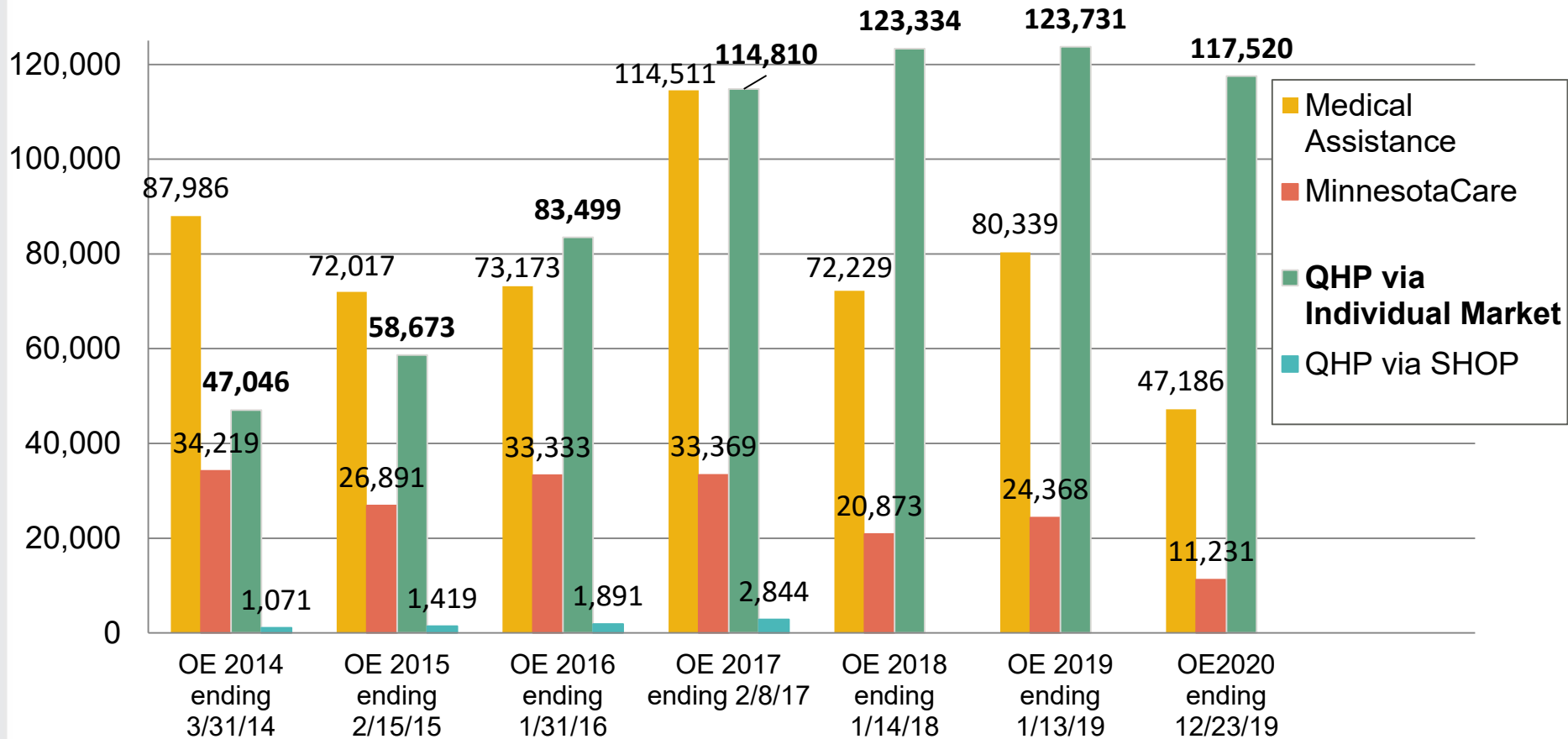




Board of Directors Meeting Year-to-Year Comparisons January 15, 2020

MNsure's Accessibility & Equal Opportunity (AEO) office can provide this information in accessible formats for individuals with disabilities. Additionally, the AEO office can provide information on disability rights and protections to access MNsure programs. The AEO office can be reached via 855-366-7873 or AEO@MNsure.org.

