



# Board of Directors Meeting

*July 17, 2019*

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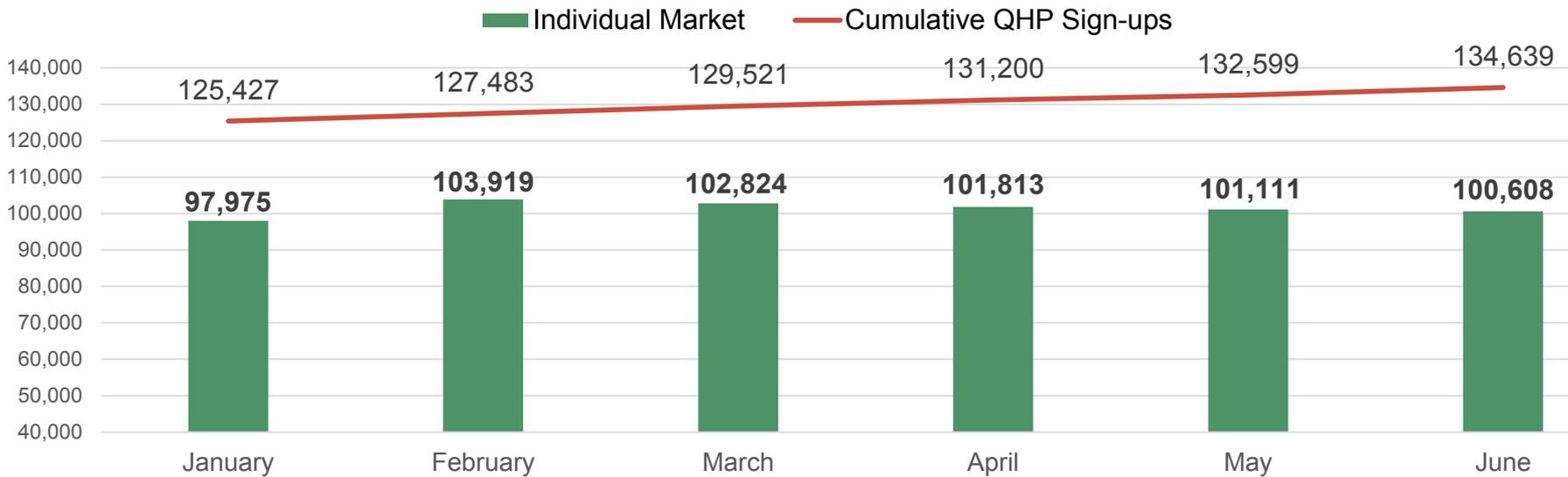
# MNsure Dashboard

<b>METS Activity, Nov. 1, 2018 – July 14, 2019</b>	
<b>Total</b>	<b>463,246</b>
Medical Assistance Applicants	270,185
MinnesotaCare Applicants	57,720
Qualified Health Plan Sign-ups	135,341
QHP New Consumers	41,968
Qualified Dental Plan Sign-ups	15,367

<b>Financial Assistance as of June 2019</b>	
Households with Advanced Premium Tax Credits	60.1%
Households with Cost Sharing Reductions	13.4%
Average Monthly APTC by Household	\$463
Cumulative APTC through May 2019	\$115,161,347

# Effectuated Enrollments and Average Premiums, 2019

Monthly Effectuated Enrollments  
January – June 2019

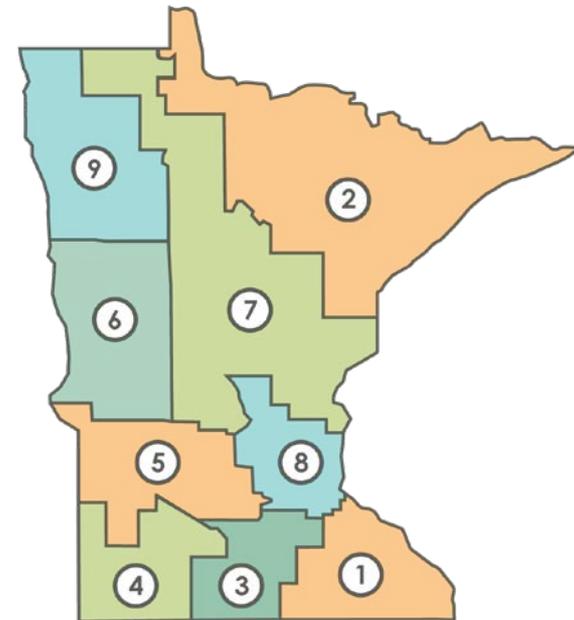


<b>Average Pre-APTC Premium</b>	\$465.34	\$459.15	\$458.31	\$458.20	\$457.77	\$457.54
<b>Average Post-APTC Premium</b>	\$274.77	\$269.57	\$268.74	\$268.61	\$268.91	\$269.70

