



Board of Directors Meeting

June 19, 2019



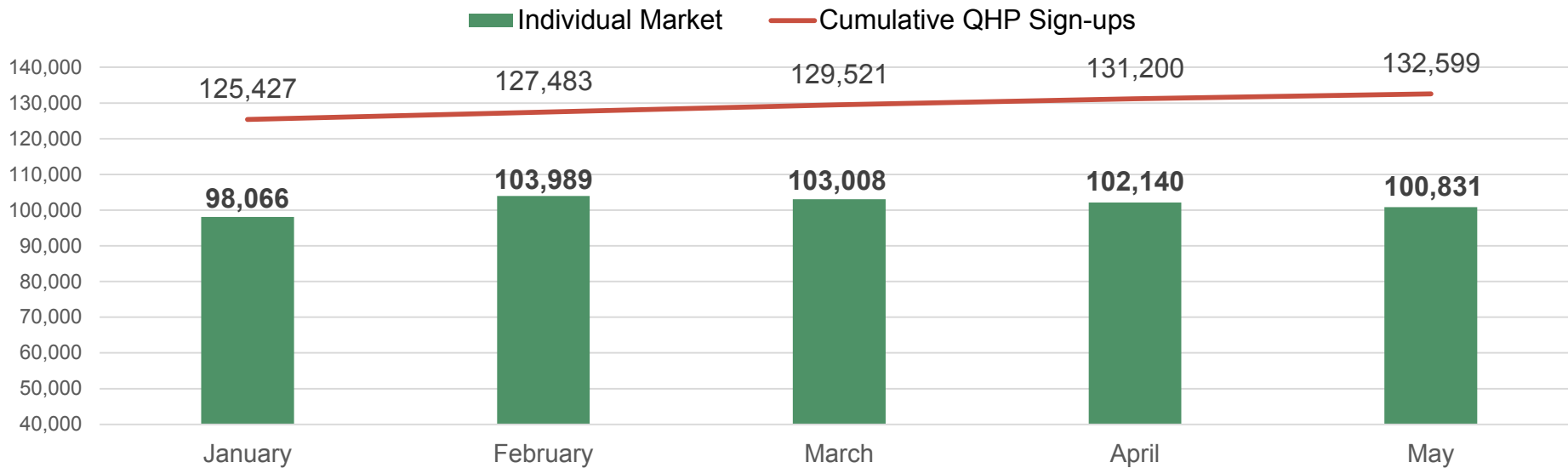
MNsure Dashboard

METS Activity, Nov. 1, 2018 – June 16, 2019	
Total	435,497
Medical Assistance Applicants	247,089
MinnesotaCare Applicants	54,534
Qualified Health Plan Sign-ups	133,874
QHP New Consumers	40,423
Qualified Dental Plan Sign-ups	15,169

Financial Assistance as of May 2019	
Households with Advanced Premium Tax Credits	59.7%
Households with Cost Sharing Reductions	13.4%
Average Monthly APTC by Household	\$463
Cumulative APTC through May 2019	\$96,604,128

Effectuated Enrollments and Average Premiums, 2019

Monthly Effectuated Enrollments
January – May 2019

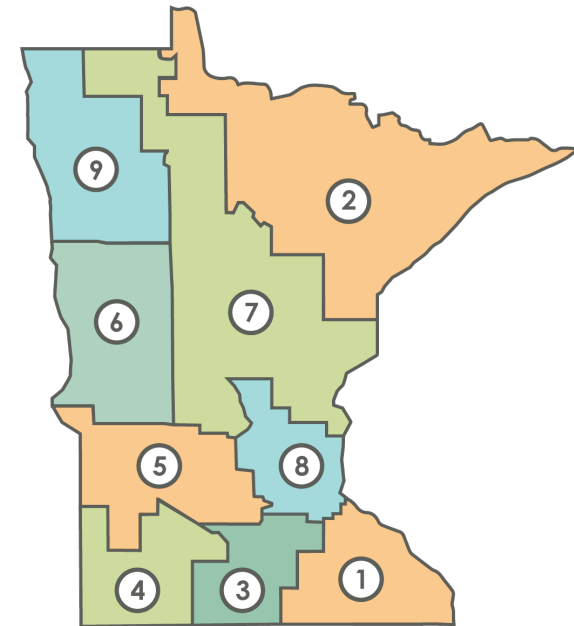


Average Pre-APTC Premium	\$465.89	\$460.07	\$459.54	\$460.08	\$461.70
Average Post-APTC Premium	\$275.22	\$270.22	\$269.53	\$269.62	\$271.90

