



Board of Directors Meeting

March 11, 2020

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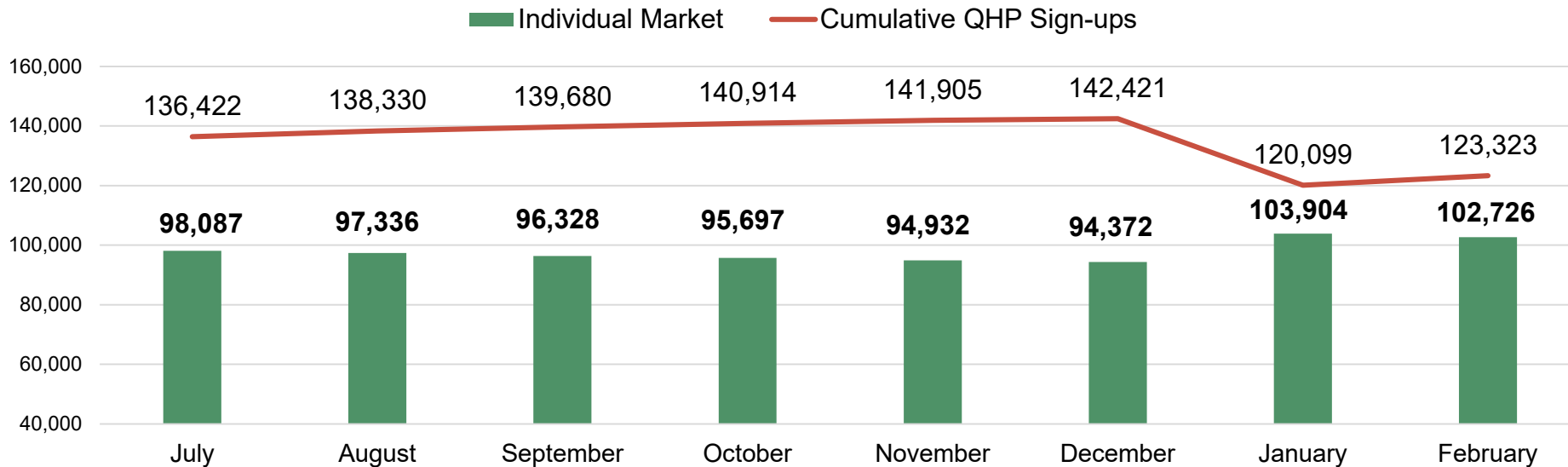
MNsure Dashboard

METS Activity, Nov. 1, 2019 – March 8, 2020	
Total	281,148
Medical Assistance Applicants	128,369
MinnesotaCare Applicants	29,111
Qualified Health Plan Sign-ups	123,668
QHP New Consumers	29,195
Qualified Dental Plan Sign-ups	17,750

Financial Assistance as of February 2020	
Households with Advanced Premium Tax Credit	54.8%
Households with Cost-Sharing Reductions	10.4%
Average Monthly APTC by Household	\$434
Cumulative APTC through Feb. 2020	\$33,739,179

Effectuated Enrollments and Average Premiums, 2019-2020

Monthly Effectuated Enrollments
July 2019 – February 2020

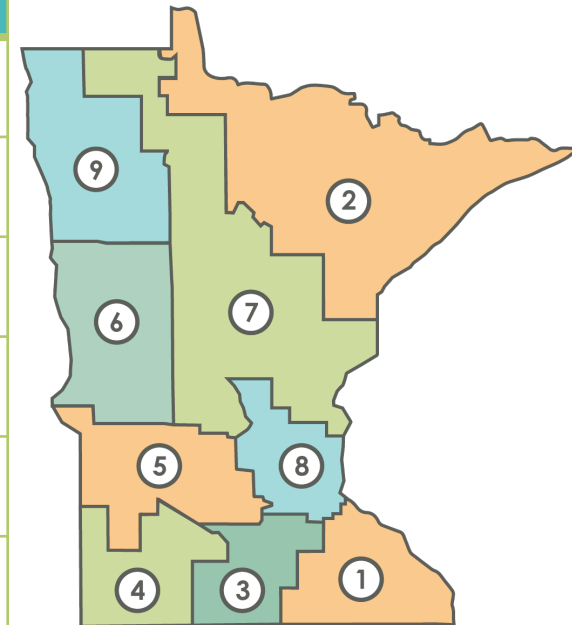


Average Pre-APTC Premium	\$458.10	\$457.17	\$456.47	\$456.04	\$454.65	\$453.87	\$447.93	\$447.93
Average Post-APTC Premium	\$270.89	\$270.75	\$270.96	\$271.69	\$271.89	\$272.47	\$285.30	\$283.98

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 February 2020

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 Feb. 2020
1	7.9%	6.0%	\$778	\$5,856,600
2	5.7%	6.1%	\$436	\$2,660,336
3	4.7%	4.3%	\$618	\$2,946,537
4	2.1%	2.8%	\$664	\$2,162,911
5	3.6%	3.9%	\$567	\$2,318,007
6	4.1%	4.1%	\$528	\$2,286,969
7	7.7%	9.2%	\$465	\$4,108,866
8	62.6%	62.3%	\$311	\$14,073,905
9	1.5%	1.3%	\$517	\$661,696



Note: Data is based on MNsure's current enrollment population through February 2020.

