



Board of Directors Meeting

November 18, 2020

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Proposed New and Re-appointed Advisory Committee Members

Consumer & Small Employer

- Warsame Guled
- Anna Guler
- Erin Ribar
- Melissa Stanton
- Grace Aysta

Current members:

- Lana Barskiy
- J.P. Little
- Madison Nelson
- Olga Sheveleva

Health Industry

- La Sheenlaruba Tyacke
- Brian Vamstad
- Richard Wallace
- Maria Lima-Leite
- Danielle Paciulli

Current members:

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

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:** Olga Sheveleva

Health Industry

- **Chair:** Matt Schafer
- **Vice-Chair:** Hodan Guled

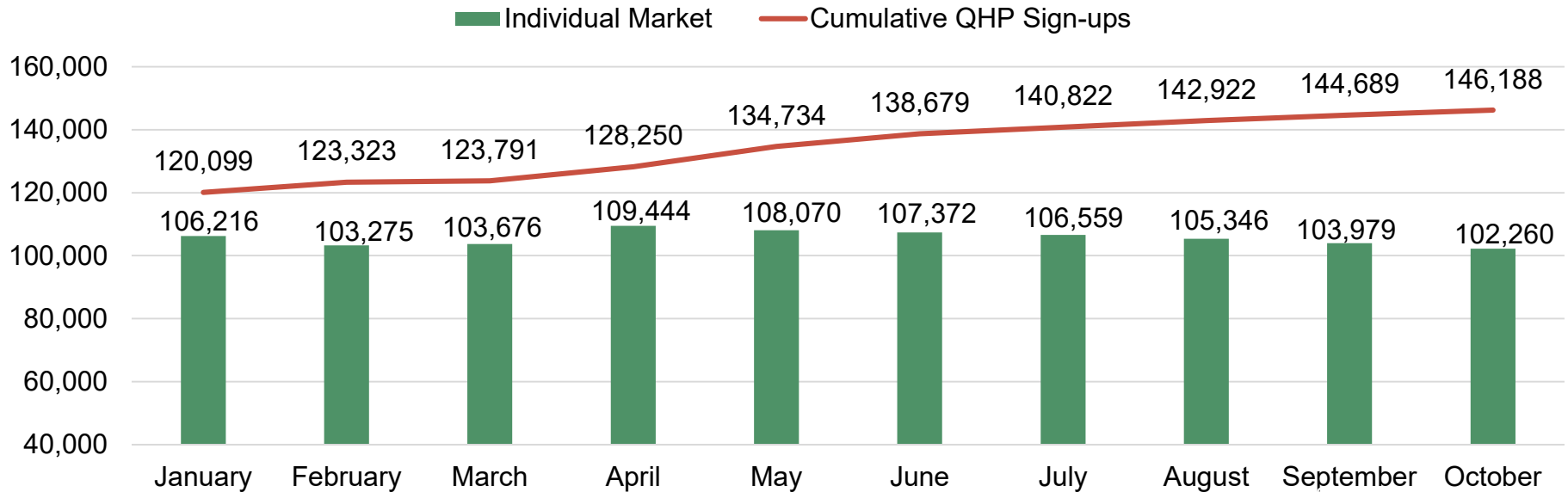
MNsure Dashboard

METS Activity, November 1 – 15, 2020	
Total	108,910
Medical Assistance Applicants	5,475
MinnesotaCare Applicants	1,541
Qualified Health Plan Sign-ups	101,894
QHP New Consumers	4,863
Qualified Dental Plan Sign-ups	14,510

Financial Assistance – Plan Year 2021 as of November 15, 2020	
Households with Advanced Premium Tax Credit	50.8%
Households with Cost-Sharing Reductions	10.3%
Average Monthly APTC by Household	\$422.36