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 May 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 May 2019
1	7.9%	6.5%	\$765	\$13,844,806
2	5.7%	6.3%	\$446	\$6,745,635
3	4.7%	4.7%	\$616	\$7,218,258
4	2.1%	3.1%	\$704	\$5,672,307
5	3.6%	4.2%	\$586	\$6,065,757
6	4.1%	4.5%	\$523	\$5,555,774
7	7.7%	9.5%	\$504	\$10,606,063
8	62.6%	59.8%	\$354	\$38,109,453
9	1.5%	1.4%	\$526	\$1,698,401



Note: Data is based on MNSure's current enrollment population through May 2019.

QHP Dashboard

2019 Plans & Carriers		
Carrier	2019 Enrollment To Date	2018 Enrollment
BluePlus	19.0%	13.1%
HealthPartners	23.9%	25.6%
Medica	24.5%	30.1%
UCare	32.6%	31.3%
Metal Level		
Gold	14.6%	9.9%
Silver	32.3%	33.3%
Bronze	51.4%	55.1%
Catastrophic	1.7%	1.7%

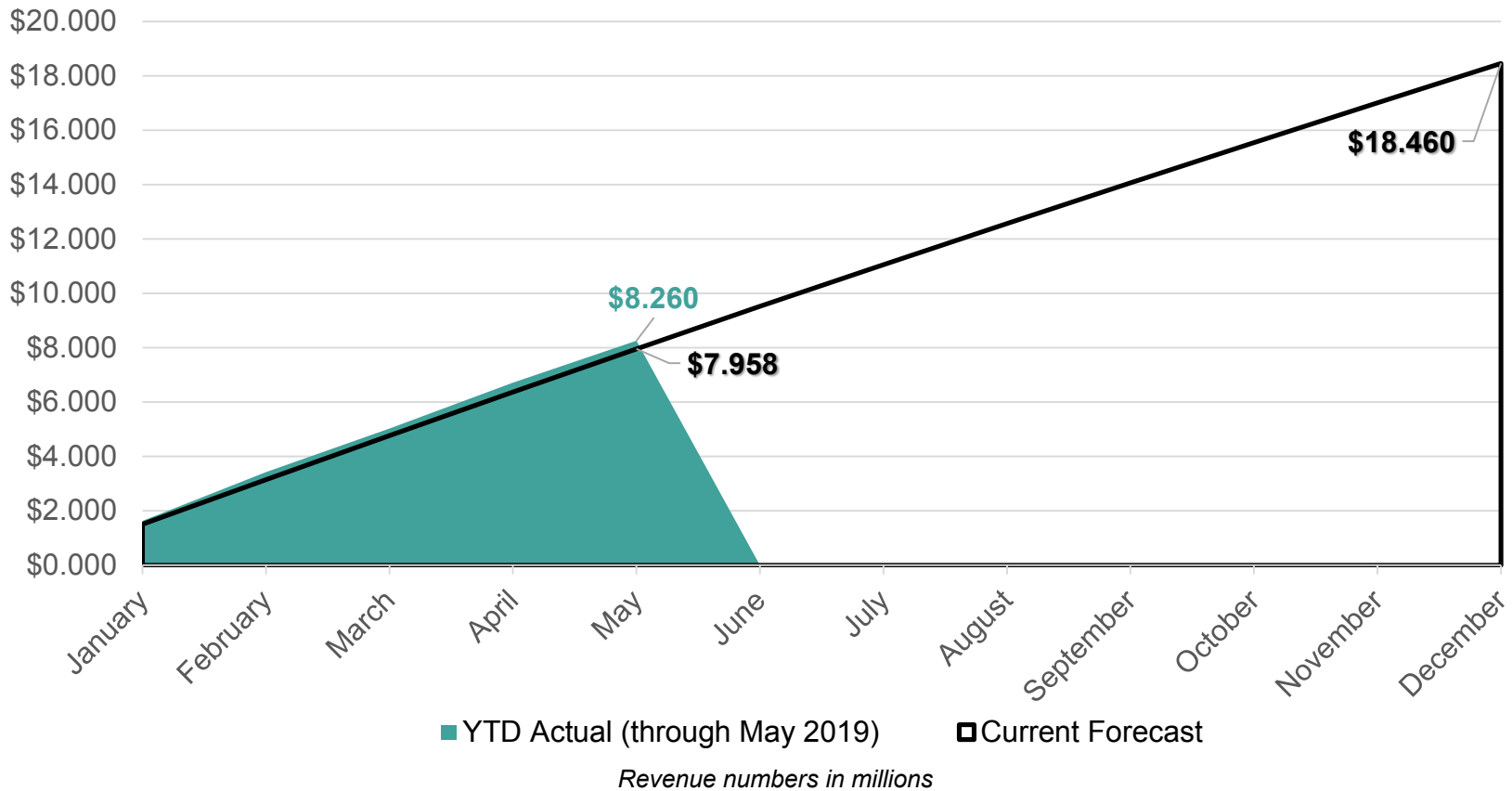
2019 QHP Enrollee Demographics		
Sex	2019 Enrollment To Date	2018 Enrollment
Male	48.1%	47.9%
Female	51.9%	52.1%