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 June 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 June 2019
1	7.9%	6.5%	\$764	\$16,555,930
2	5.7%	6.3%	\$446	\$8,055,779
3	4.7%	4.7%	\$615	\$8,598,813
4	2.1%	3.2%	\$703	\$6,778,318
5	3.6%	4.2%	\$584	\$7,224,882
6	4.1%	4.5%	\$520	\$6,632,751
7	7.7%	9.5%	\$502	\$12,645,137
8	62.6%	59.8%	\$355	\$45,445,313
9	1.5%	1.4%	\$524	\$2,035,277



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

# QHP Dashboard

Carriers	2019 Enrollment To Date	2018 Enrollment
BluePlus	19.3%	13.1%
HealthPartners	23.7%	25.6%
Medica	24.4%	30.1%
UCare	32.6%	31.3%

Metal Level	2019 Enrollment To Date	2018 Enrollment
Gold	14.7%	9.9%
Silver	32.3%	33.3%
Bronze	51.3%	55.1%
Catastrophic	1.7%	1.7%

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

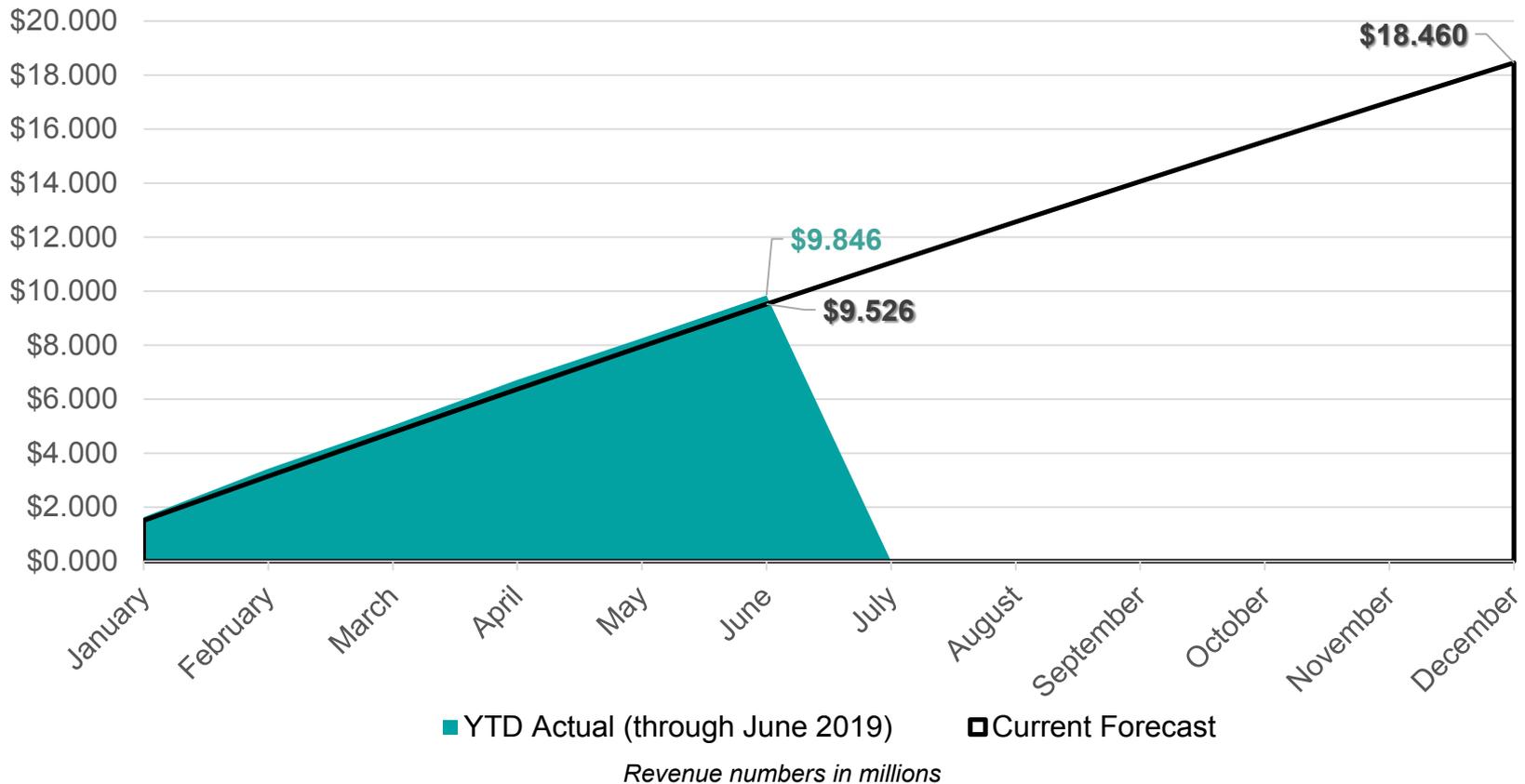
Age	2019 Enrollment To Date	2018 Enrollment
<18	11.6%	11.6%
18-25	7.0%	7.1%
26-34	13.3%	12.7%
35-44	13.4%	12.9%
45-54	17.1%	18.0%
55+	37.6%	37.7%