Effectuated Enrollments and Average Premiums, 2020

Monthly Effectuated Enrollments, January – October 2020



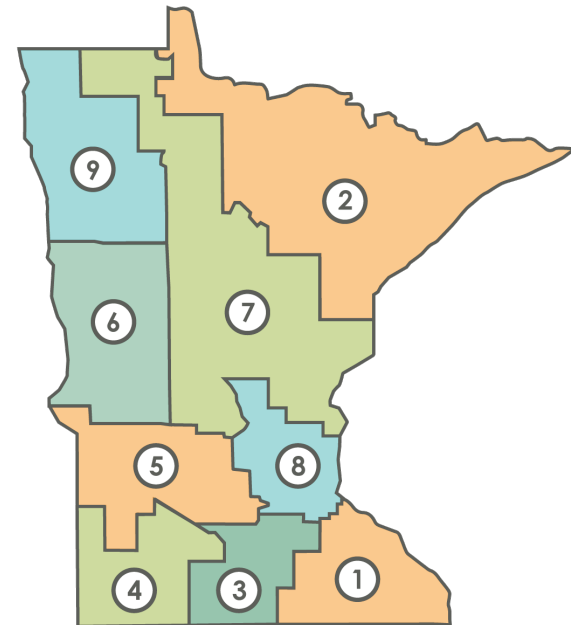
Average Pre-APTC Premium	\$442.44	\$446.41	\$444.88	\$438.56	\$438.30	\$437.79	\$437.50	\$437.08	\$436.68	\$436.08
Average Post-APTC Premium	\$292.27	\$295.94	\$294.41	\$289.87	\$289.84	\$289.32	\$280.20	\$280.75	\$280.55	\$281.51

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

QHP Enrollment by Rating Region

as of November 15, 2020

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region	Average Monthly Tax Credit per Household
1	7.9%	6.0%	\$650.59
2	5.7%	5.9%	\$498.22
3	4.7%	4.3%	\$586.37
4	2.1%	2.8%	\$494.31
5	3.6%	3.9%	\$477.93
6	4.1%	4.3%	\$475.42
7	7.7%	9.0%	\$485.02
8	62.6%	62.6%	\$325.17
9	1.5%	1.3%	\$474.65



Note: Data is based on MNsure's current enrollment population through November 15, 2020

QHP Dashboard

Carriers	2021 Enrollment To Date	2020 Enrollment
Blue Plus	17.5%	18.1%
HealthPartners	19.6%	19.5%
Medica	20.6%	21.4%
UCare	42.2%	41.0%
Quartz	0.1%	N/A

Metal Level	2021 Enrollment To Date	2020 Enrollment
Gold	15.4%	15.4%
Silver	28.9%	29.5%
Bronze	53.3%	52.7%
Catastrophic	2.3%	2.4%

Total <100% due to rounding

Sex	2021 Enrollment To Date	2020 Enrollment
Male	48.3%	48.2%
Female	51.7%	51.8%

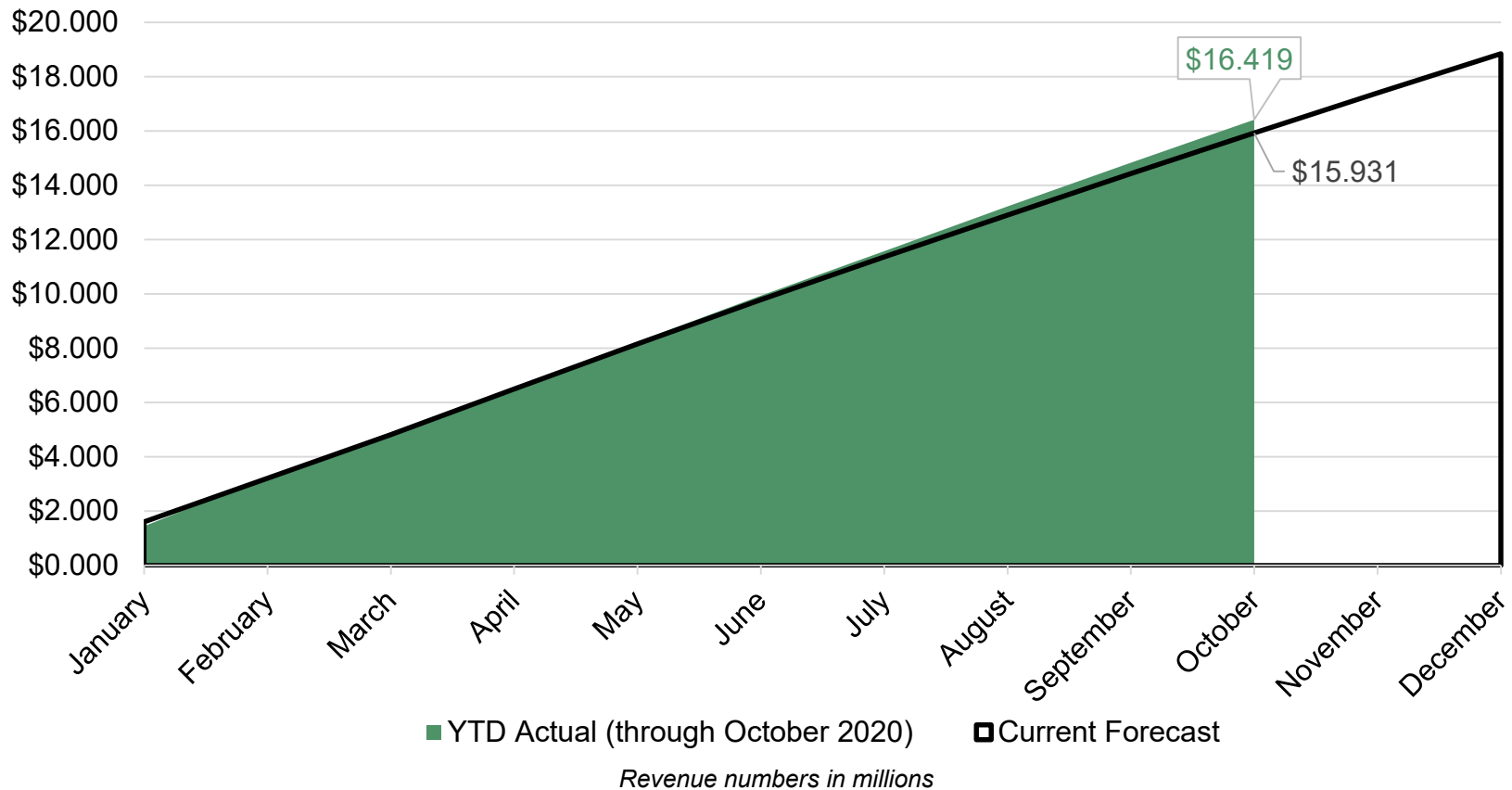
Age	2021 Enrollment To Date	2020 Enrollment
<18	11.3%	12.1%
18-25	7.1%	6.8%
26-34	12.9%	13.6%
35-44	14.0%	14.0%
45-54	15.8%	16.7%
55+	38.9%	36.8%