2019 QHP Enrollee Demographics		
Age	2019 Enrollment To Date	2018 Enrollment
<18	11.5%	11.6%
18-25	7.0%	7.1%
26-34	13.3%	12.7%
35-44	13.5%	12.9%
45-54	17.1%	18.0%
55+	37.5%	37.7%
Language Preference		
English	96.8%	97.1%
Hmong	0.8%	0.3%
Somali	0.5%	0.4%
Spanish	0.4%	1.1%
Other	1.5%	1.1%

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

MNsure Premium Withhold Revenue Calendar Year 2019

Forecast and YTD Actual

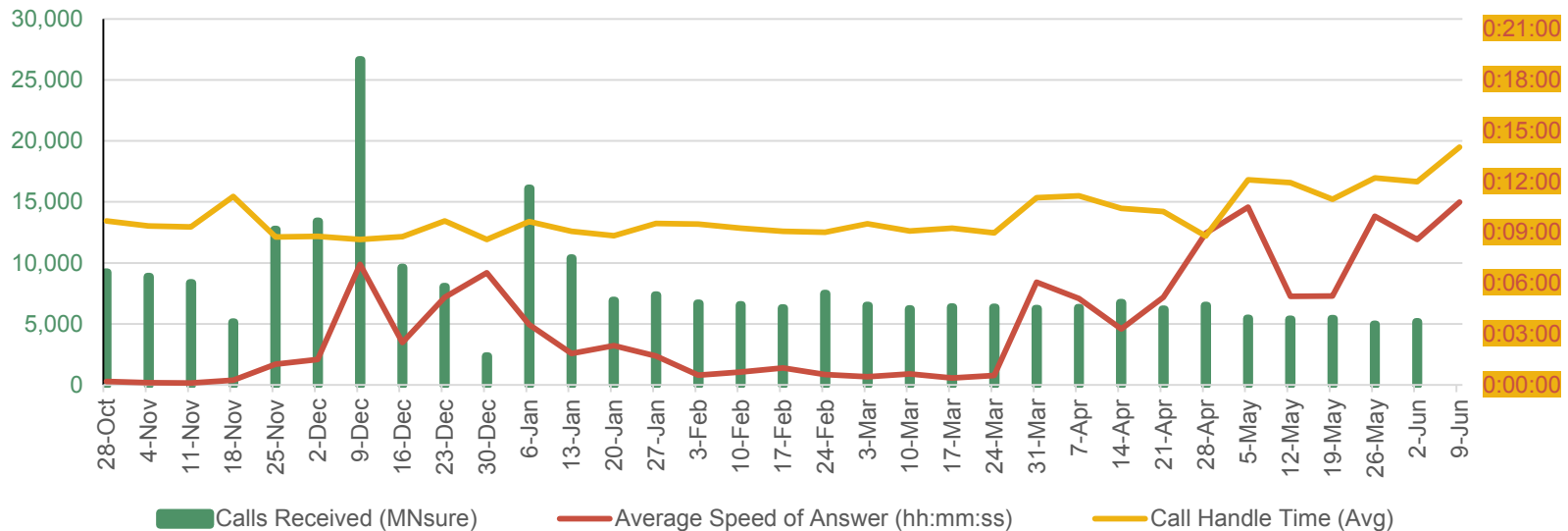


Note: CY19 forecast is based on budget approved at March 6, 2019 meeting.

Contact Center Dashboard

Contact Center Main Line, 2019			
	March	April	May
Average Daily Call Volume	1,261	1,160	921
Service Level (% of calls answered within 5 min.)	98%	60%	55%
Calls Abandoned while in Queue	1%	5%	8%

MNsure Contact Center Performance
November 1, 2018 – June 16, 2019



