



Board of Directors Meeting

July 15, 2020

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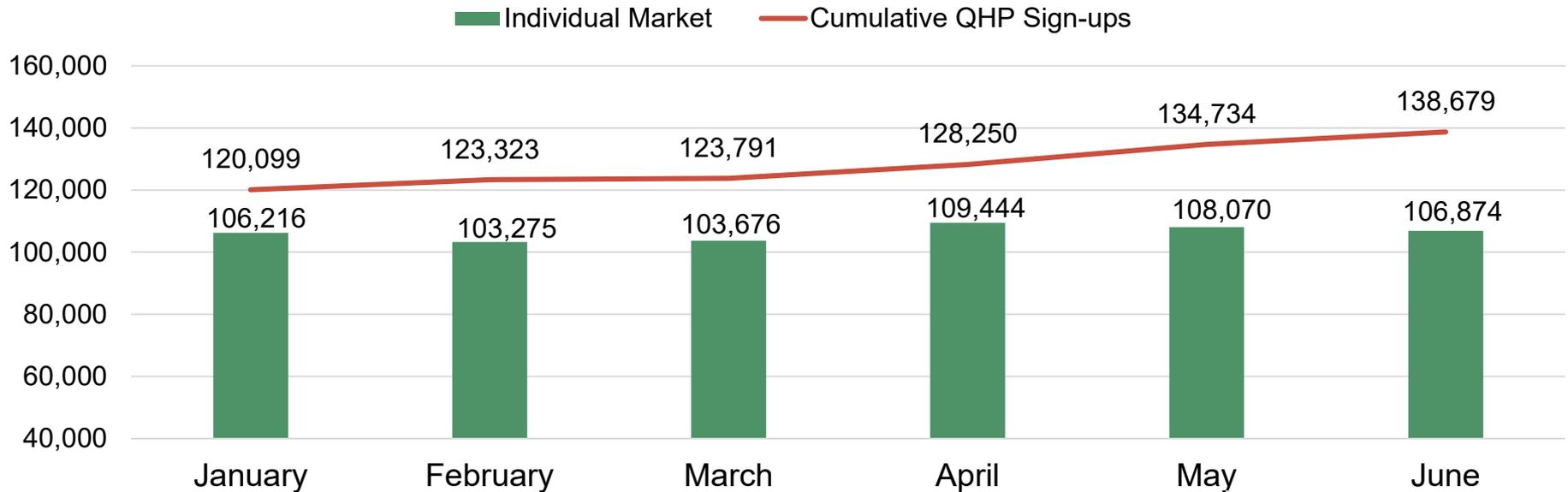
MNsure Dashboard

METS Activity, Nov. 1, 2019 – July 12, 2020	
Total	397,517
Medical Assistance Applicants	213,823
MinnesotaCare Applicants	44,616
Qualified Health Plan Sign-ups	139,078
QHP New Consumers	47,262
Qualified Dental Plan Sign-ups	22,124

Financial Assistance as of June 2020	
Households with Advanced Premium Tax Credit	54.12%
Households with Cost-Sharing Reductions	11.78%
Average Monthly APTC by Household	\$431.23
Cumulative APTC through June 2020	\$102,868,268

Effectuated Enrollments and Average Premiums, 2020

Monthly Effectuated Enrollments, January – June 2020



Average Pre-APTC Premium	\$442.44	\$446.41	\$444.88	\$438.56	\$438.30	\$437.79
Average Post-APTC Premium	\$292.27	\$295.94	\$294.41	\$289.87	\$289.84	\$289.32

