



Board of Directors Meeting

June 17, 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.



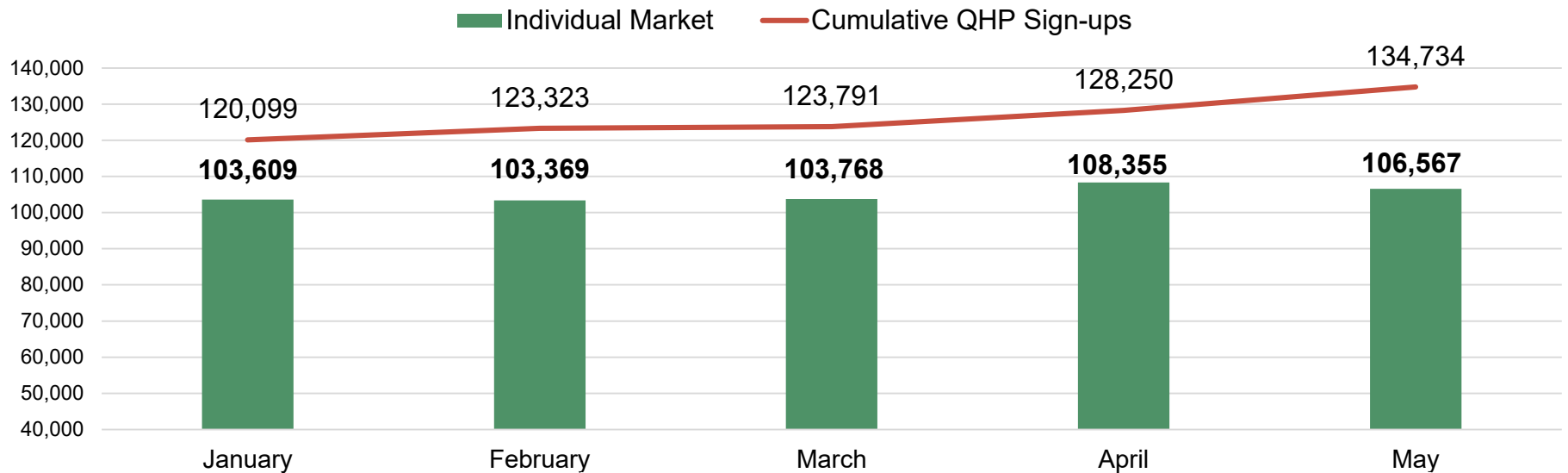
MNsure Dashboard

METS Activity, Nov. 1, 2019 – June 14, 2020	
Total	380,347
Medical Assistance Applicants	200,427
MinnesotaCare Applicants	42,573
Qualified Health Plan Sign-ups	137,347
QHP New Consumers	45,601
Qualified Dental Plan Sign-ups	21,696

Financial Assistance as of May 2020	
Households with Advanced Premium Tax Credit	54.8%
Households with Cost-Sharing Reductions	12%
Average Monthly APTC by Household	\$432.60
Cumulative APTC through May 2020	\$85,669,904

Effectuated Enrollments and Average Premiums, 2020

Monthly Effectuated Enrollments
January – May 2020

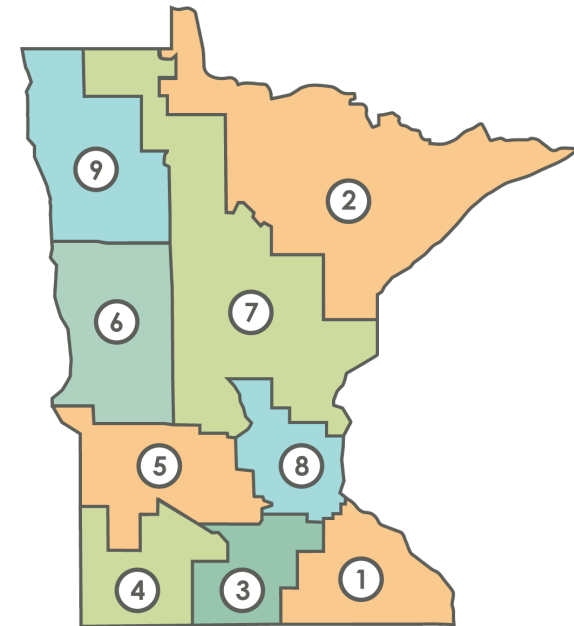


Average Pre-APTC Premium	\$447.37	\$446.42	\$444.94	\$440.96	\$441.21
Average Post-APTC Premium	\$283.65	\$281.57	\$280.84	\$279.59	\$280.26