Language Preference	2021	2020
English	96.8%	96.8%
Hmong	0.6%	0.6%
Somali	0.3%	0.3%
Spanish	1.1%	1.1%
Other	1.2%	1.2%

Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of November 15, 2020.

MNsure Premium Withhold Revenue Calendar Year 2020

Forecast and YTD Actual

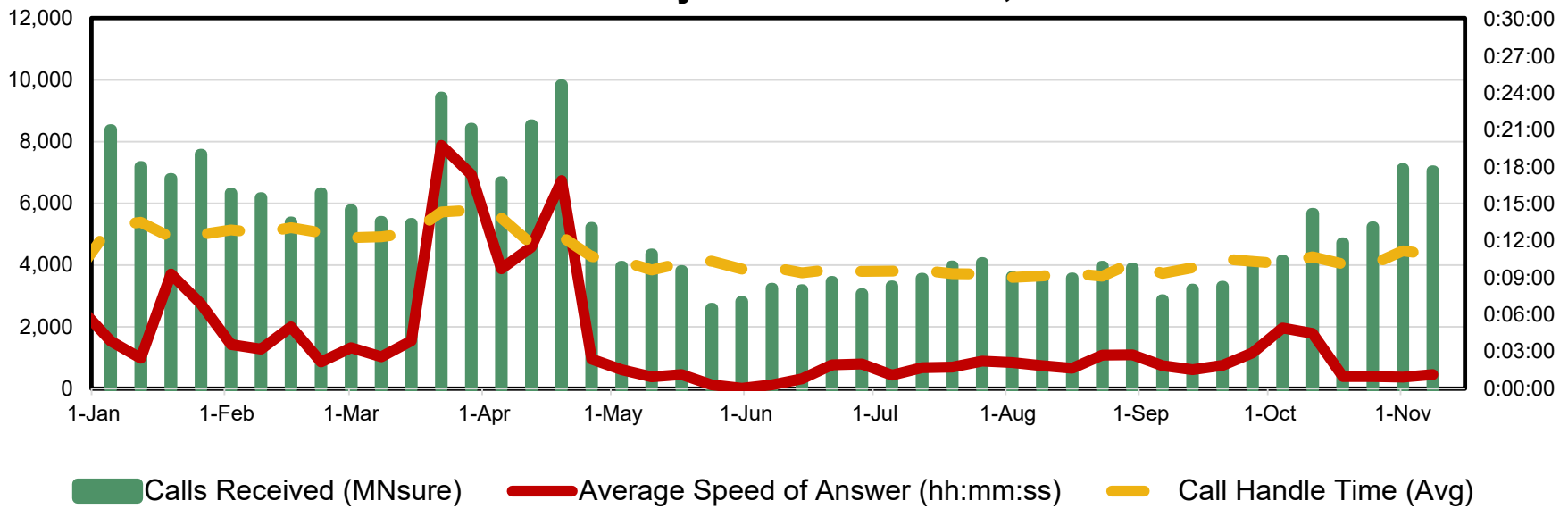


Note: CY20 forecast is based on budget updated at July 15, 2020 board meeting.