Language Preference	2019 Enrollment To Date	2018 Enrollment
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 June 2019.

# MNsure Premium Withhold Revenue Calendar Year 2019

Forecast and YTD Actual

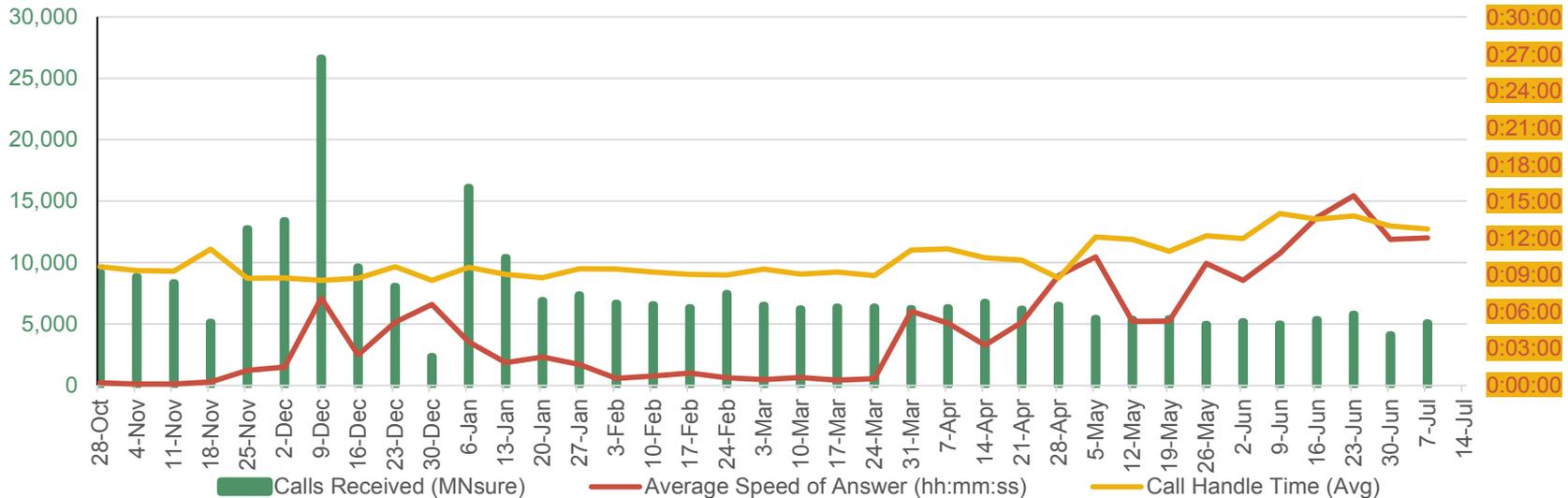


Note: CY19 forecast is based on budget approved at March 6, 2019 meeting.

# Contact Center Dashboard

Contact Center Main Line – 2019	April	May	June
Average Daily Call Volume	1,160	921	1,065
Service Level (% of calls answered within 5 min.)	60%	55%	54%
Calls Abandoned while in Queue	5%	8%	12%

MNsure Contact Center Performance  
November 1, 2018 – July 14, 2019



Call volumes represent weekly totals for week beginning with date.