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 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 June 14, 2020
1	7.9%	6%	\$757.38	\$13,874,457
2	5.7%	6%	\$396.19	\$6,180,331
3	4.7%	4.3%	\$581.60	\$7,004,138
4	2.1%	2.8%	\$633.21	\$5,180,893
5	3.6%	3.8%	\$522.53	\$5,527,960
6	4.1%	4.2%	\$479.94	\$5,388,788
7	7.7%	9.1%	\$422.22	\$9,492,388
8	62.6%	62.7%	\$257.68	\$32,653,866
9	1.5%	1.3%	\$475.58	\$1,563,435



Note: Data is based on MNSure's current enrollment population through May 2020.

QHP Dashboard

Carriers	2020 Enrollment To Date	2019 Enrollment
Blue Plus	17.9%	18.9%
HealthPartners	19.2%	23.8%
Medica	21.8%	24.3%
UCare	41.1%	33.0%

Metal Level	2020 Enrollment To Date	2019 Enrollment
Gold	15.3%	15.0%
Silver	29.4%	32.3%
Bronze	52.6%	50.9%
Catastrophic	2.7%	1.8%

Sex	2020 Enrollment To Date	2019 Enrollment
Male	48.6%	47.9%
Female	51.4%	52.1%

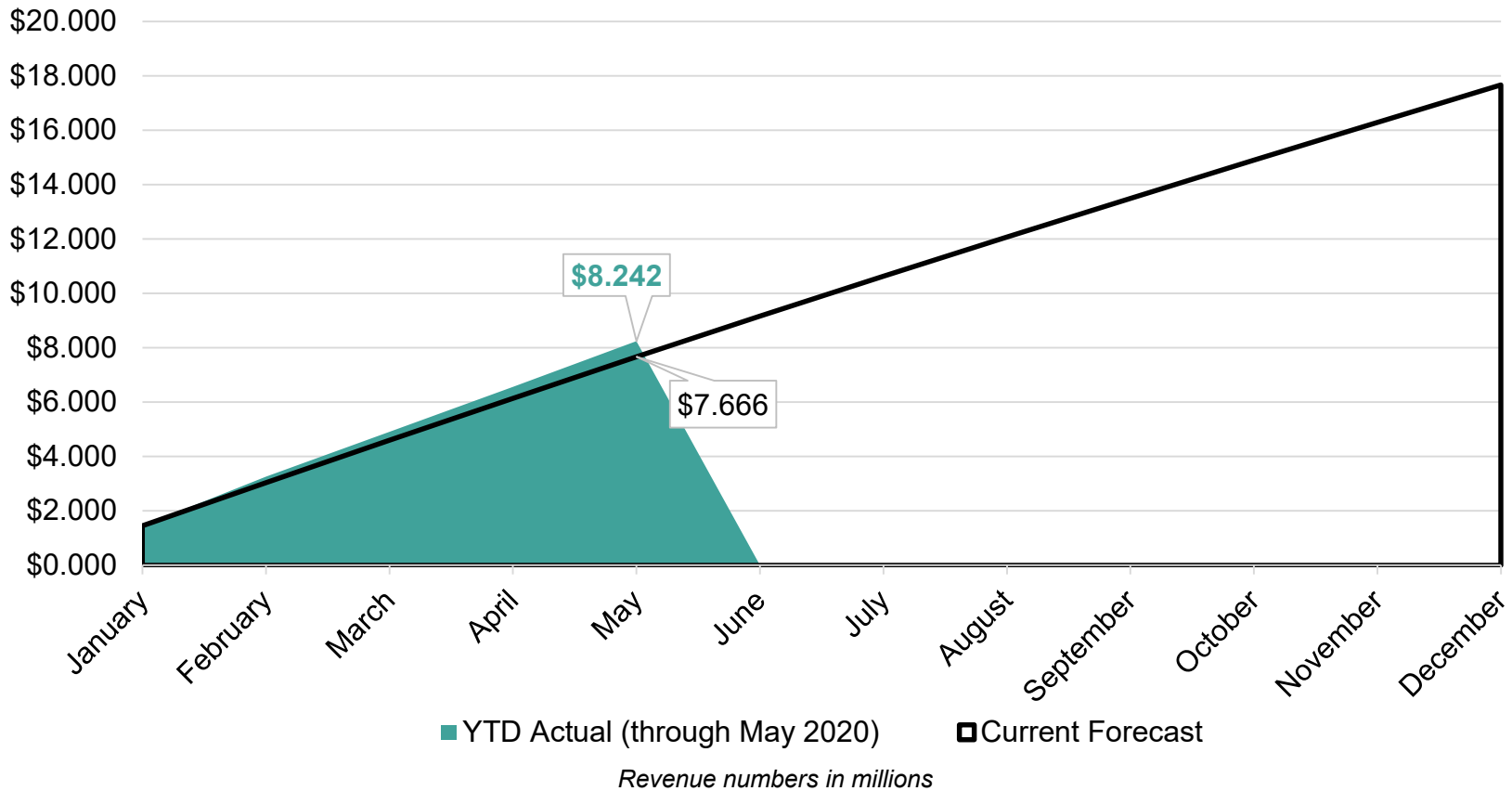
Age	2020 Enrollment To Date	2019 Enrollment
<18	12.1%	11.9%
18-25	7.4%	6.9%
26-34	13.9%	13.2%
35-44	13.9%	13.3%
45-54	16.3%	17.2%
55+	36.3%	37.6%

