



Board of Directors Meeting

November 13, 2019

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Proposed New and Re-appointed Advisory Committee Members



Consumer & Small Employer

- El'gin Avila
- Lana Barskiy
- J.P. Little
- Steven Narowetz
- Madison Nelson
- Olga Sheveleva

Current members:

- Grace Aysta
- Leigh Grauman
- Denise Robertson
- Kathleen Saari

Health Industry

- Todd Hurst
- Matthew Schafer
- Matthew Aiken
- Hodan Guled
- Jenifer Ivanca
- Joel Ulland

Current members:

- Tom Hoffman
- Hillary Hume
- Dan Miesle
- Maria Lima-Leite
- Danielle Paciulli

Key

- Proposed new member
- Proposed member for re-appointment
- Current member (term not up)

Proposed Advisory Committee Leadership

Consumer & Small Employer

- **Chair:** Grace Aysta
- **Vice-Chair:** Denise Robertson

Health Industry

- **Chair:** Joel Ulland
- **Vice-Chair:** Hodan Guled

MNsure Dashboard

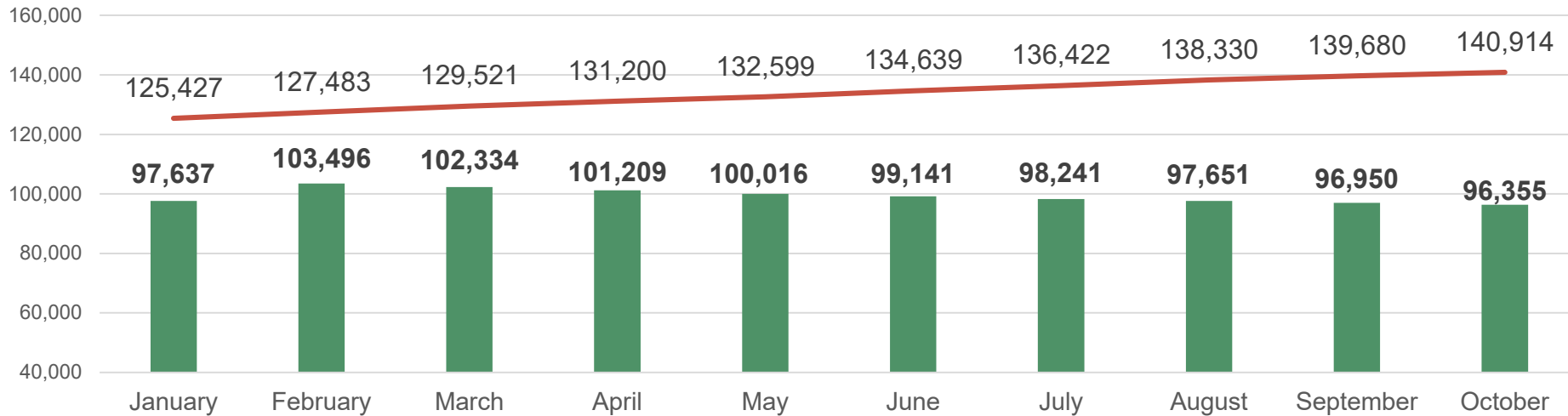
METS Activity, Nov. 1-10, 2019	
Total	97,101
Medical Assistance Applicants	7,437
MinnesotaCare Applicants	1,410
Qualified Health Plan Sign-ups	88,254
QHP New Consumers	3,237
Qualified Dental Plan Sign-ups	8,387

Financial Assistance – Plan Year 2020 as of November 10, 2019	
Households with Advanced Premium Tax Credits	55.1%
Households with Cost Sharing Reductions	11.7%
Average Monthly APTC by Household	\$447