QHP Dashboard

Carriers	2020 Enrollment To Date	2019 Enrollment
Blue Plus	17.7%	18.9%
HealthPartners	20.0%	23.8%
Medica	21.5%	24.3%
UCare	40.8%	33.0%

Metal Level	2020 Enrollment To Date	2019 Enrollment
Gold	15.3%	15.0%
Silver	29.7%	32.3%
Bronze	52.6%	50.9%
Catastrophic	2.4%	1.8%

Sex	2020 Enrollment To Date	2019 Enrollment
Male	48.2%	47.9%
Female	51.8%	52.1%

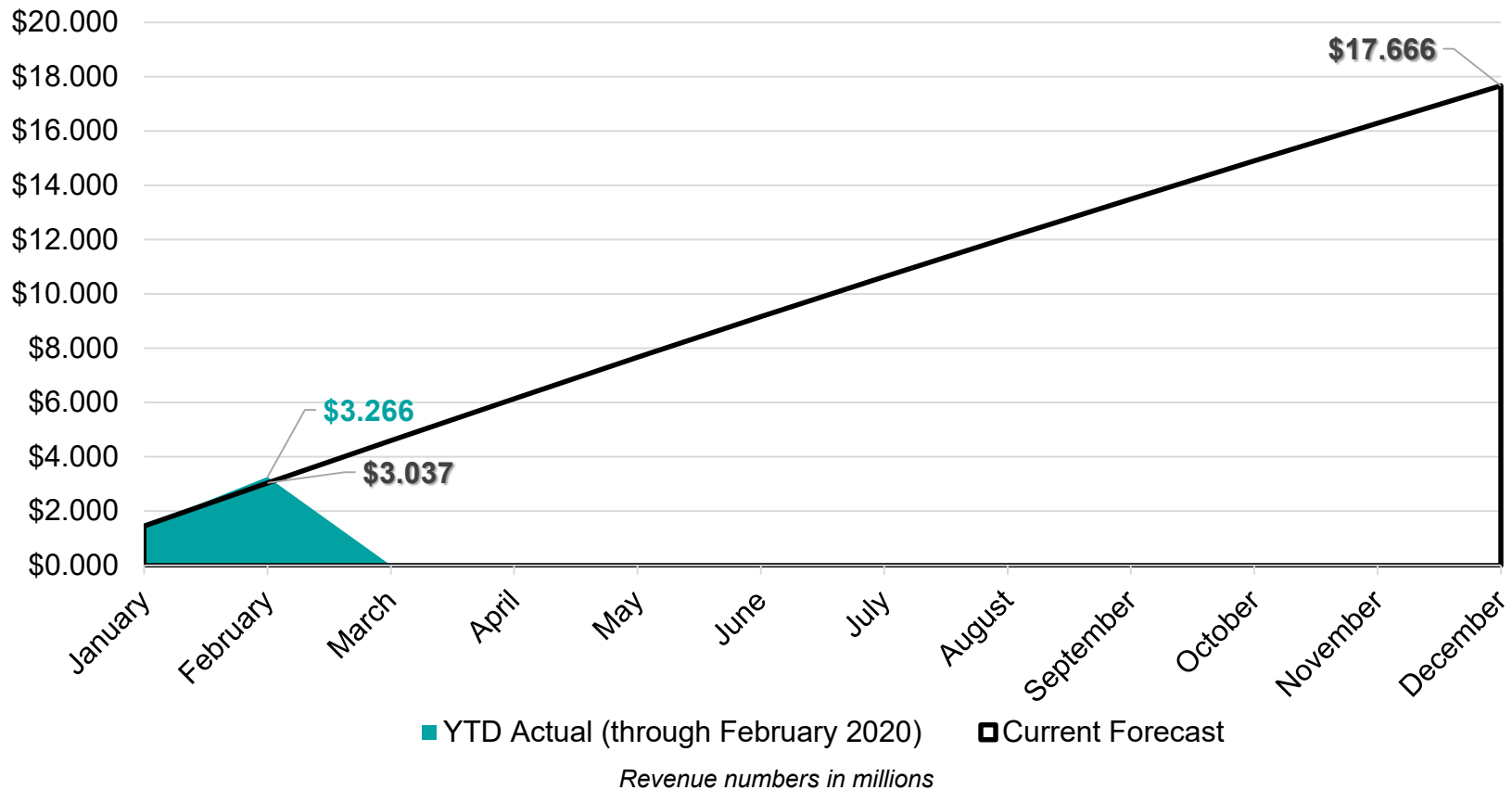
Age	2020 Enrollment To Date	2019 Enrollment
<18	11.8%	11.9%
18-25	7.1%	6.9%
26-34	13.6%	13.2%
35-44	13.8%	13.3%
45-54	16.3%	17.2%
55+	37.4%	37.6%

