects
Verify Lawful Presence (VLP)
Reasonable Opportunity Period (ROP) Phase 2

Summer 2019

METS to MMIS Interface (Defects & Enhancements)
Notices
PRISM Interface-Iteration 3
Defects

Fall 2019

METS to MMIS Interface (Defects & Enhancements)
Notices
GetInsured Implementation
Renewals Process Improvements (Phase 1)
Defects
SEP Eligibility during OEP
QHP "Approved" Status Error

Winter 2019

Notices
Renewals Process Improvements (Phase 2)
Unique Person ID
Defects

Ongoing Operations Projects (All Quarters)

1095-A Operations
1095-B Operations
Data Access and Management (Reports)
Defect Management
Infrastructure Improvements (includes CMS Hub Cloud Migration, Mar 2019)
Periodic/Annual Work
Annual Renewal Processing / Renewals Operations
Systems Instructions Review

Projects with Work in Progress in 2018 and/or 2019 (Deploying after 2019)

Reasonable Opportunity Period (ROP) Phase 3
Effective Dates
Discovery
• Healthcare Application Changes
Discovery
• Consumer Ability to Upload Verifications
• Address Standardization
METS Eligibility Determination
METS Electronic Eligibility Verifications
Advanced Evidence Sharing
Annual Curam Upgrade 2020
Tribes as Processing Entities

Key

Work Incomplete
Work Completed
Work Currently Underway
Work Planned