Effectuated Enrollments and Average Premiums, 2019

Monthly Effectuated Enrollments
January – October 2019

Individual Market Cumulative QHP Sign-ups



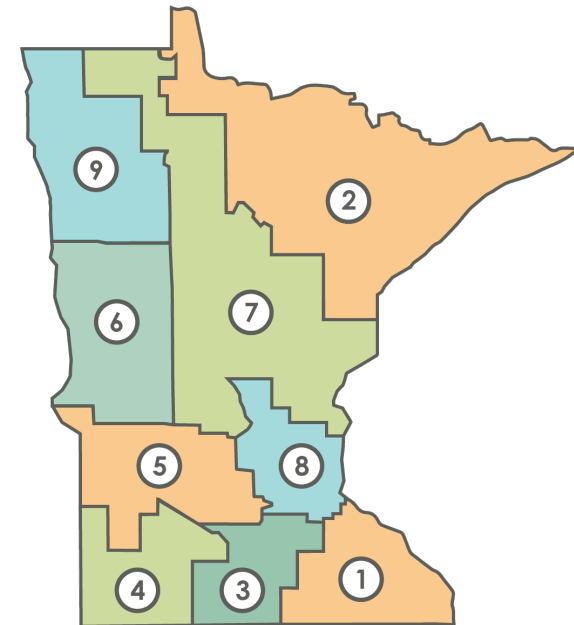
Average Pre-APTC Premium	\$466.68	\$460.49	\$459.65	\$459.40	\$459.06	\$458.57	\$458.20	\$457.15	\$456.45	\$455.98
Average Post-APTC Premium	\$275.49	\$270.33	\$269.57	\$269.50	\$270.03	\$270.29	\$270.89	\$270.63	\$270.55	\$271.50

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.

PY20 QHP Enrollment by Rating Region

Nov. 1-10, 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%	\$794
2	5.7%	6.3%	\$451
3	4.7%	4.5%	\$632
4	2.1%	3.1%	\$686
5	3.6%	4.1%	\$574
6	4.1%	4.4%	\$537
7	7.7%	9.5%	\$472
8	62.6%	60.1%	\$317
9	1.5%	1.5%	\$526



Note: Data is based on active QHP enrollees for Plan Year 2020 as of November 10, 2019.

QHP Dashboard

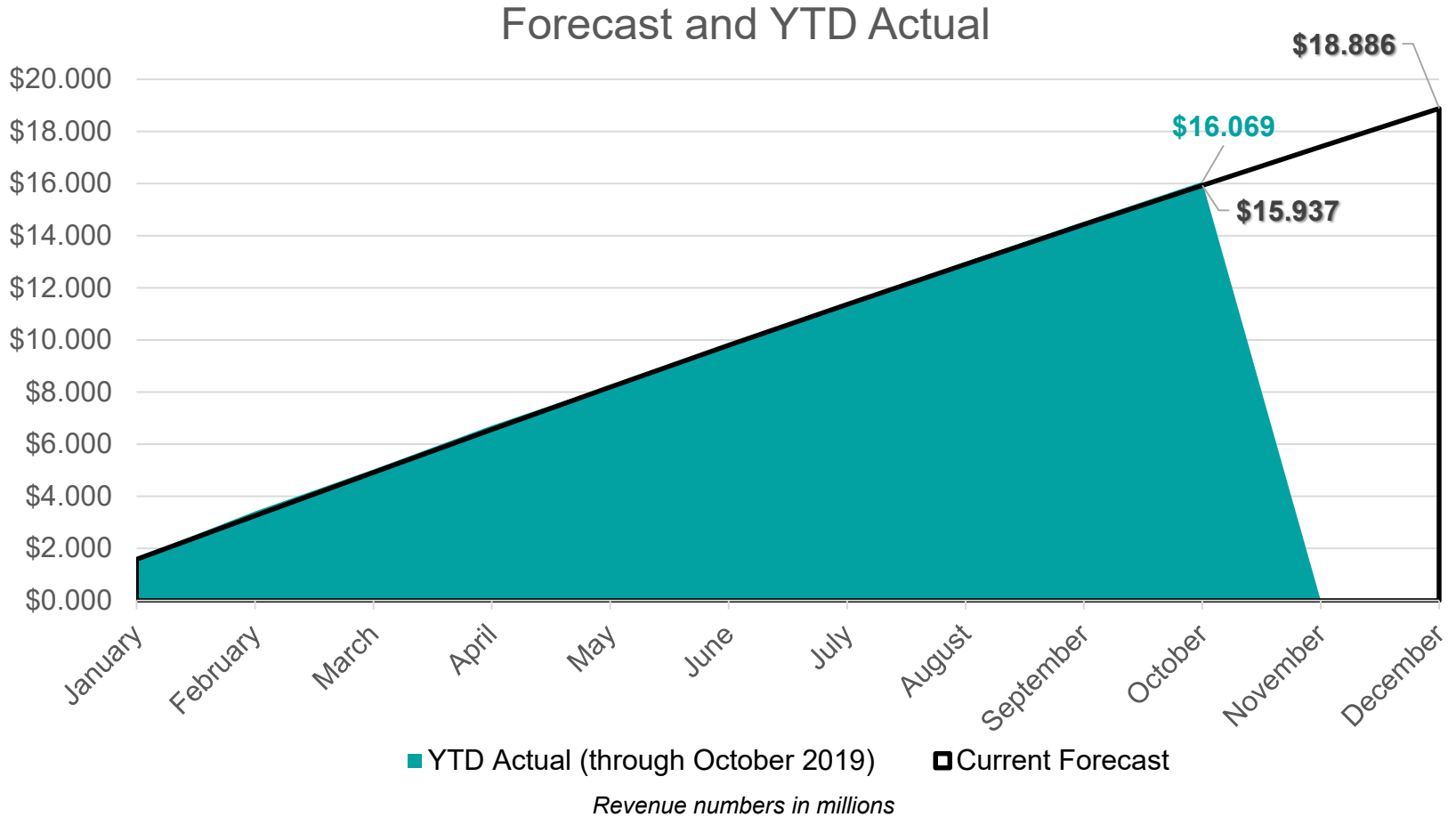
Carriers	2020 Enrollment To Date	2019 Enrollment
BluePlus	18.8%	18.9%
HealthPartners	23.4%	23.8%
Medica	24.2%	24.3%
UCare	33.4%	33.0%