Call volumes represent weekly totals for week beginning with date.

Prepared for June 19, 2019 Board Meeting

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, May 2019	
1. Medical Assistance/MinnesotaCare enrollee inquiry	16%
2. Password Reset/Account Unlock	13%
3. How to Enroll in a Plan	6%
4. Income Change	5%
5. How Do I Update My Application?	5%

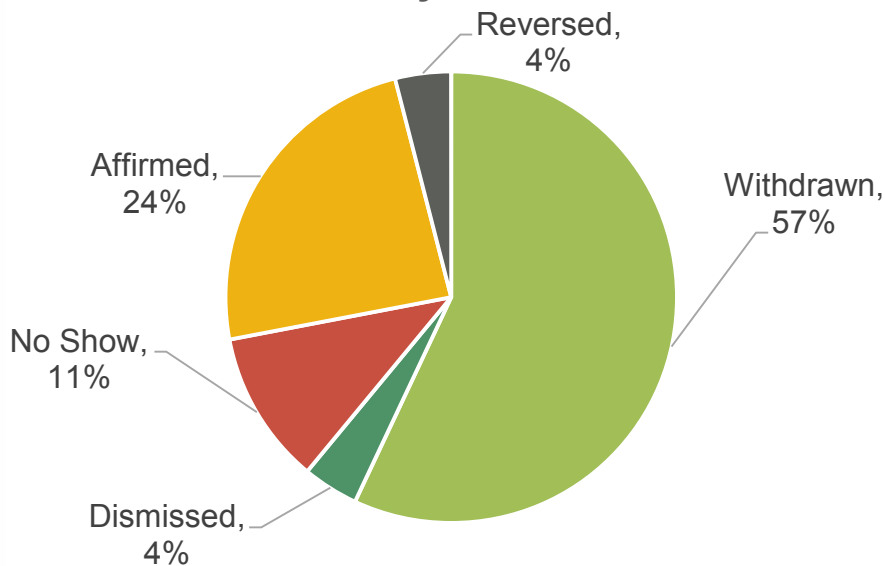
Assister Resource Center (ARC) Top Inquiries, May 2019	
1. Public Program Status Inquiry	26%
2. Password Reset/Account Unlock	15%
3. QHP Status	7%
4. Determination Status	5%
5. Pending Case	3%

Broker Line Top Inquiries, May 2019	
1. Status of Enrollment	10%
2. Loss of Public Program Coverage	6%
3. Loss of Employer-Sponsored Insurance	6%
4. Password Reset/Account Unlock	4%
5. Loss/Gain of Minimum Essential Coverage	4%

