



Board of Directors Meeting

March 6, 2019



MNsure Dashboard

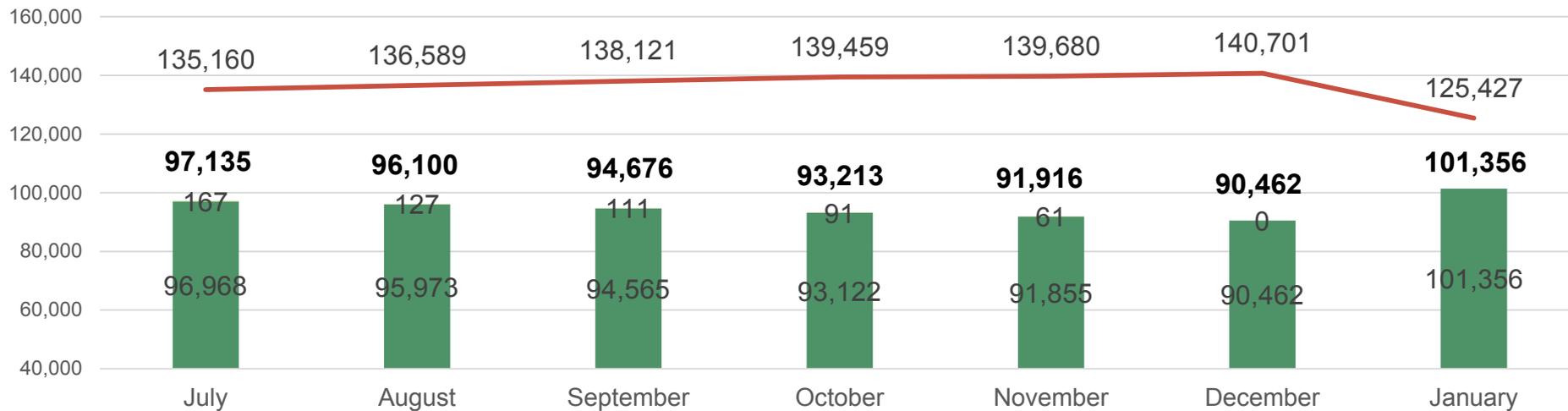
METS Activity, Nov. 1, 2018 – March 3, 2019	
Total	335,957
Medical Assistance applicants	139,406
MinnesotaCare applicants	37,986
Qualified Health Plan Sign-ups	127,539
QHP new consumers	31,026
Qualified Dental Plan Sign-ups	14,219

Financial Assistance as of January 2019	
Households with Advanced Premium Tax Credits	58.1%
Households with Cost Sharing Reductions	12.6%
Average Monthly APTC by Household	\$461
Cumulative APTC through Jan. 2019	\$18,767,334

Effectuated Enrollments and Average Premiums, 2018-2019

Monthly Effectuated Enrollments
July 2018 – January 2019

Individual Market SHOP Cumulative QHP Sign-ups

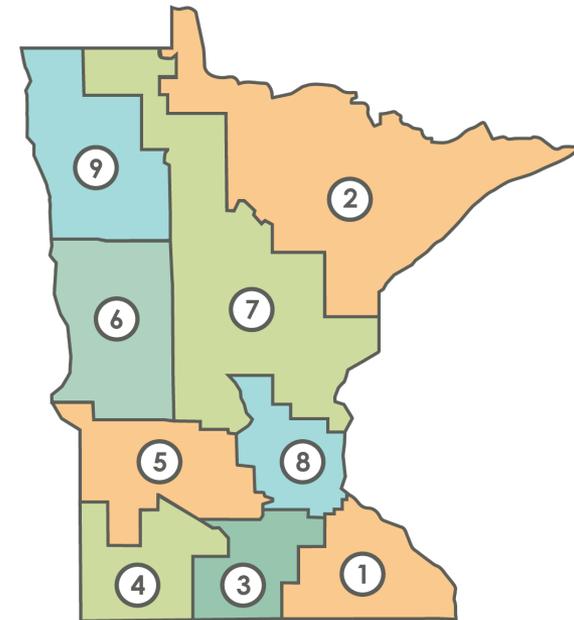


Average Pre-APTC Premium	\$530.07	\$529.02	\$528.98	\$528.93	\$528.99	\$529.45	\$465.96
Average Post-APTC Premium	\$276.86	\$276.65	\$277.38	\$278.21	\$278.30	\$279.17	\$280.80