Age	2020 Enrollment To Date	2019 Enrollment
<18	11.3%	11.9%
18-25	6.6%	6.9%
26-34	12.5%	13.2%
35-44	13.2%	13.3%
45-54	15.5%	17.2%
55+	40.5%	37.6%

Metal Level	2020 Enrollment To Date	2019 Enrollment
Gold	15.2%	15.0%
Silver	31.3%	32.3%
Bronze	51.8%	50.9%
Catastrophic	1.7%	1.8%

Sex	2020 Enrollment To Date	2019 Enrollment
Male	48.1%	47.9%
Female	51.9%	52.1%

MNsure Premium Withhold Revenue Calendar Year 2019

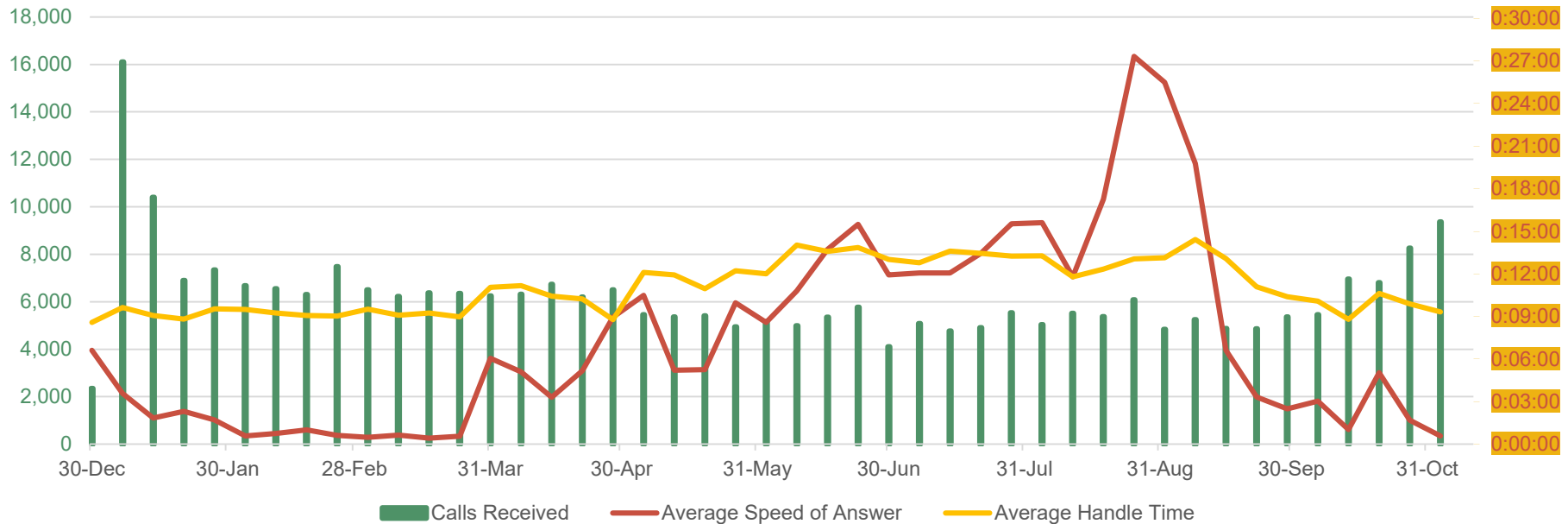


Note: CY19 forecast is based on budget approved at July 17, 2019 meeting.