Contact Center Dashboard

Contact Center Main Line – 2020	August	September	October
Average Daily Call Volume	683	756	919
Service Level (% of calls answered within 5 min.)	79%	77%	77%
Calls Abandoned While in Queue	1%	1%	2%

MNsure Contact Center Performance January 1 - November 14, 2020



Call volumes represent weekly totals for week beginning with date.

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, October 2020	
1. MinnesotaCare/Counties	11%
2. How Do I Apply	10%
3. How Do I Update My Application	8%
4. How to Enroll in a Plan	6%
5. Income Decrease	5%

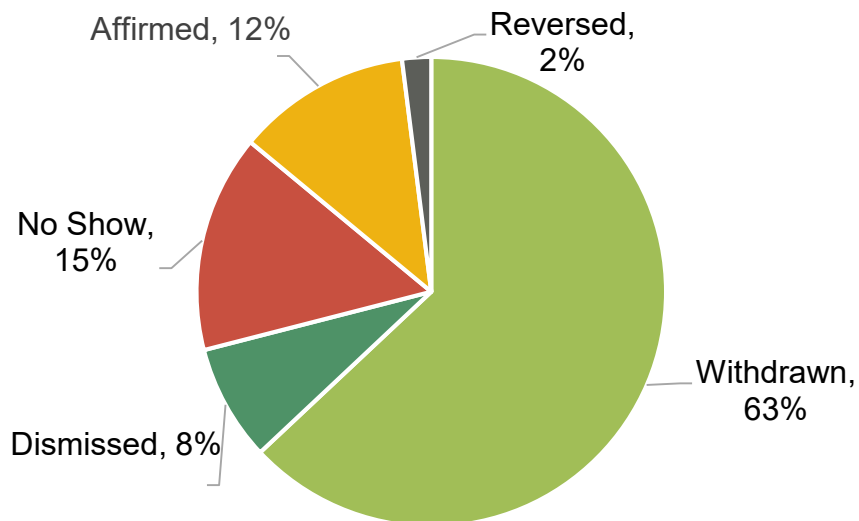
Assister Resource Center (ARC) Top Inquiries, October 2020	
1. Public Program Status	29%
2. How Do I Apply	12%
3. Determination Result	11%
4. QHP Status	9%
5. Newborn Status	7%

Broker Service Line Top Inquiries, October 2020	
1. Lost or will Lose Employer-sponsored Insurance	22%
2. How Do I Update My Application	8%
3. Status of Enrollment	6%
4. Good Faith	5%
5. How Do I Apply	4%

Appeals Dashboard

Appeals Status – 2020	August	September	October
Appeals Filed – Individual	47	50	49
Appeals Filed – Employer Shared Responsibility (ESR)	0	0	0
Average Days Open – Individual	58	46	36
Average Days Open – ESR	82	84	0

**Individual Appeals Outcome
October 2020**



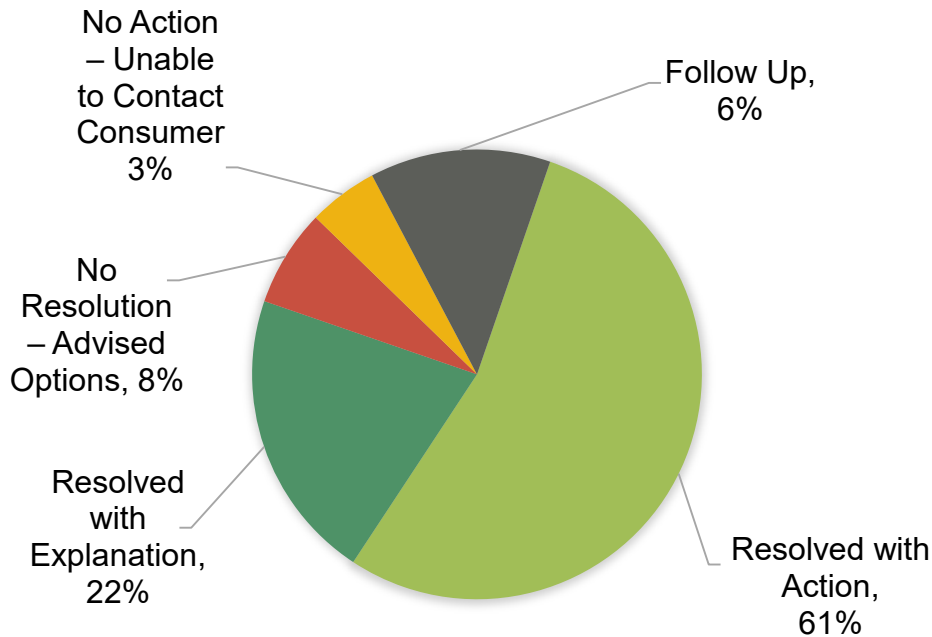
**Top Issues – Individual
October 2020**