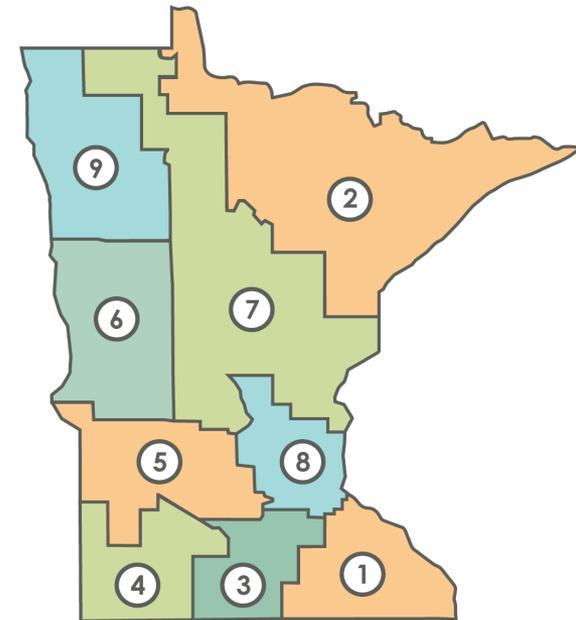
Note: Cumulative QHP sign-ups reflect sign-ups for the given plan year.

Effectuated enrollments and average premium amounts are based upon the latest data received from carriers.

QHP Enrollment by Rating Region

as of July 12, 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 July 12, 2020
1	7.9%	6.1%	\$755.33	\$16,613,316.37
2	5.7%	5.9%	\$396.23	\$7,382,121.56
3	4.7%	4.3%	\$581.35	\$8,390,091.16
4	2.1%	2.8%	\$632.78	\$6,195,883.45
5	3.6%	3.9%	\$522.12	\$6,610,316.85
6	4.1%	4.3%	\$480.45	\$6,466,439.89
7	7.7%	9.1%	\$420.03	\$11,345,593.11
8	62.6%	62.4%	\$257.19	\$39,060,428.25
9	1.5%	1.3%	\$473.20	\$1,864,865.79



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

QHP Dashboard

Carriers	2020 Enrollment To Date	2019 Enrollment
Blue Plus	18%	18.9%
HealthPartners	19.2%	23.8%
Medica	21.6%	24.3%
UCare	41.2%	33.0%

Metal Level	2020 Enrollment To Date	2019 Enrollment
Gold	15.3%	15.0%
Silver	29.5%	32.3%
Bronze	52.5%	50.9%
Catastrophic	2.6%	1.8%