Sign-ups by Program OE 2014 – OE 2020



Financial Help Comparison Dashboard

OE 2014 – OE 2020

QHP Households Receiving Financial Help

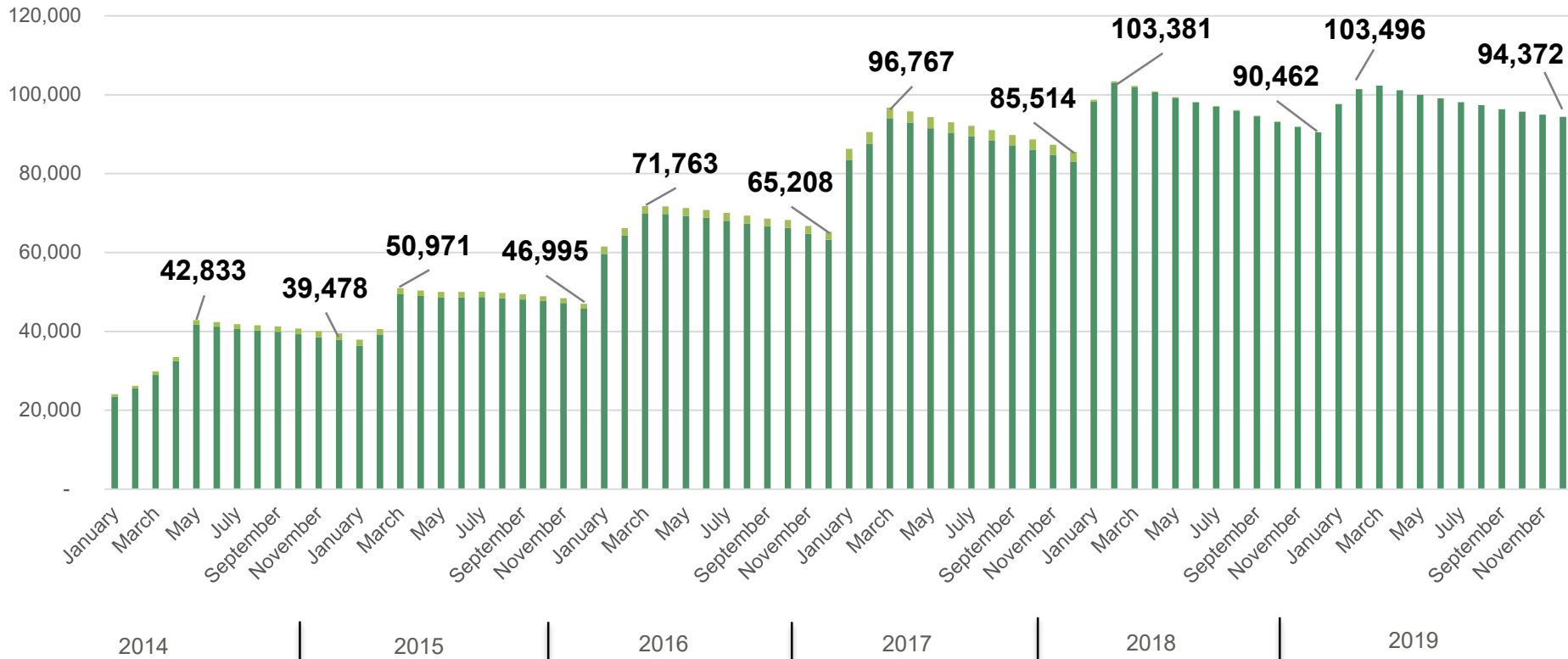
	OE 2020 ending 12/23/19	OE 2019 ending 1/13/19	OE 2018 ending 1/14/18	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Households with Advanced Premium Tax Credits	54%	57%	60%	64%	57%	47%	41%
Households with Cost Sharing Reductions	11%	11%	11%	13%	13%	13%	13%
Average Monthly APTC by Household	\$437	\$460	\$576	\$621	\$309	\$225	\$185
Cumulative APTC through full calendar year	\$198.1M*	\$221.0M	\$295.8M	\$325.1M	\$107.3M	\$48.3M	\$31.0M