Language Preference	2020 Enrollment To Date	2019 Enrollment
English	96.4%	96.8%
Hmong	0.7%	0.8%
Somali	0.5%	0.5%
Spanish	1.1%	0.4%
Other	1.4%	1.5%

Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of February 2020.

MNsure Premium Withhold Revenue Calendar Year 2020

Forecast and YTD Actual

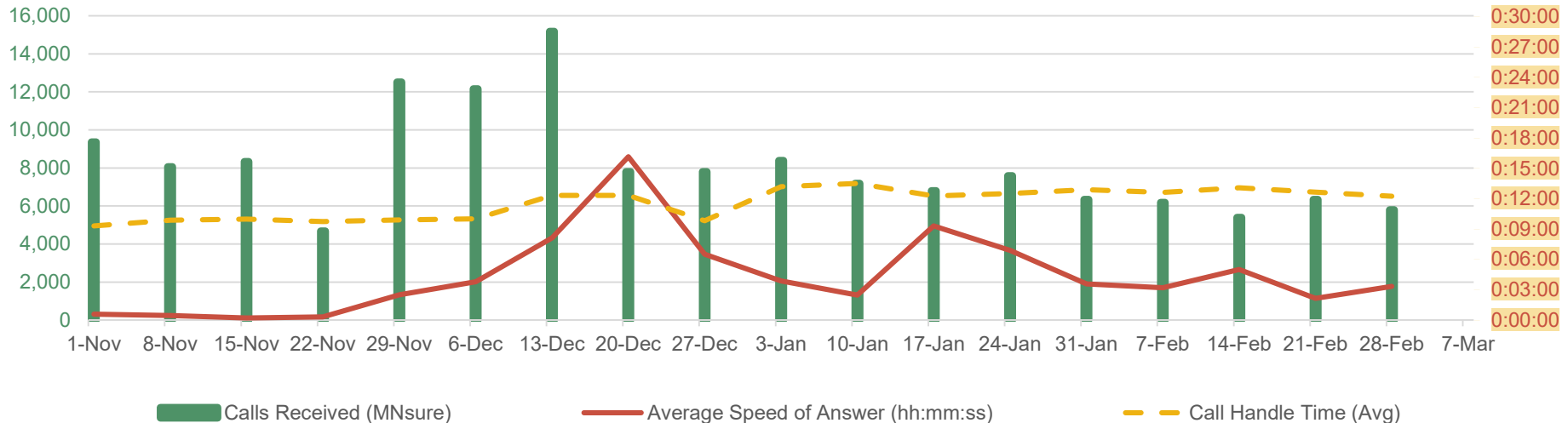


Note: CY20 forecast is based on budget approved at July 17, 2019 meeting.

Contact Center Dashboard

Contact Center Main Line – 2019-2020	December	January	February
Average Daily Call Volume	2,759	1,606	1,276
Service Level (% of calls answered within 5 min.)	57%	50%	66%
Calls Abandoned while in Queue	4%	5%	3%

**MNsure Contact Center Performance
November 1, 2019 – March 8, 2020**



Call volumes represent weekly totals for week beginning with date.

Prepared for March 11, 2020 Board Meeting

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, February 2020	
1. How Do I Apply?	14%
2. Medical Assistance/MinnesotaCare enrollee inquiry	12%
3. How to Enroll in a Plan	8%
4. How Do I Update My Application	8%
5. Enrollment Status Check	7%