Sex	2020 Enrollment To Date	2019 Enrollment
Male	48.5%	47.9%
Female	51.5%	52.1%

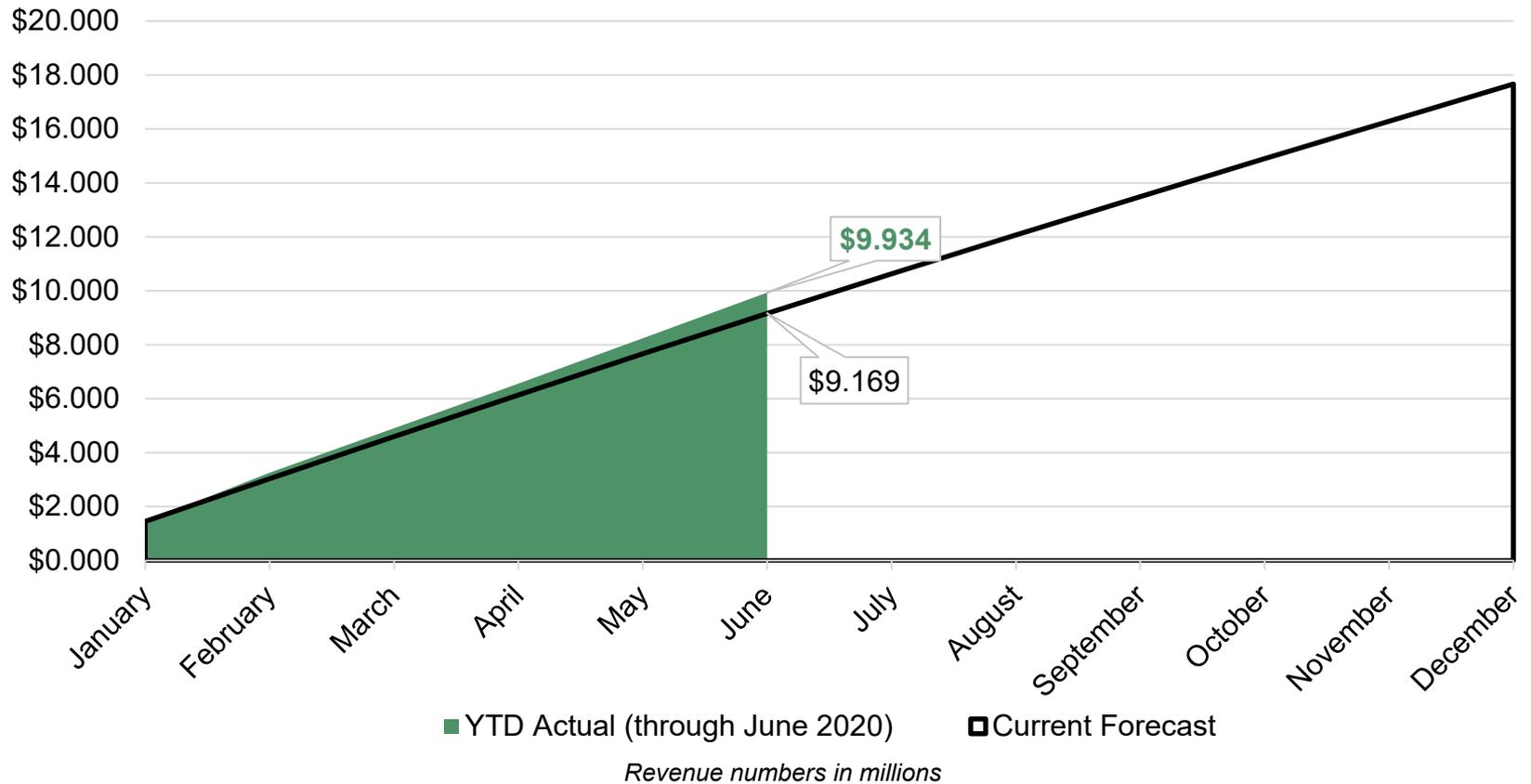
Age	2020 Enrollment To Date	2019 Enrollment
<18	11.8%	11.9%
18-25	7.1%	6.9%
26-34	14%	13.2%
35-44	14.1%	13.3%
45-54	16.5%	17.2%
55+	36.5%	37.6%

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 June 2020.

MNsure Premium Withhold Revenue Calendar Year 2020

Forecast and YTD Actual

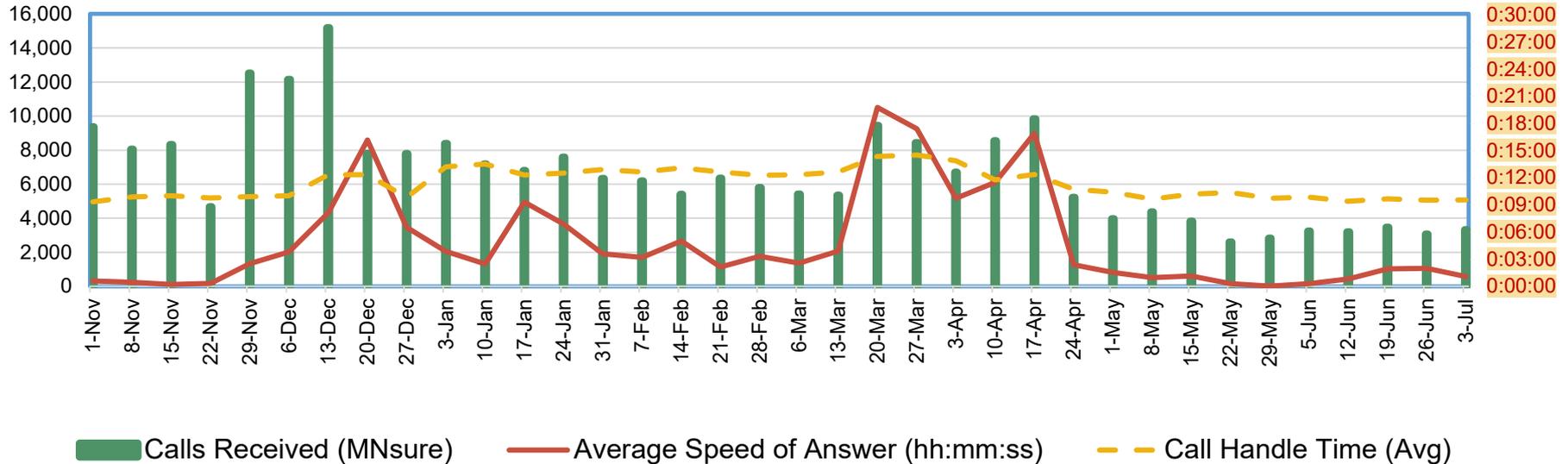


Note: CY20 forecast is based on budget approved at July 17, 2019 meeting.