**Projected based on current enrollment levels and prior-year effectuation patterns*

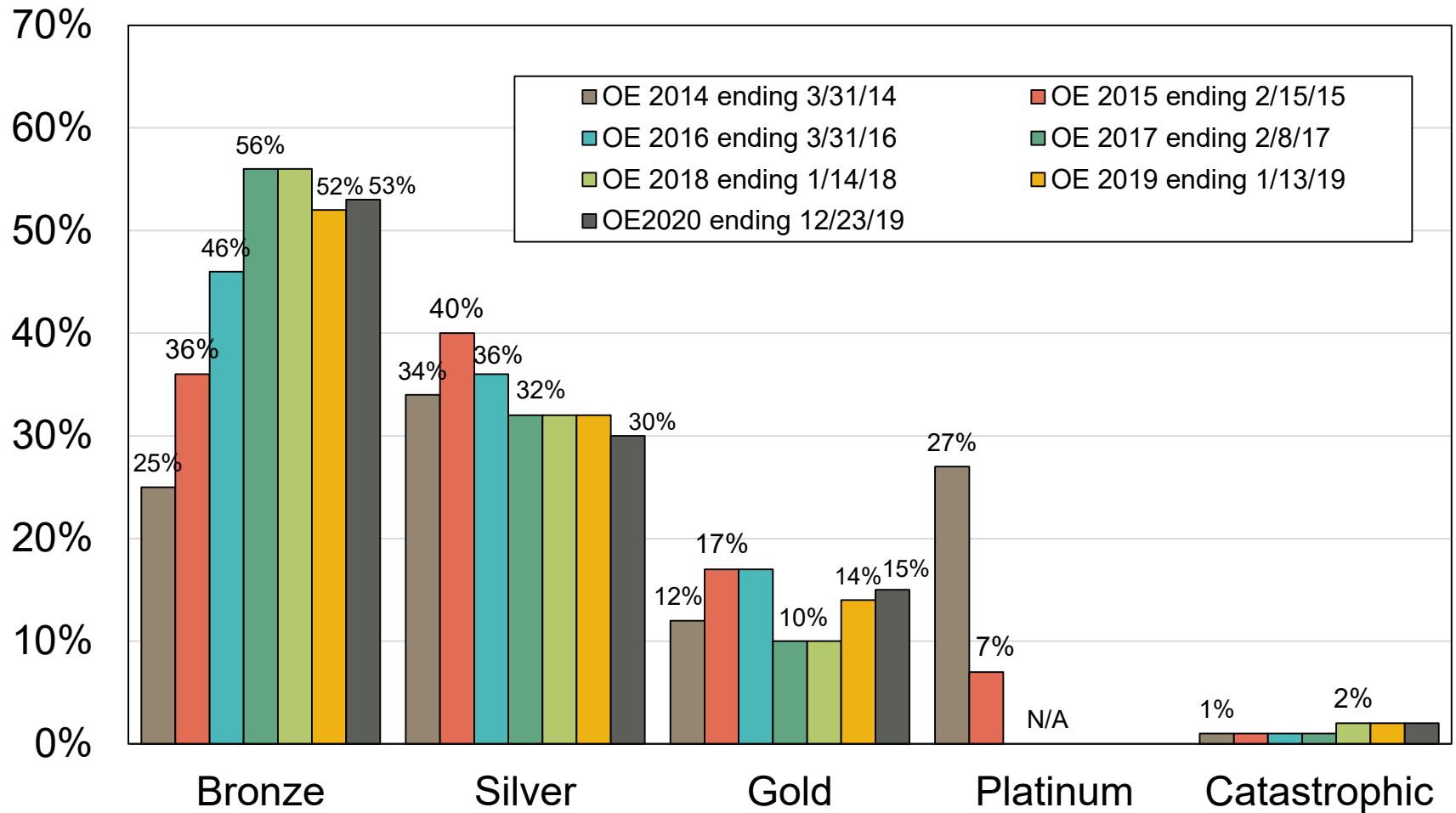
Effectuated Enrollments 2014 – 2019

Monthly Effectuated Enrollments
January 2014 – December 2019

■ Individual Market ■ SHOP



Individual Market: Enrollees by Metal Level OE 2014 – OE 2020



Individual Market: Enrollees by Carrier

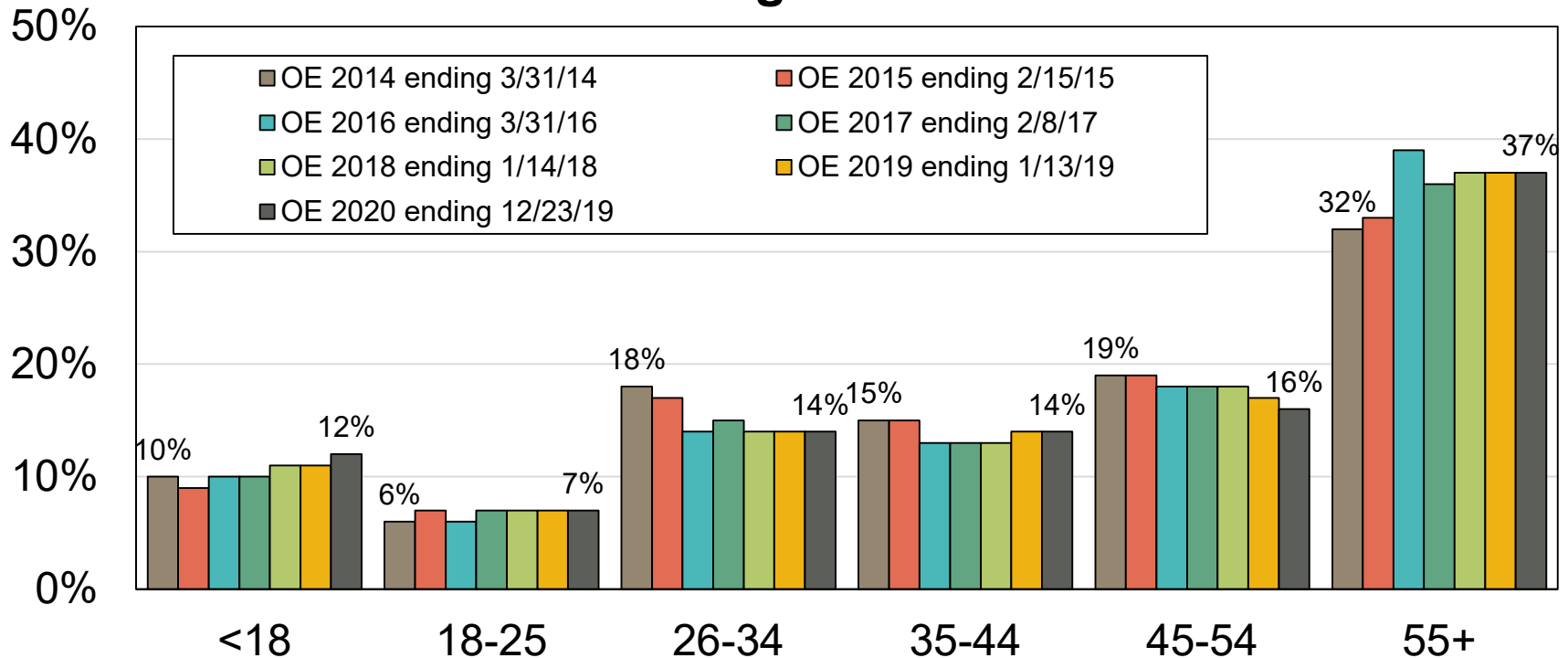
OE 2014 – OE 2020

Enrollees by Carrier since start of Open Enrollment period

Carrier	OE 2020 ending 12/23/19	OE 2019 ending 1/13/19	OE 2018 ending 1/14/18	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Blue Plus	18%	18%	15%	23%	8%	7%	--
HealthPartners	20%	24%	26%	27%	24%	24%	12%
Medica	22%	25%	29%	23%	19%	5%	4%
UCare	40%	33%	30%	27%	21%	20%	1%
Blue Cross Blue Shield	--	--	--	--	28%	43%	24%
PreferredOne	--	--	--	--	--	--	59%