Note: Cumulative QHP sign-ups reflect sign-ups for the given plan year.
Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

QHP Enrollment by Rating Region as of January 2019

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region	Average Monthly Tax Credit per Household	Total Tax Credits as of Jan. 2019
1	7.9%	6.8%	\$1,023	\$2,750,802
2	5.7%	6.5%	\$644	\$1,357,933
3	4.7%	5.0%	\$775	\$1,449,125
4	2.1%	3.2%	\$924	\$1,110,562
5	3.6%	4.5%	\$798	\$1,203,751
6	4.1%	4.8%	\$699	\$1,097,929
7	7.7%	9.5%	\$651	\$2,092,430
8	62.6%	58.2%	\$411	\$7,395,415
9	1.5%	1.5%	\$689	\$333,868



Note: Data is based on MNsure's current enrollment population through January 2019.

QHP Dashboard

2019 Plans & Carriers		
Carrier	2019 Enrollment To Date	2018 Enrollment
BluePlus	18.0%	13.1%
HealthPartners	23.6%	25.6%
Medica	25.1%	30.1%
UCare	33.2%	31.3%
Metal Level		
Gold	14.1%	9.9%
Silver	31.9%	33.3%
Bronze	52.1%	55.1%
Catastrophic	1.9%	1.7%

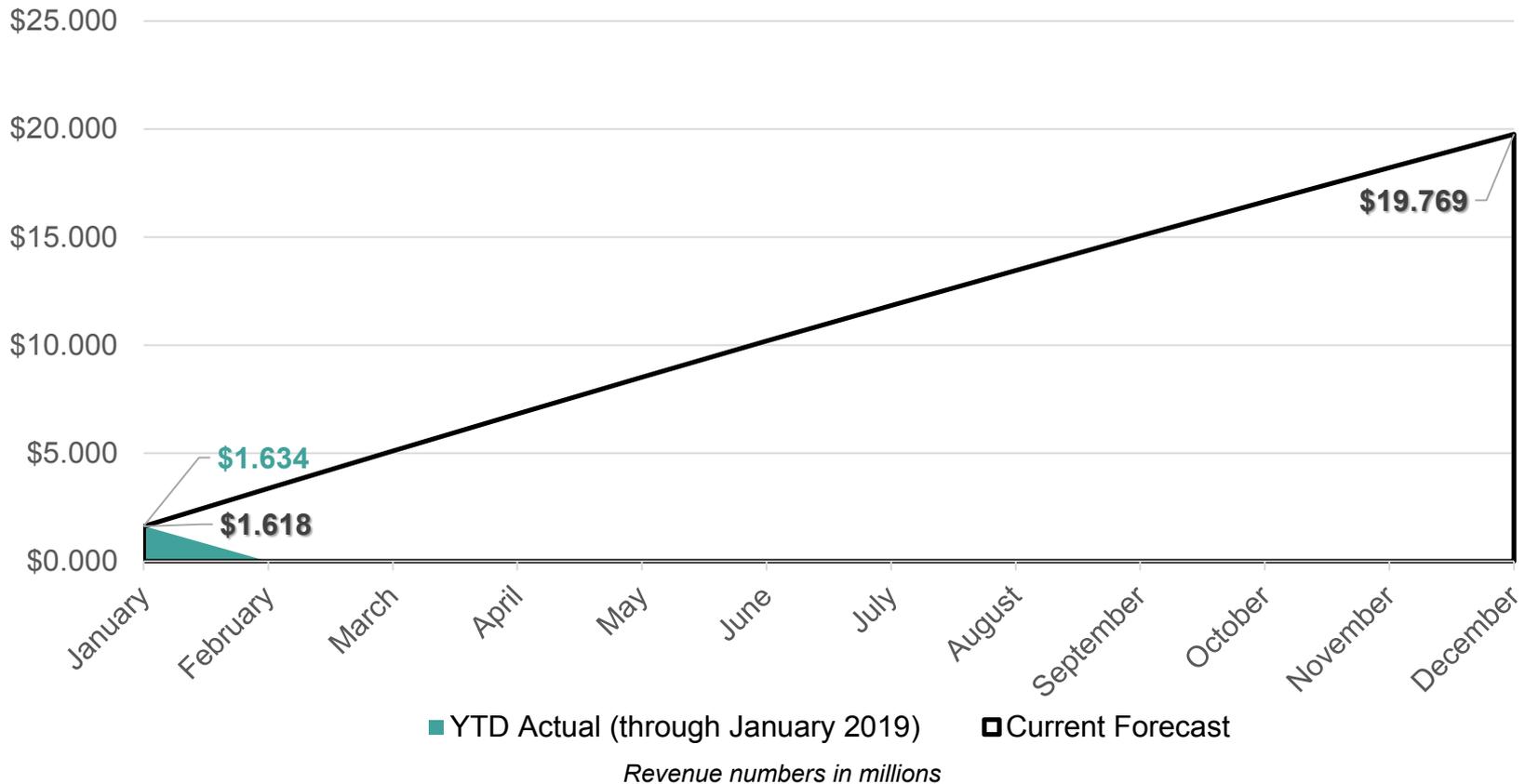
2019 QHP Enrollee Demographics		
Sex	2019 Enrollment To Date	2018 Enrollment
Male	48.3%	47.9%
Female	51.7%	52.1%