Contact Center Dashboard

Contact Center Main Line – 2019	August	September	October
Average Daily Call Volume	1,033	1,059	1,253
Service Level (% of calls answered within 5 min.)	29%	46%	78%
Calls Abandoned while in Queue	18%	13%	2%

**MNsure Contact Center Performance
January 1 – November 10, 2019**



Call volumes represent weekly totals for week beginning with date.

Prepared for November 13, 2019 Board Meeting

Call Inquiries Dashboard

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

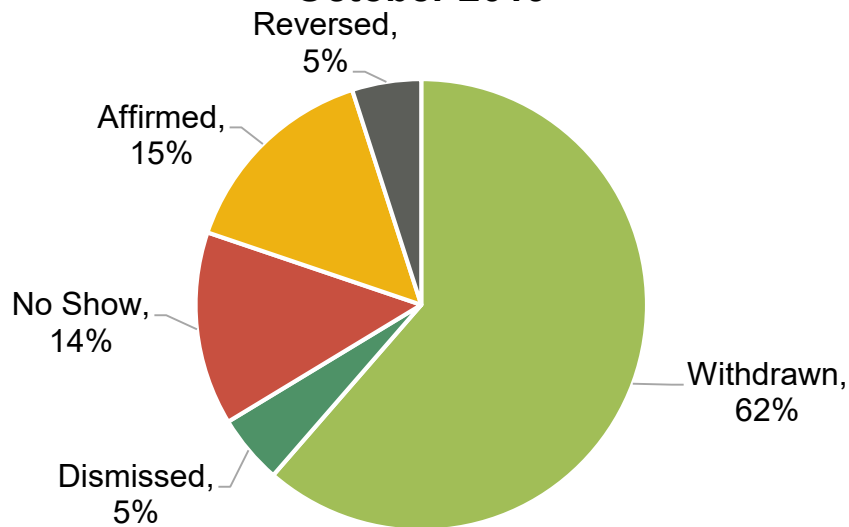
Assister Resource Center (ARC) Top Inquiries, October 2019	
1. Public Program Status Inquiry	15%
2. Password Reset/Account Unlock	8%
3. QHP Status	5%
4. Determination Status	5%
5. How Do I Apply?	3%

Broker Line Top Inquiries, October 2019	
1. Status of Enrollment	9%
2. Determination Result	4%
3. How Do I Update My Application?	4%
4. Loss of Employer-Sponsored Insurance	4%
5. General Certification Question	4%

Appeals Dashboard

Appeals Status – 2019	August	September	October
Appeals Filed – Individual	46	48	45
Appeals Filed – Employer Shared Responsibility (ESR)	51	75	242
Average Days Open – Individual	52.6	60.2	50.6
Average Days Open – ESR	90.2	77.8	79.9

Individual Appeals Outcome October 2019



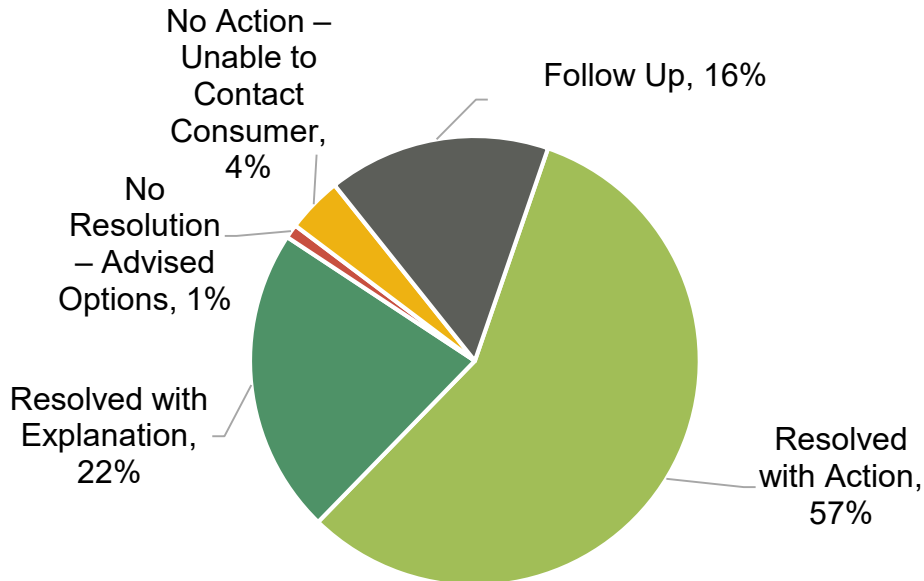
Top Issues – Individual October 2019

1. Special Enrollment Period denial	27%
2. Coverage termination date	14%
3. APTC	14%

Resolution Review Dashboard

Resolution Review Tickets Status – 2019	August	September	October
Resolution Review Tickets Created	189	154	91
Average Days Open	2.2	2.0	1.5