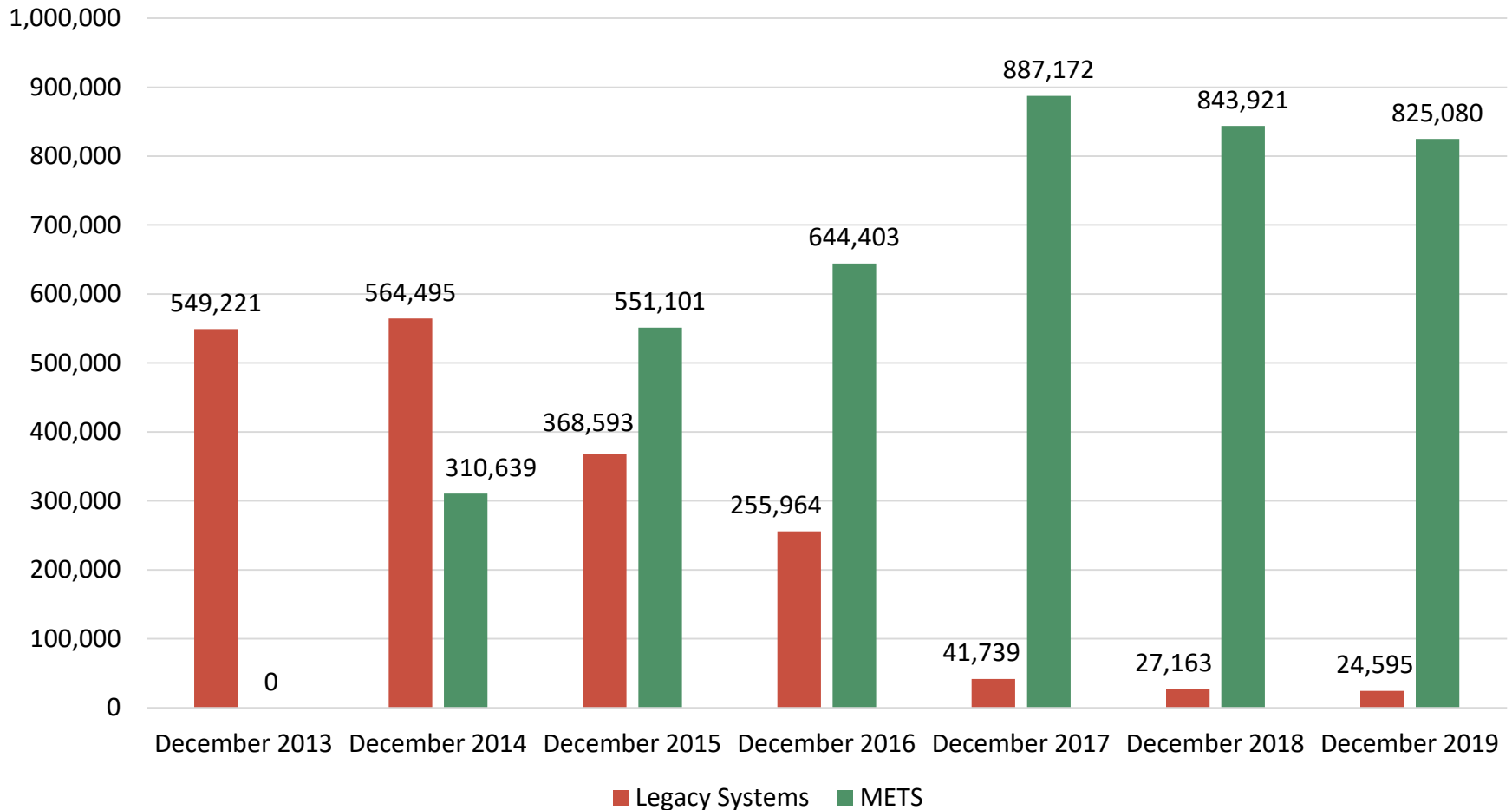
Individual Market: QHP Enrollee Demographics OE 2014 – OE 2020