2019 QHP Enrollee Demographics		
Age	2019 Enrollment To Date	2018 Enrollment
<18	11.1%	11.6%
18-25	7.2%	7.1%
26-34	13.9%	12.7%
35-44	13.7%	12.9%
45-54	17.1%	18.0%
55+	37.1%	37.7%
Language Preference		
English	97.1%	97.1%
Hmong	0.7%	0.3%
Spanish	0.4%	1.1%
Somali	0.4%	0.4%
Other	1.4%	1.1%

Note: Language Preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of January 2019.

MNsure Premium Withhold Revenue Calendar Year 2019

Forecast and YTD Actual

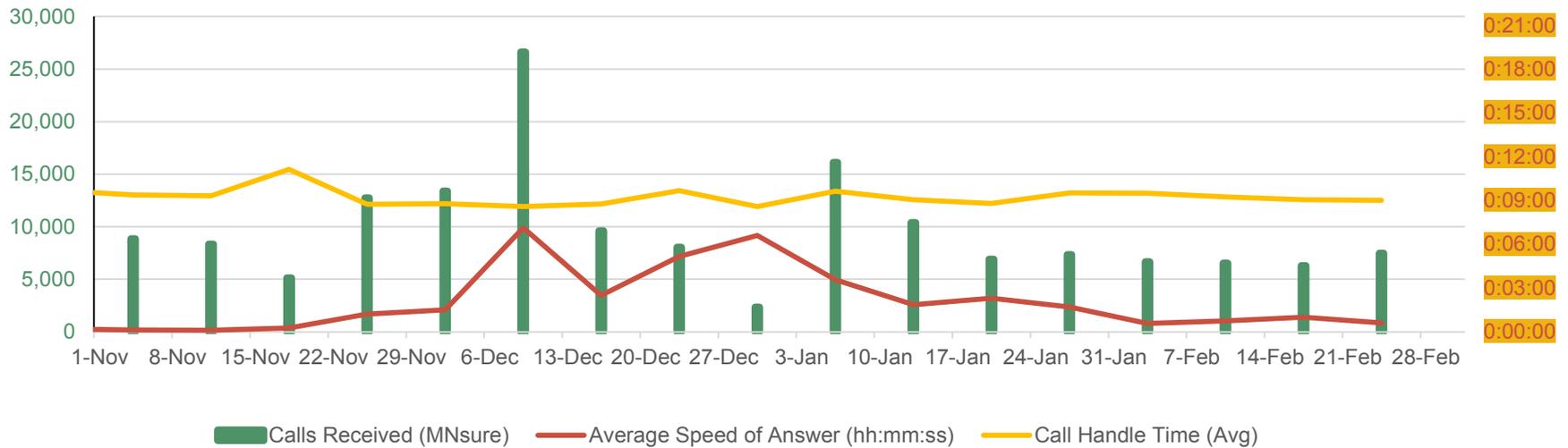


Note: CY19 forecast is based on budget approved at July 18, 2018 meeting.

Contact Center Dashboard

Contact Center Main Line, 2018-2019			
	December	January	February
Average Daily Call Volume	2,415	2,515	1,423
Service Level (% of calls answered within 5 min.)	76%	72%	95%
Calls Abandoned while in Queue	3%	3%	1%

MNsure Contact Center Performance
November 1, 2018 – March 3, 2019



Call volumes represent weekly totals for week beginning with date.