1. Outstanding Eligibility	26%
2. Termination Date	23%
3. SEP Denial	20%

Resolution Review Dashboard

Resolution Review Tickets Status – 2020	August	September	October
Resolution Review Tickets Created	166	168	162
Average Days Open	3	3	3

Resolution Review Outcome October 2020



Top Issues October 2020

1. Plan Termination Date	48%
2. Plan Effectuation Date	19%
3. SEP Issue	14%

Preparing for the End of the COVID Emergency

- Planning efforts are underway in preparation for the end of the federal Public Health Emergency (PHE) and the return to standard operating procedures. The PHE declaration was renewed on Oct. 3 and is now valid through Jan. 20. (Expires Jan. 21 unless renewed.) These are currently impacting staff availability to work on METS projects.
- Efforts will intensify as we approach the PHE expiration date and prepare for implementation which may further impact the ability to resource METS projects.
 - While the recent extension reduces the immediate risk, there are still resource impacts. Lack of guidance from CMS continues to create uncertainty.
- Anticipate it will take several months after the PHE ends to return to normal operating procedures.

Winter 2020 Release Timeframe

- Winter METS Release includes (deploys 2/7/21):
 - Unique Person ID (UPI)
 - Curam Upgrade
- Other Winter deliverables:
 - Data Mart 1.5
 - METS DR (Disaster Recovery) Exercise 2020.1
 - Periodic/Annual Work – 2021 FPL-MCRE/IA/uQHP
 - Data Access & Management Reports
 - (DHS only) Temporary Absence for MA
 - (DHS only) MMIS 1N Modularization
 - (DHS only) 1095-B Tax Year 2020

Spring 2021 Release Timeframe

- There is no METS Release for Spring.
- Other Spring deliverables:
 - Data Mart 1.5
 - Data Access & Management Reports
 - M&O: Non Project work
 - (DHS only) Unique Person ID (UPI)
 - (DHS only) 1095-B Tax Year 2020

Summer 2021 Release Timeframe

- Summer METS Release includes (deploys 6/6/21) :
 - Unique Person ID (UPI)
 - M&O: Non Project Work
 - (DHS Only) Renewals Process Improvements 2020
 - (DHS Only) Eligibility Message Functionality
- Other Summer deliverables:
 - Data Access & Management Reports
 - M&O: Non Project work

Rolling Deliverable Schedule – New Development Projects as of 11/2/2020

Roadmap Efforts	Current Phase	2020 Summer Release Timeframe	2020 Fall Release Timeframe	2020 Winter Release Timeframe	2021 Spring Release Timeframe	2021 Summer Release Timeframe	Future Timeframes
* Unique Person ID	Execution	Complete**	Complete	Firm	Targeted	Firm	Targeted
* Effective Dates	Execution	Active	Complete	Active	Active	Active	Targeted
* Renewals Process Improvements 2020	Execution	Active**	Active	Active	Active	Firm	Targeted
Cost Sharing for MA	Execution	COVID Hold	COVID Hold	TBD	TBD	TBD	TBD
MMIS 1N Modularization	Execution	Active	Active	Targeted			
* Temporary Absence for MA	Execution	Active	Complete	Targeted			
* Eligibility Message Functionality	Execution	Active	Active	Active	Active	Firm	Targeted
* Tribes as Processing Entities	Planning	COVID Hold	Active**	Active	Active	Active	TBD
* METS Elig Determination: Pregnant Women and Auto Newborns	Planning	COVID Hold	COVID Hold	TBD	TBD	TBD	TBD
* METS Eligibility: Income	Planning	COVID Hold	COVID Hold	TBD	TBD	TBD	TBD
* METS Electronic Eligibility Verifications (Discovery)	Not Started	COVID Hold	COVID Hold	TBD	TBD	TBD	TBD
Data Mart 1.5	Execution	Active	Complete	Targeted	Targeted		
Cúram Upgrade 2020	Execution	Active	Active	Firm			