Language Preference	2020 Enrollment To Date	2019 Enrollment
English	96.5%	96.8%
Hmong	0.7%	0.8%
Somali	0.4%	0.5%
Spanish	1.1%	0.4%
Other	1.3%	1.5%

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

MNsure Premium Withhold Revenue Calendar Year 2020

Forecast and YTD Actual

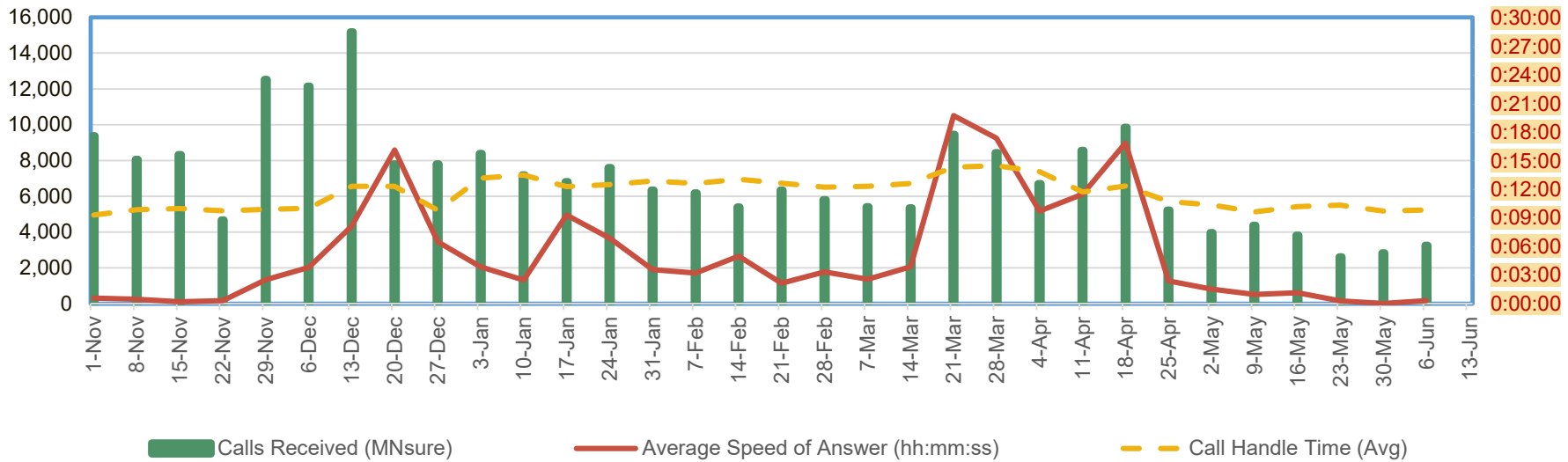


Note: CY20 forecast is based on budget approved at July 17, 2019 meeting.

Contact Center Dashboard

Contact Center Main Line – 2020	March	April	May
Average Daily Call Volume	1,432	1,539	792
Service Level (% of calls answered within 5 min.)	51%	41%	89%
Calls Abandoned while in Queue	9%	9%	2%

MNsure Contact Center Performance
November 1, 2019- June 12, 2020



Call volumes represent weekly totals for week beginning with date.