Resolution Review Outcome October 2019



Top Issues October 2019

1. Coverage termination date	51%
2. Plan effectuation date	16%
3. Special Enrollment Period issue	8%

METS 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)	Completed	Notices	In Progress
Notices	Completed	Notices	Completed	Notices	Completed	Unique Person ID	In Progress
METS Improvement	Completed	PRISM Interface Iteration 3	Completed	GetInsured Implementation	Completed	Defects	In Progress
Defects	Completed	Defects	Completed	Renewals Process Improvements Phase 1	Completed	Federal Tax Law Changes	In Progress
Verify Lawful Presence (VLP)	Completed			Defects	Completed	Renewals Process Improvement Phase 2	In Progress
Reasonable Opportunity Period (ROP) Phase 2	Completed						

Other projects with work in 2019

Status

Reasonable Opportunity Period (ROP) Phase 3	CANCELLED
Effective Dates	In Progress
Cost Sharing for MA	In Progress
Health Care Application Changes Discovery	In Progress
Renewals Process Improvements 2020	In Progress
Consumer Ability to Upload Verifications Discovery	CANCELLED
Address Standardization Discovery	CANCELLED
METS Eligibility: Income (fka METS Eligibility Determination)	Planned
METS Electronic Eligibility Verifications	Planned
Advanced Evidence Sharing	CANCELLED
Annual Cúram Upgrade 2020	Planned
Tribes as Processing Entities	Planned

Work Status Key

Incomplete (Red)

Completed (Green)

Underway (Blue)

Planned (Purple)

Ongoing / Annual Work (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	In Progress
Periodic and Annual Work	In Progress
Annual Renewal Processing and Renewals Operations	In Progress
Systems Instructions Review	Completed

METS 2020 Roadmap

Ongoing / Annual Work	Status
Data Access and Management (Reports)	In progress
Infrastructure Improvements	In progress
Operations & Maintenance <i>Includes: 1095A, 1095B, Periodic and Annual work, Annual Renewal Processing and Renewals Operations, Etc.)</i>	In progress

Development Projects	Status
Unique Person ID	In progress
Effective Dates	In progress
Renewals Process Improvements 2020	In progress
Cost Sharing for MA	In progress
Temporary Absence for MA	In progress
Eligibility Message Functionality	Planned
Tribes as Processing Entities	In progress
METS Eligibility Determination: Pregnant Women and Auto Newborns	In progress
METS Eligibility: Income	In progress
METS Electronic Eligibility Verifications (Discovery) – starts April 2020	Planned

Status Key
In Progress
Planned

2020 Roadmap & Deliverables Schedule as of 11/5/19

Roadmap Efforts (for approval)	Current Phase	Spring Release	Summer Release	Fall Release	Winter Release	Beyond 2020 Release(s)
Unique Person ID	Execution		Targeted	Targeted	Targeted	Targeted
Effective Dates	Execution		Firm		Targeted	Targeted
Renewals Process Improvements 2020	Initiation					
Cost Sharing for MA	Planning					
Temporary Absence for MA	Initiation					
Eligibility Message Functionality	Initiation					
Tribes as Processing Entities	Initiation					
METS Eligibility Determination: Pregnant Women and Auto Newborns	Initiation					
METS Eligibility: Income	Initiation					
METS Electronic Eligibility Verifications (Discovery)	Not started					
Infrastructure Improvements: Other	Execution					
Infrastructure Improvements: METS DR Exercise 2020.1	Execution					
M&O: Periodic/Annual Work – 2020 FPL-MA	Initiation	Firm				
M&O: Periodic/Annual Work – 2021 FPL-MCRE/IA/uQHP	Not Started					
M&O: 1095-A 2020 Operations	Initiation	Firm				
M&O: 1095-B 2020 Operations	Initiation	Firm				
M&O: Data Mart 1.5	Initiation					
M&O: Data Access and Management Reports	Ongoing					
M&O: Non Project work	Ongoing					

LEGEND	Targeted Project is actively working to deliver in the specified release timeframe.	Firm Project is approved to deliver in the specified release timeframe.	Complete Project successfully delivered in the specified release timeframe.
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