Prepared for July 17, 2019 Board Meeting

# Call Inquiries Dashboard

<b>Contact Center Main Line Top Inquiries, June 2019</b>	
1. Medical Assistance/MinnesotaCare enrollee inquiry	13%
2. Password Reset/Account Unlock	11%
3. How to Enroll in a Plan	5%
4. Income Change	4%
5. How Do I Update My Application?	4%

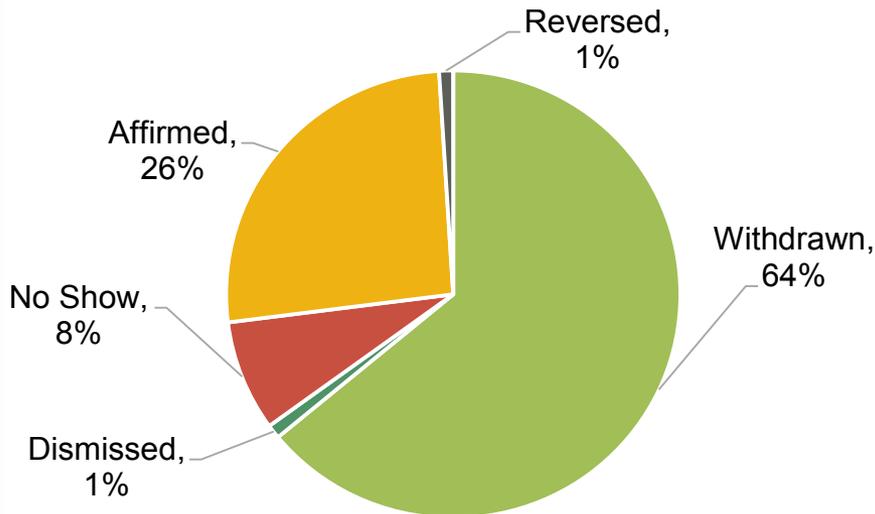
<b>Assister Resource Center (ARC) Top Inquiries, June 2019</b>	
1. Public Program Status Inquiry	23%
2. Password Reset/Account Unlock	14%
3. QHP Status	7%
4. Determination Status	6%
5. Pending Case	3%

<b>Broker Line Top Inquiries, June 2019</b>	
1. Status of Enrollment	11%
2. Loss of Employer-Sponsored Insurance	9%
3. Password Reset/Account Unlock	7%
4. Loss/Gain of Minimum Essential Coverage	5%
5. Loss of Public Program	4%

# Appeals Dashboard

Appeals Status – 2019	April	May	June
Appeals Filed	166	164	114
Average Days Open	78.9	74.4	73.5

## Appeals Outcome June 2019



## Top Issues June 2019

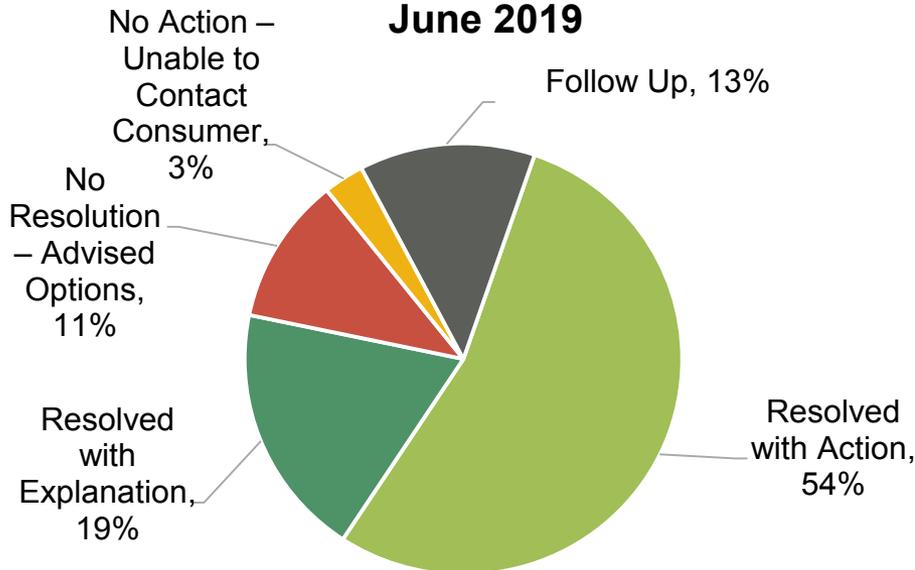
1. Special Enrollment Period denial	34%
2. Coverage termination date	16%
3. Life Event Change issue	10%

# Resolution Review Dashboard



Resolution Review Tickets Status – 2019	April	May	June
Resolution Review Tickets Created	319	243	225
Average Days Open	2.5	2.2	2.5

## Resolution Review Outcome June 2019



## Top Issues June 2019

1. Coverage termination date	48%
2. Plan effectuation date	16%
3. Special Enrollment Period issue	9%

# 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

### Work Status Key

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

### 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