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, May 2020	
1. MCRE/Counties	14%
2. How Do I Apply	12%
3. How Do I Update My Application	8%
4. How to Enroll In a Plan	6%
5. Loss of ESI	5%

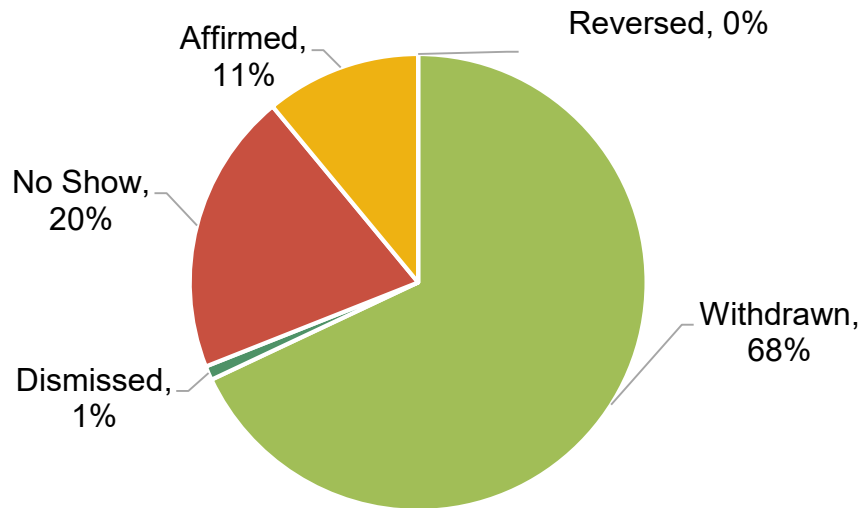
Assister Resource Center (ARC) Top Inquiries, May 2020	
1. Public Program Status	31%
2. How Do I Apply	13%
3. Determination Result	12%
4. QHP Status	7%
5. Newborn Status	5%

Broker Line Top Inquiries, May 2020	
1. Loss of ESI	27%
2. Status of Enrollment	10%
3. How to Enroll in a Plan	8%
4. Status of My SEP Request	5%
5. How Do I update My Application	5%

Appeals Dashboard

Appeals Status – 2020	March	April	May
Appeals Filed – Individual	88	96	52
Appeals Filed – Employer Shared Responsibility (ESR)	54	44	9
Average Days Open – Individual	43.7	39	46.8
Average Days Open – ESR	81.7	90.7	85.5

Individual Appeals Outcome May 2020



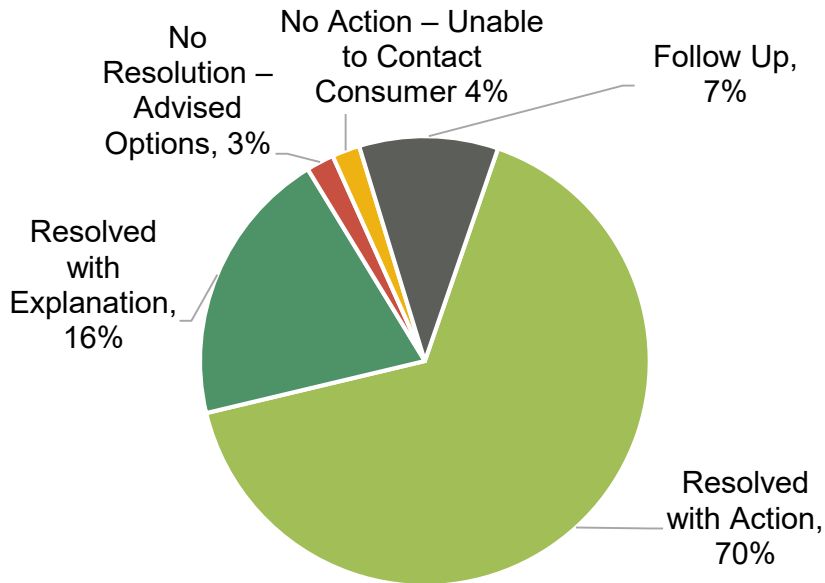
Top Issues – Individual May 2020

1. SEP Denial	28%
2. Term Effective Date	17%
3. Effective Date	11%

Resolution Review Dashboard

Resolution Review Tickets Status – 2020	March	April	May
Resolution Review Tickets Created	260	249	225
Average Days Open	6	4	3

Resolution Review Outcome May 2020



Top Issues May 2020

1. Term Effective Date	44%
2. SEP Issue	20%
3. Effective Date Issue	16%

METS FFY 2020 Roadmap

Ongoing / Annual Work

Status

Infrastructure Improvements: Other	In progress
METS DR (Disaster Recovery) Exercise 2020.1	In progress
Periodic/Annual Work – 2020 FPL-MA	Operationalized
Periodic/Annual Work – 2021 FPL-MCRE / IA / uQHP	In progress
1095-A Operations	Operationalized
1095-B Operations	In progress
1095-B Tax Year 2020	In progress
Data Access and Management Reports	In progress
M&O: Non Project work	In progress