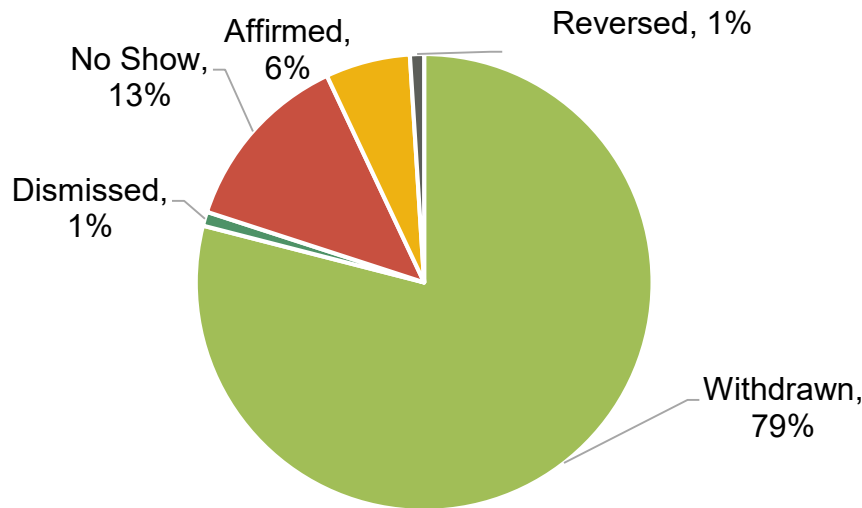
Assister Resource Center (ARC) Top Inquiries, February 2020	
1. Public Program Status	16%
2. How Do I Apply?	8%
3. Determination Status	8%
4. QHP Status	7%
5. Pending Case	2%

Broker Line Top Inquiries, February 2020	
1. Status of Enrollment	9%
2. QHP Status	7%
3. Determination Result	7%
4. Loss of Public Program	6%
5. Loss of Employer-sponsored insurance	5%

Appeals Dashboard

Appeals Status – 2019-2020	December	January	February
Appeals Filed – Individual	86	161	95
Appeals Filed – Employer Shared Responsibility (ESR)	138	123	80
Average Days Open – Individual	52.2	39.7	40.4
Average Days Open – ESR	77.2	76.9	88.8

Individual Appeals Outcome February 2020



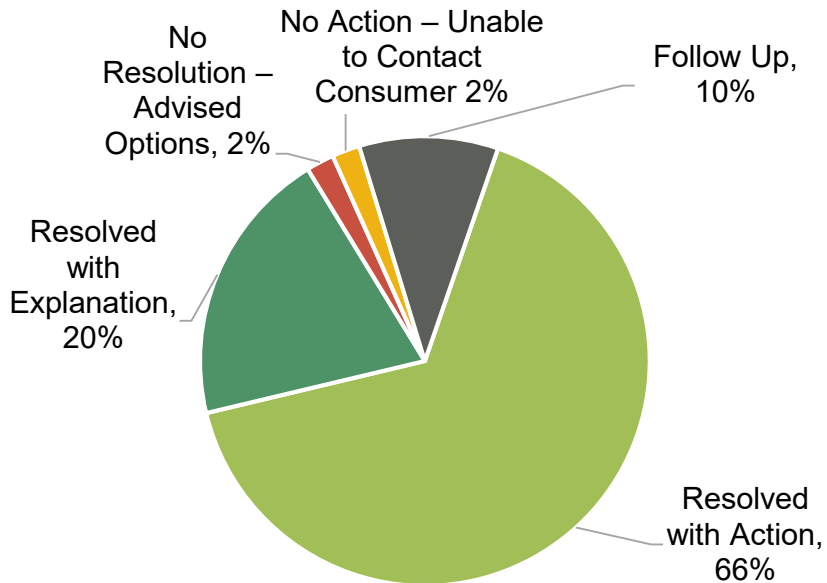
Top Issues – Individual February 2020

1. Special Enrollment Period (SEP) Denial	39%
2. Coverage Effective Date	12%
3. APTC	12%

Resolution Review Dashboard

Resolution Review Tickets Status – 2019-2020	December	January	February
Resolution Review Tickets Created	120	300	229
Average Days Open	4.5	4.25	4.25

Resolution Review Outcome February 2020



Top Issues February 2020

1. Coverage termination date	34%
2. Plan Effectuation	22%
3. SEP/Eligibility Issues	17%

METS FFY 2020 Roadmap

Ongoing / Annual Work	Status
Infrastructure Improvements: Other	In progress
Infrastructure Improvements: METS DR Exercise 2020.1	In progress
Periodic/Annual Work – 2020 FPL-MA	In progress
Periodic/Annual Work – 2021 FPL-MCRE / IA / uQHP	In progress
1095-A Operations	In progress
1095-B Operations	In progress
Data Access and Management Reports	In progress
M&O: Non Project work	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	In progress
* 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
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

Status Key
In Progress
Planned

CY 2020 Deliverables Schedule as of 03/09/2020

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

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.	Active Project is active during the specified release timeframe
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