Prepared for March 6, 2019 Board Meeting

Call Inquiries Dashboard

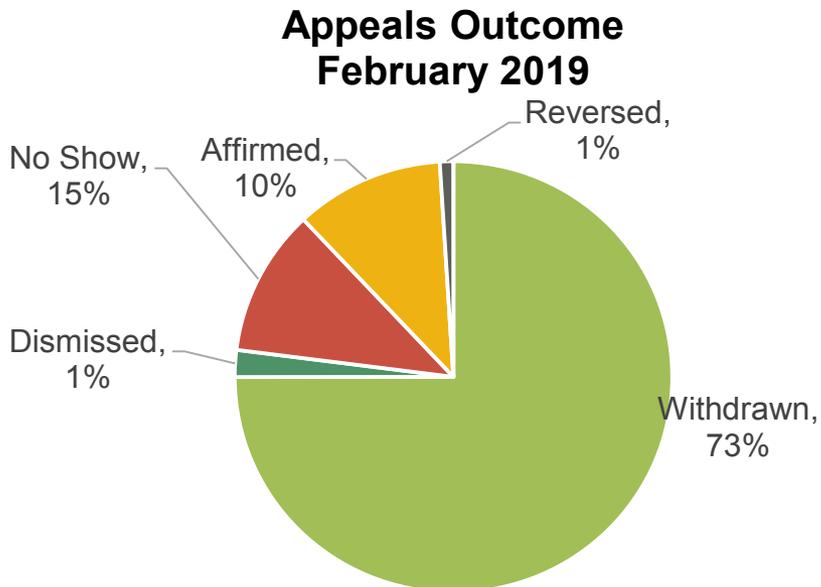
Contact Center Main Line Top Inquiries, February 2019	
1. Medical Assistance/MinnesotaCare enrollee inquiry	14%
2. Password Reset/Account Unlock	11%
3. Enrollment Status Check	7%
4. How to Enroll in a Plan	6%
5. How Do I Update My Application?	5%

Assister Resource Center (ARC) Top Inquiries, February 2019	
1. Public Program Status Inquiry	39%
2. Password Reset/Account Unlock	17%
3. Determination Result Inquiry	6%
4. Pending Case Status Inquiry	4%
5. Newborn Status	3%

Broker Line Top Inquiries, February 2019	
1. Status of Enrollment	17%
2. Password Reset/Account Unlock	8%
3. Loss of Public Program Coverage	6%
4. Determination Result Inquiry	5%
5. Status of Reported Change	5%

Appeals Dashboard

Appeals Status 2018-2019			
	December	January	February
Appeals Filed	230	293	174
Average Days Open	64.9	54.1	53.9