Status Key
Completed/Operationalized
In Progress
Planned
* = COVID Hold

Development Projects

Status

* Unique Person ID	In progress
* Effective Dates	In progress
* Renewals Process Improvements 2020	In progress
Cost Sharing for MA	*
* Temporary Absence for MA	In progress
* Eligibility Message Functionality	In progress
* Tribes as Processing Entities	*
* METS Eligibility Determination: Pregnant Women and Auto Newborns	*
* METS Eligibility: Income	*
* METS Electronic Eligibility Verifications (Discovery) – starts April 2020	*
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

Key:

* IAPD Funded projects

Yellow Text- Changes since last presentation

CY 2020 Deliverable Schedule – New Development Projects

as of 06/3/2020



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	Firm	Targeted
* Effective Dates	Execution	Active	Active	Firm	Active	Targeted
* Renewals Process Improvements 2020	Execution	Active	Active**	Active	Active	Targeted
Cost Sharing for MA	Execution	Active	COVID Hold	TBD	TBD	Targeted
* Temporary Absence for MA	Execution	Active	Active	Firm		
* Eligibility Message Functionality	Execution	Active	Active	Active	Active	Targeted
* Tribes as Processing Entities	Planning	Active	COVID Hold	TBD	TBD	TBD
* METS Eligibility Determination: Pregnant Women and Auto Newborns	Planning	Active	COVID Hold	TBD	TBD	TBD
* METS Eligibility: Income	Planning	Active	COVID Hold	TBD	TBD	TBD
* METS Electronic Eligibility Verifications (Discovery)	Not Started		COVID Hold	TBD		
Data Mart 1.5	Execution	Active	Active	Targeted	Targeted	
Cúram Upgrade 2020	Execution	Active	Active	Active	Firm	

LEGEND	Targeted	Firm	Complete	Active
	Project/effort is actively working to deliver in the specified release timeframe.	Project/effort is approved to deliver to Curam platform in the specified release timeframe.	Project/effort successfully delivered in the specified release timeframe.	Project/effort is active during the specified release timeframe

Red text: Changes since last presentation
 * = IAPD Funded projects
 ** = COVID-related hold took place in this period

CY 2020 Deliverable Schedule – Ongoing/ Annual Work

as of 05/28/2020

Roadmap Efforts	Current Phase	Spring Release Timeframe	Summer Release Timeframe	Fall Release Timeframe	Winter Release Timeframe	Beyond 2020 Release(s)
Infrastructure Improvements – Other	Execution	Active	Targeted			
METS DR (Disaster Recovery) Exercise 2020.1	Execution	Active	Active	Targeted		
Periodic/Annual Work – 2020 FPL-MA	Closed	Complete				
Periodic/Annual Work – 2021 FPL-MCRE/IA/uQHP	Execution	Active	Active	Firm		
1095-A Operations	Closed	Complete				
1095-B Operations	Execution	Complete				
1095-B Tax Year 2020	Initiation		Active	Active	Targeted	Targeted
Data Access and Management Reports	Ongoing	Complete	Targeted	Targeted	Targeted	Targeted
M&O: Non Project work	Ongoing	Complete	Targeted	Firm	Targeted	Targeted

LEGEND	Targeted Project/effort is actively working to deliver in the specified release timeframe.	Firm Project/effort is approved to deliver to Curam platform in the specified release timeframe.	Complete Project/effort successfully delivered in the specified release timeframe.	Active Project/effort is active during the specified release timeframe
--------	---	--	---	---

Red text- Changes since last presentation

Preview: METS FFY 2021 Roadmap

(This draft shows differences from FFY20 *if* all requested funding is approved)

Ongoing / Annual Work	Projected Status Oct 2020
Infrastructure Improvements: Other	Completed
METS-DR Exercise 2020-1	Completed
Periodic/Annual Work – 2020 FPL-MA	Operationalized
Periodic/Annual Work – 2021 FPL-MCRE / IA / uQHP	Operationalized
1095-A Operations	Operationalized
1095-B Operations	Completed
1095-B Tax Year 2020	In progress
Data Access and Management Reports	In progress
M&O: Non Project work	In progress

Status Key
Completed/Operationalized
In Progress
Planned

Development Projects	Projected Status Oct 2020
* 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 (not IAPD funded in FFY21)	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)	In progress
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

Key:

* = IAPD Funded projects

Strikethrough = 2020 projects not expected on 2021 roadmap.