Contact Center Dashboard

Contact Center Main Line – 2020	April	May	June
Average Daily Call Volume	1,539	792	730
Service Level (% of calls answered within 5 min.)	41%	89%	94%
Calls Abandoned While in Queue	9%	2%	0.1%

**MNsure Contact Center Performance
November 1, 2019- July 9, 2020**



Call volumes represent weekly totals for week beginning with date.

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, June 2020	
1. MinnesotaCare/Medical Assistance	15%
2. How Do I Apply	14%
3. How Do I Update My Application	8%
4. How to Enroll in a Plan	7%
5. Enrollment Status Check	4%

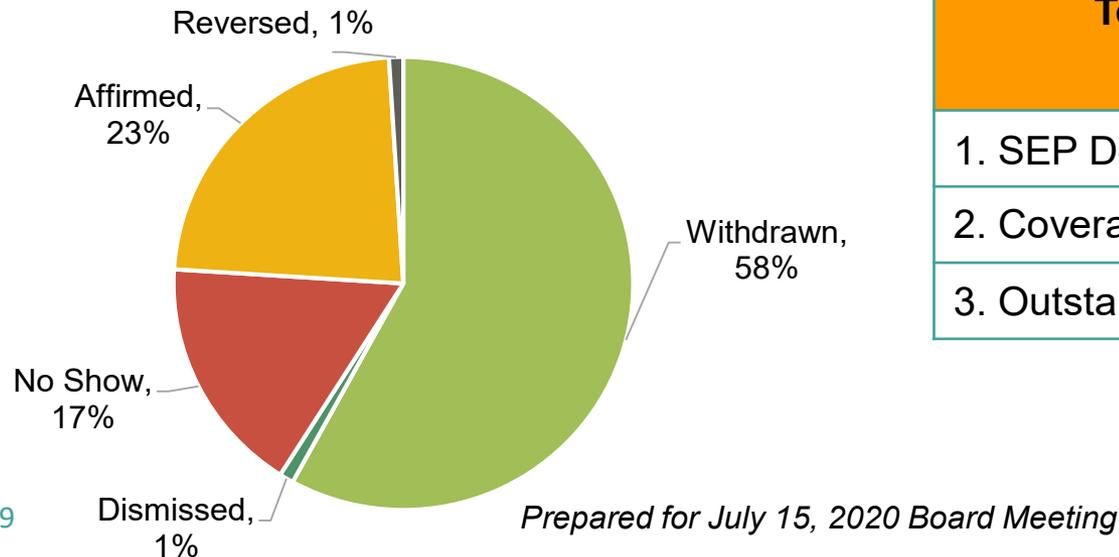
Assister Resource Center (ARC) Top Inquiries, June 2020	
1. Public Program Status	33%
2. How Do I Apply	12%
3. Determination Result	7%
4. QHP Status	7%
5. Newborn Status	6%

Broker Service Line Top Inquiries, June 2020	
1. Lost or Will Lose Health Coverage	33%
2. Status of Enrollment	10%
3. How To Enroll in a Plan	8%
4. How Do I Apply	7%
5. How Do I Update My Application	6%

Appeals Dashboard

Appeals Status – 2020	April	May	June
Appeals Filed – Individual	96	52	43
Appeals Filed – Employer Shared Responsibility (ESR)	44	9	9
Average Days Open – Individual	39	46.8	49.5
Average Days Open – ESR	90.7	85.5	93.8