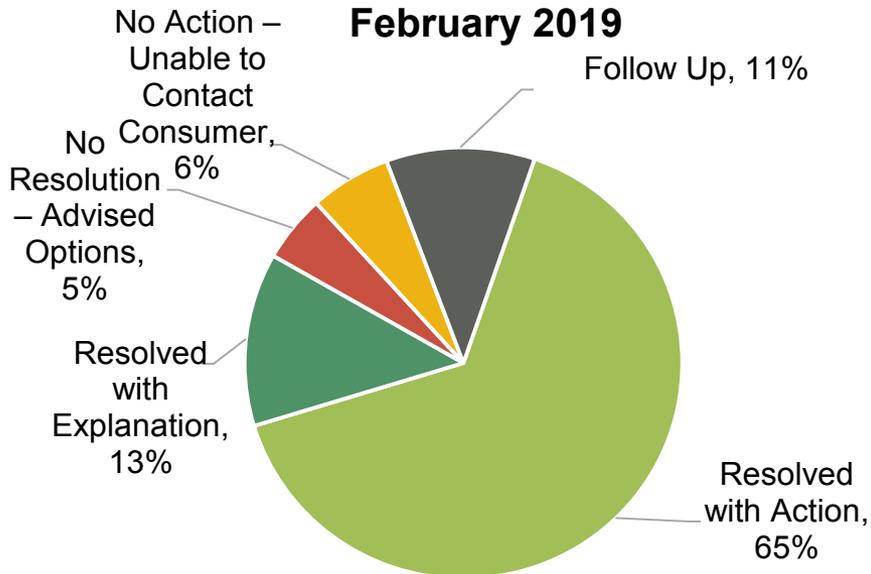


Top Issues February 2019	
1. SEP denial	26%
2. Outstanding eligibility determination related to reported life event	17%
3. Coverage effective date	17%

Resolution Review Dashboard

Resolution Review Tickets Status 2018-2019			
	December	January	February
Resolution Review Tickets Created	201	447	383
Average Days Open	2	3	3.6

Resolution Review Outcome February 2019



Top Issues February 2019

1. Coverage termination date	52%
2. Plan effectuation date	17%
3. APTC effectuation date	15%

METS Health Care 2019 Release Roadmap

Spring 2019	Status
METS to MMIS Interface (Defects and Enhancements)	In Progress
Notices	In Progress
METS Improvement	In Progress
Defects	In Progress
Verify Lawful Presence (VLP)	In Progress
Reasonable Opportunity Period (ROP) Phase 2	In Progress

Summer 2019	Status
METS to MMIS Interface (Defects and Enhancements)	In Progress
Notices	In Progress
PRISM Interface Iteration 3	In Progress
Defects	In Progress

Fall 2019	Status
METS to MMIS Interface (Defects and Enhancements)	In Progress
Notices	In Progress
GetInsured Implementation	In Progress
Renewals Process Improvements (Phase 1)	In Progress
Defects	In Progress

Winter 2019	Status
Notices	Planned
Renewals Process Improvements (Phase 2)	Planned
Unique Person ID	In Progress
Defects	Planned

Work Status Key

Incomplete (Red)
Completed (Green)
Underway (Blue)
Planned (Purple)

Ongoing Operations Projects (All 2019 Quarters)	Status
1095-A Operations	In Progress
1095-B Operations	In Progress
Data Access and Management (Reports)	In Progress
Defect Management	In Progress
Infrastructure Improvements (includes CMS Hub Cloud Migration March 2019)	In Progress
Periodic and Annual Work	In Progress
Annual Renewal Processing and Renewals Operations	In Progress
Systems Instructions Review	In Progress

Projects Deploying After 2019 with Work in Progress	Status
Reasonable Opportunity Period (ROP) Phase 3	In Progress
Effective Dates	In Progress
Health Care Application Changes Discovery	In Progress
Consumer Ability to Upload Verifications Discovery	Planned
Address Standardization Discovery	Planned
METS Eligibility Determination	Planned
METS Electronic Eligibility Verifications	Planned
Advanced Evidence Sharing	Planned
Annual Cúram Upgrade 2020	Planned
Tribes as Processing Entities	Planned