Age

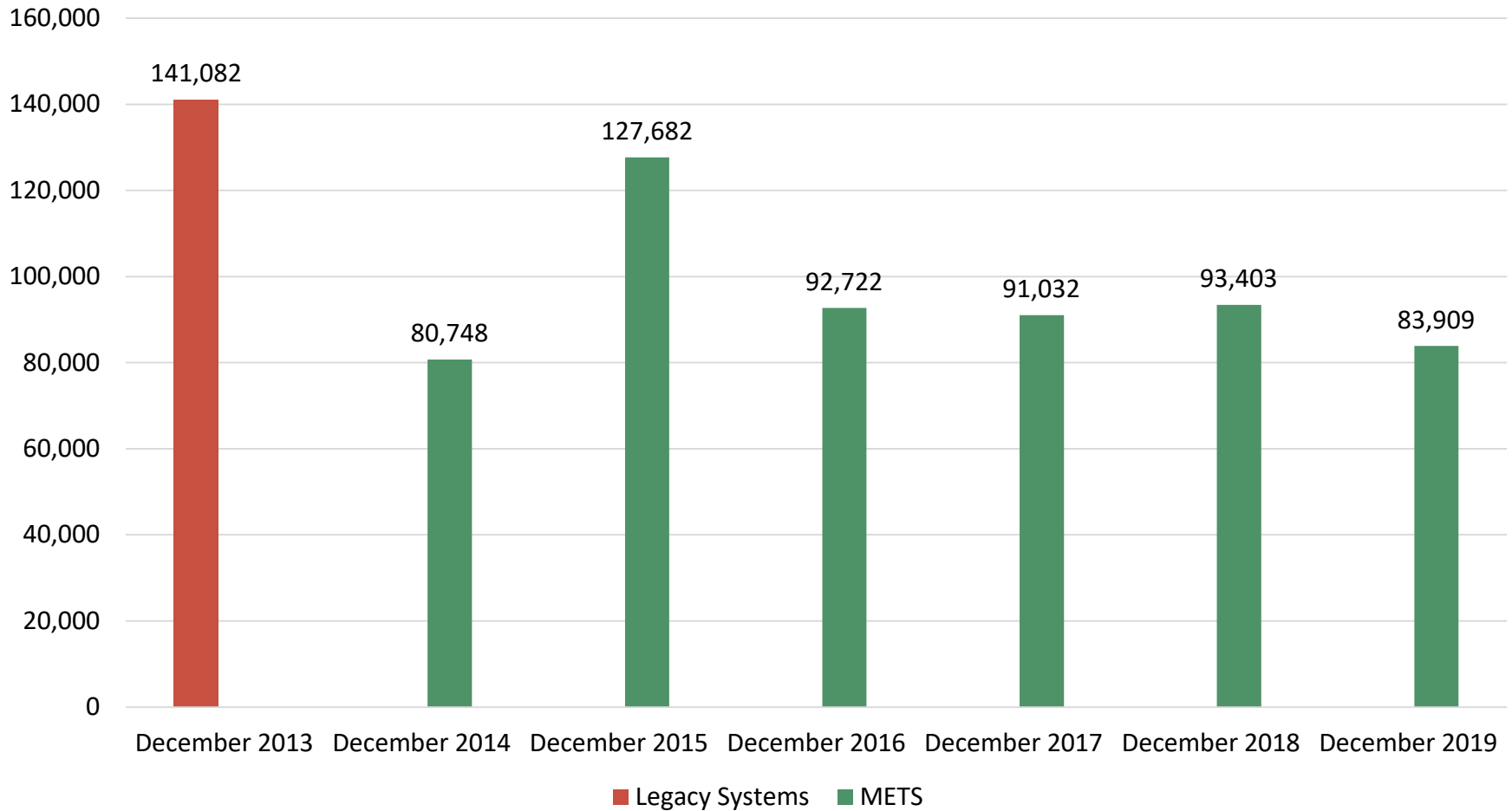


QHP Enrollee Demographics: Sex							
	OE 2020	OE 2019	OE 2018	OE 2017	OE 2016	OE 2015	OE 2014
Male	48.3%	48.2%	48.4%	48.2%	48.3%	49.0%	48.5%
Female	51.7%	51.8%	51.6%	51.8%	51.7%	51.0%	51.5%