Individual Appeals Outcome June 2020



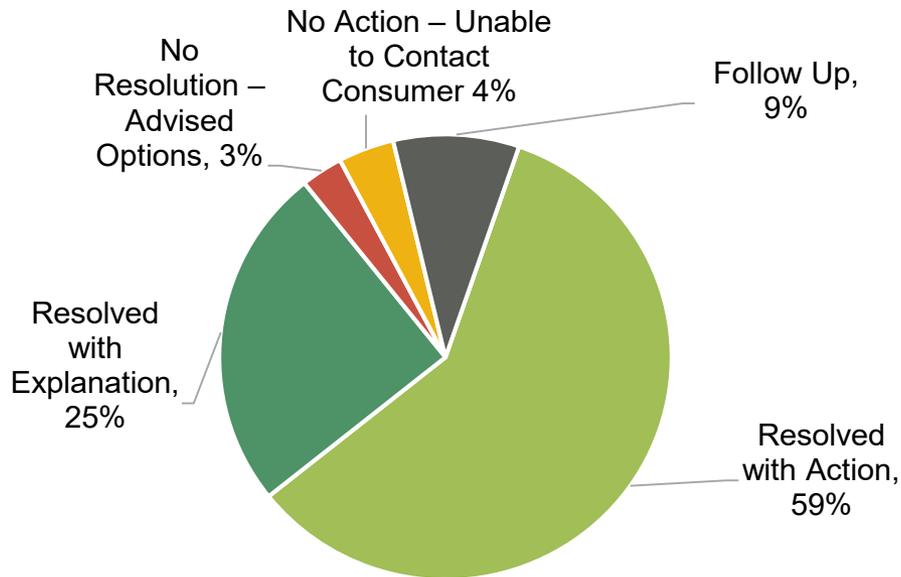
Top Issues – Individual June 2020

1. SEP Denial	41%
2. Coverage Termination Date	16%
3. Outstanding Eligibility Issue	6%

Resolution Review Dashboard

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

Resolution Review Outcome June 2020



Top Issues June 2020

1. Termination effective date	44%
2. Special enrollment period issue	22%
3. Plan effective date	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	Completed **
1095-B Tax Year 2020	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	✘
* 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)	✘
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

Status Key
Completed / Operationalized
In Progress
Planned
✘ = COVID Hold
* = IAPD-funded projects
** = Status change since last presentation

7/1/2020

CY 2020 Deliverable Schedule – New Development Projects *as of 7/1/2020*

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	Complete**	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	COVID Hold ***	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	COVID Hold ***	TBD	TBD
* METS Eligibility Determination: Pregnant Women and Auto Newborns	Planning	Active	COVID Hold	COVID Hold ***	TBD	TBD
* METS Eligibility: Income	Planning	Active	COVID Hold	COVID Hold ***	TBD	TBD
* METS Electronic Eligibility Verifications (Discovery)	Not Started		COVID Hold	COVID Hold ***	TBD ***	TBD ***
Data Mart 1.5	Execution	Active	Active	Targeted	Targeted	
Cúram Upgrade 2020	Execution	Active	Active	Active	Firm	

LEGEND	<u>Targeted</u> Project/effort is actively working to deliver in the specified release timeframe.	<u>Firm</u> Project/effort is approved to deliver to Curam platform in the specified release timeframe.	<u>Complete</u> Project/effort successfully delivered in the specified release timeframe.	<u>Active</u> Project/effort is active during the specified release timeframe
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*** = Changes since last presentation
 * = IAPD funded projects
 ** = COVID-related hold took place in this period

CY 2020 Deliverable Schedule – Ongoing/Annual Work *as of 7/1/2020*

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	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	Closed ***	Complete				
1095-B Tax Year 2020	Execution ***		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	<u>Targeted</u> Project/effort is actively working to deliver in the specified release timeframe.	<u>Firm</u> Project/effort is approved to deliver to Curam platform in the specified release timeframe.	<u>Complete</u> Project/effort successfully delivered in the specified release timeframe.	<u>Active</u> Project/effort is active during the specified release timeframe
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*** = 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

1095-B Tax Year 2020	In progress
1095-B Tax Year 2021 (Starts 6/1/2021)	Planned
Data Access and Management Reports	In progress
M&O: Non Project work	In progress

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)	Planned
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

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✖ = COVID Hold
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7/1/2020