LEGEND	Targeted Project/effort is actively working to deliver in the specified release timeframe.	Firm Project/effort is approved to deliver to METS 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
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Key-
 * = IAPD funded projects
 ** = COVID-related hold took place in this period
 Δ = Changes since last presentation

Rolling Deliverable Schedule – Ongoing/Annual Work as of 11/2/2020

Roadmap Efforts	Current Phase	2020 Summer Release Timeframe	2020 Fall Release Timeframe	2020 Winter Release Timeframe	2021 Spring Release Timeframe	2021 Summer Release Timeframe	Future Timeframes
Infrastructure Improvements – Other	Closed	Complete					
METS DR (Disaster Recovery) Exercise 2020.1	Closure Δ	Active	Active	Complete Δ			
Periodic/Annual Work – 2021 FPL - MCRE/IA/uQHP	Execution	Active	Complete	Targeted			
1095-B Tax Year 2020	Execution	Active	Active	Targeted	Targeted Δ		
1095-B Tax Year 2021	Not started						Active
Data Access & Management Reports	Closed Δ	Complete	Complete				
Data Access & Management Reports- FFY2021 Δ	Initiation Δ			Targeted	Targeted	Targeted	Targeted
M&O: Non Project work	Ongoing	Complete	Complete	Targeted	Targeted	Firm	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 METS 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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Δ = Changes since last presentation

METS FFY 2021 Roadmap



Ongoing / Annual Work	Project Status
METS DR (Disaster Recovery) Exercise 2020.1 Δ	In progress Δ
Periodic/Annual Work – 2021 FPL-MCRE / IA / uQHPA	In progress Δ
1095-B Tax Year 2020	In progress
1095-B Tax Year 2021 (Starts 6/1/2021)	Planned
Data Access & Management Reports	Completed Δ
Data Access & Management Reports - FFY2021 Δ	In progress Δ
M&O: Non Project work	In progress

Development Projects	Project Status
* Unique Person ID	In progress
* Effective Dates	In progress
* Renewals Process Improvements 2020	In progress
Cost Sharing for MA	✘
Temporary Absence for MA (not IAPD funded in FFY21)	In progress
MMIS 1N Modularization	In progress
* Eligibility Message Functionality	In progress
* Tribes as Processing Entities	In progress
* METS Eligibility Determination: Pregnant Women and Auto Newborns	✘
* METS Eligibility: Income	✘
* METS Electronic Eligibility Verifications (Discovery)	Planned ✘
Data Mart 1.5	In progress
Cúram Upgrade 2020	In progress

Status Key
Completed/Operationalized
In Progress
Planned
✘ = COVID Hold
* = IAPD funded projects
Δ (yellow) = Change since last presentation



Board of Directors Meeting Slide Deck Addendum 11/18/2020

Effectuated Enrollments and Average Premiums, 2020, page 5

Monthly Effectuated Enrollments, January – October 2020

Month	Individual Market	Cumulative QHP Sign-ups
January	106,216	120,099
February	103,275	123,323
March	103,676	123,791
April	109,444	128,250
May	108,070	134,734
June	107,372	138,679
July	106,559	140,822
August	105,346	142,922
September	103,979	144,689
October	102,260	146,188

Contact Center Dashboard, page 9

MNsurance Contact Center Call Performance, January 1 – November 15, 2020

- Calls received were highest at 9,838 and 9,447 during the weeks of 4/19/2020 and 3/23 2020, and another spike of 8,435 calls occurred the week of 3/29/2020. As of the week of November 8, calls received were 234,437.
- The lowest number of calls received were 2,601 and 2,823 for the weeks of 5/24/2020 and 5/31/2020.
- The highest average speed of answer was 0:19:46 the week of 3/22/2020 and 0:17:24 the week of 3/29/2020. As of the week of November 8, the average speed of answer was 0:04:04 seconds.
- The lowest average speed to answer of 0:00:01 for week of 5/31/2020 and 0:00:18 for the weeks of 5/24/2020 and 6/7/2020.
- The average call handle time of 0:14:30 minutes was during the week of 3/29/2020 and 0:14:21 the week of 3/22/2020, going down to 0:09:20 minutes the months of July to August. As of the week of November 8, the average call handle time was 0:11:06 minutes.