Medical Assistance Enrollment Count



MinnesotaCare Enrollment Count



Contact Center Dashboard

OE 2014 – OE 2020

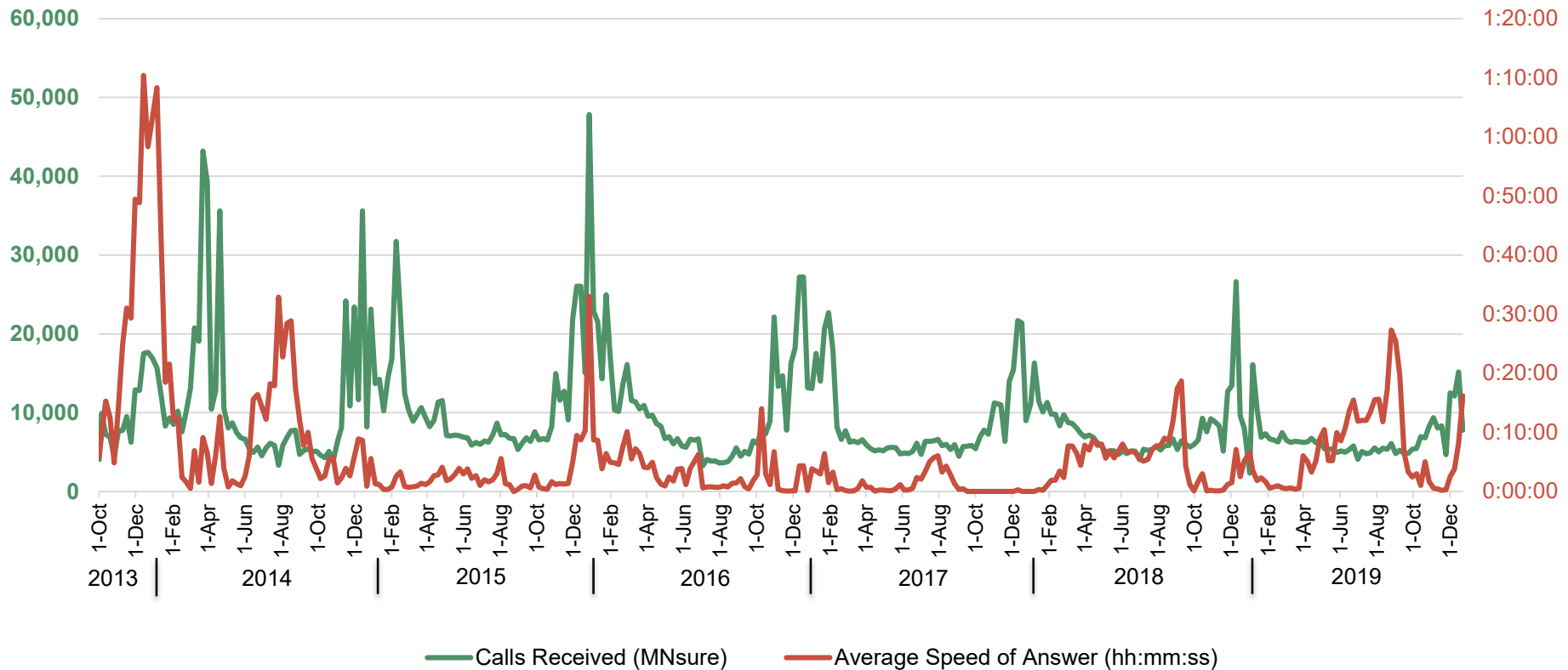


Contact Center, Oct. 1, 2013 – Dec. 23, 2019							
	OE 2020 11/1/19 – 12/23/19	OE 2019 11/1/18 – 1/13/19	OE 2018 11/1/17 – 1/14/18	OE 2017 11/1/16 – 2/8/17	OE 2016 11/1/15 – 1/31/16	OE 2015 11/15/14 – 2/15/15	OE 2014 10/1/13 – 3/31/14
Average Daily Call Volume	1,879	2,409	2,806	2,437	3,162	2,288	1,221
Service Level (% of calls answered in 5 min. or less)	79%	78%	99.7%	92%	65%	67%	28%
Calls Abandoned While in Queue	3%	3%	0.1%	6%	13%	11%	41%

Contact Center Performance

October 1, 2013 – December 23, 2019

MNsure Weekly Contact Center Calls Received/ASA (Average Speed to Answer)



Call volumes represent weekly totals for week beginning with date.

Average Speed of Answer represents weekly average for week beginning with date.