Appeals Dashboard

Appeals Status 2019			
	March	April	May
Appeals Filed	180	166	164
Average Days Open	75	78.9	74.4

Appeals Outcome
May 2019

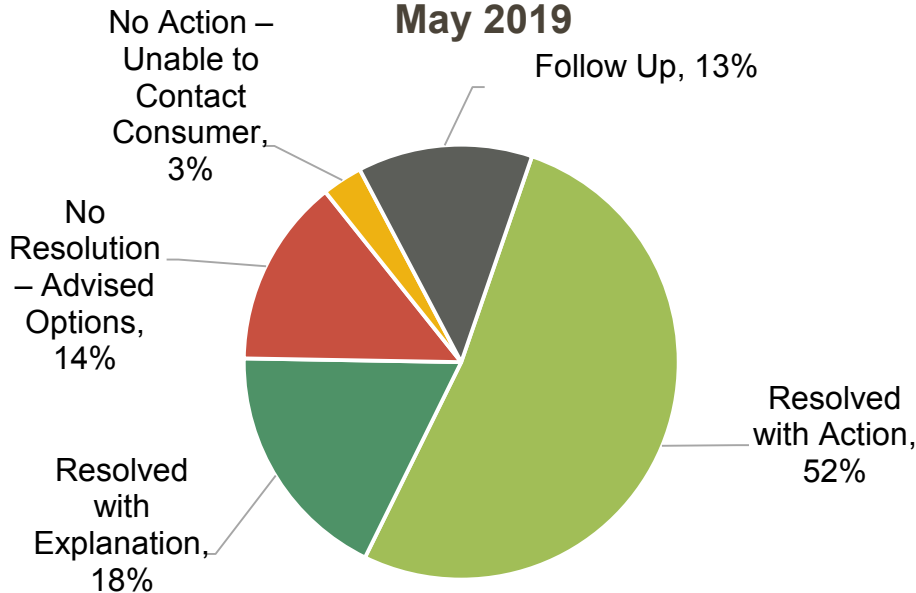


Top Issues May 2019	
1. SEP denial	25%
2. Coverage termination date	13%
3. LEC Issue	12%

Resolution Review Dashboard

Resolution Review Tickets Status 2019			
	March	April	May
Resolution Review Tickets Created	342	319	243
Average Days Open	2.7	2.5	2.2

Resolution Review Outcome May 2019



Top Issues May 2019	
1. Coverage termination date	43%
2. SEP issue	15%
3. Plan effectuation date	13%

METS Health Care 2019 Release Roadmap

Spring 2019	Status	Summer 2019	Status	Fall 2019	Status	Winter 2019	Status
METS to MMIS Interface (Defects and Enhancements)	Completed	METS to MMIS Interface (Defects and Enhancements)	Completed	METS to MMIS Interface (Defects and Enhancements)	In Progress	Notices	In Progress
Notices	Completed	Notices	Completed	Notices	In Progress	Renewals Process Improvements (Phase 2)	In Progress
METS Improvement	Completed	PRISM Interface Iteration 3	Completed	GetInsured Implementation	In Progress	Unique Person ID	In Progress
Defects	Completed	Defects	Completed	Renewals Process Improvements (Phase 1)	In Progress	Defects	In Progress
Verify Lawful Presence (VLP)	Completed			Defects	In Progress	Federal Tax Law Changes	In Progress
Reasonable Opportunity Period (ROP) Phase 2	Completed						

Projects Deploying After 2019 with Work in Progress Status

Project Name	Status
Reasonable Opportunity Period (ROP) Phase 3	In Progress
Effective Dates	In Progress
Cost Sharing for MA	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

Ongoing Operations Projects (All 2019 Quarters) Status

Project Name	Status
1095-A Operations	In Progress
1095-B Operations	In Progress
Data Access and Management (Reports)	In Progress
Defect Management	In Progress
Infrastructure Improvements	In Progress
Periodic and Annual Work	In Progress
Annual Renewal Processing and Renewals Operations	In Progress
Systems Instructions Review	In Progress

Work Status Key

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

