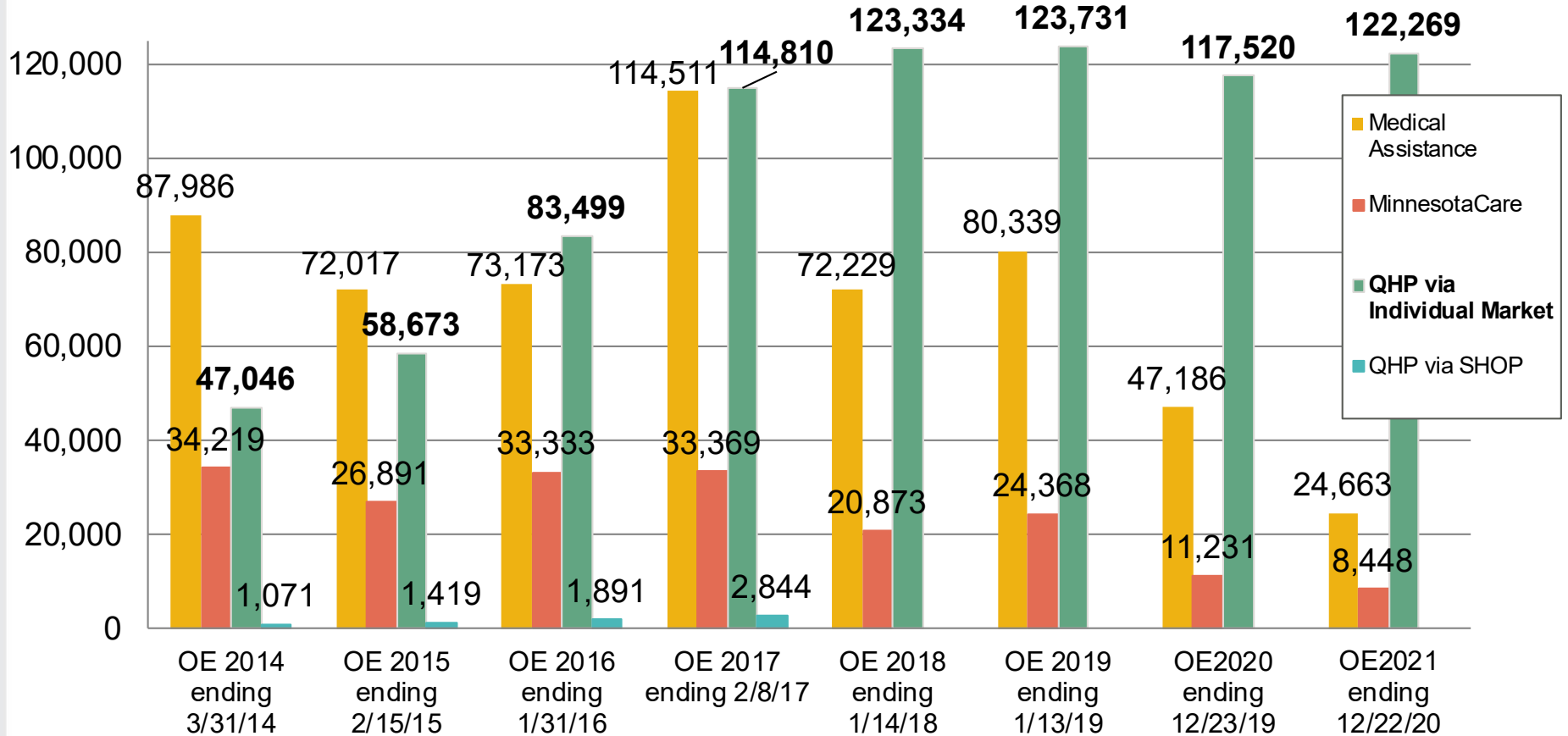




Board of Directors Meeting Year-to-Year Comparisons January 13, 2021

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 2021



Financial Help Comparison Dashboard

OE 2014 – OE 2021



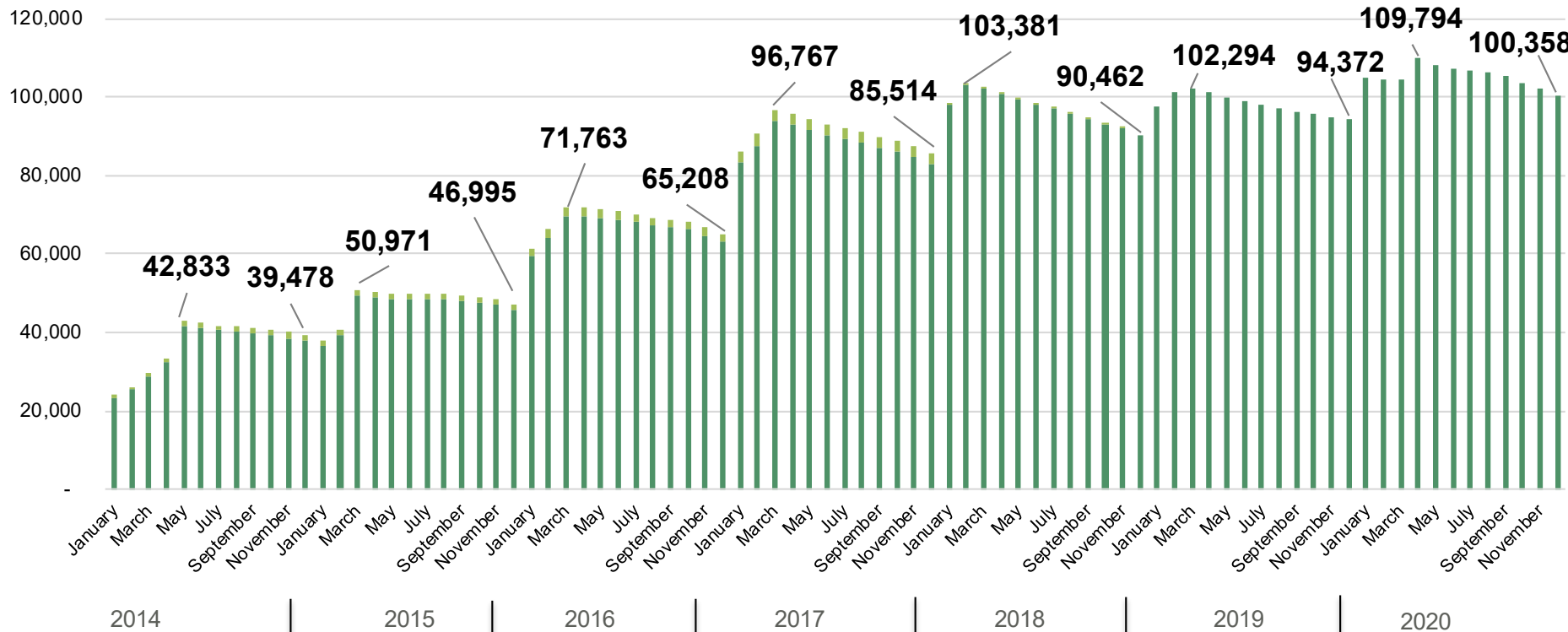
QHP Households Receiving Financial Help								
	OE 2021 ending 12/22/20	OE 2020 ending 12/23/19	OE 2019 ending 1/13/19	OE 2018 ending 1/14/18	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Households with Advanced Premium Tax Credits	49%	54%	57%	60%	64%	57%	47%	41%
Households with Cost Sharing Reductions	10%	11%	11%	11%	13%	13%	13%	13%
Average Monthly APTC by Household	\$411.88	\$437	\$460	\$576	\$621	\$309	\$225	\$185
Cumulative APTC through full calendar year	\$183.7 M*	\$198.6 M	\$221.0 M	\$295.8 M	\$325.1 M	\$107.3 M	\$48.3 M	\$31.0 M

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

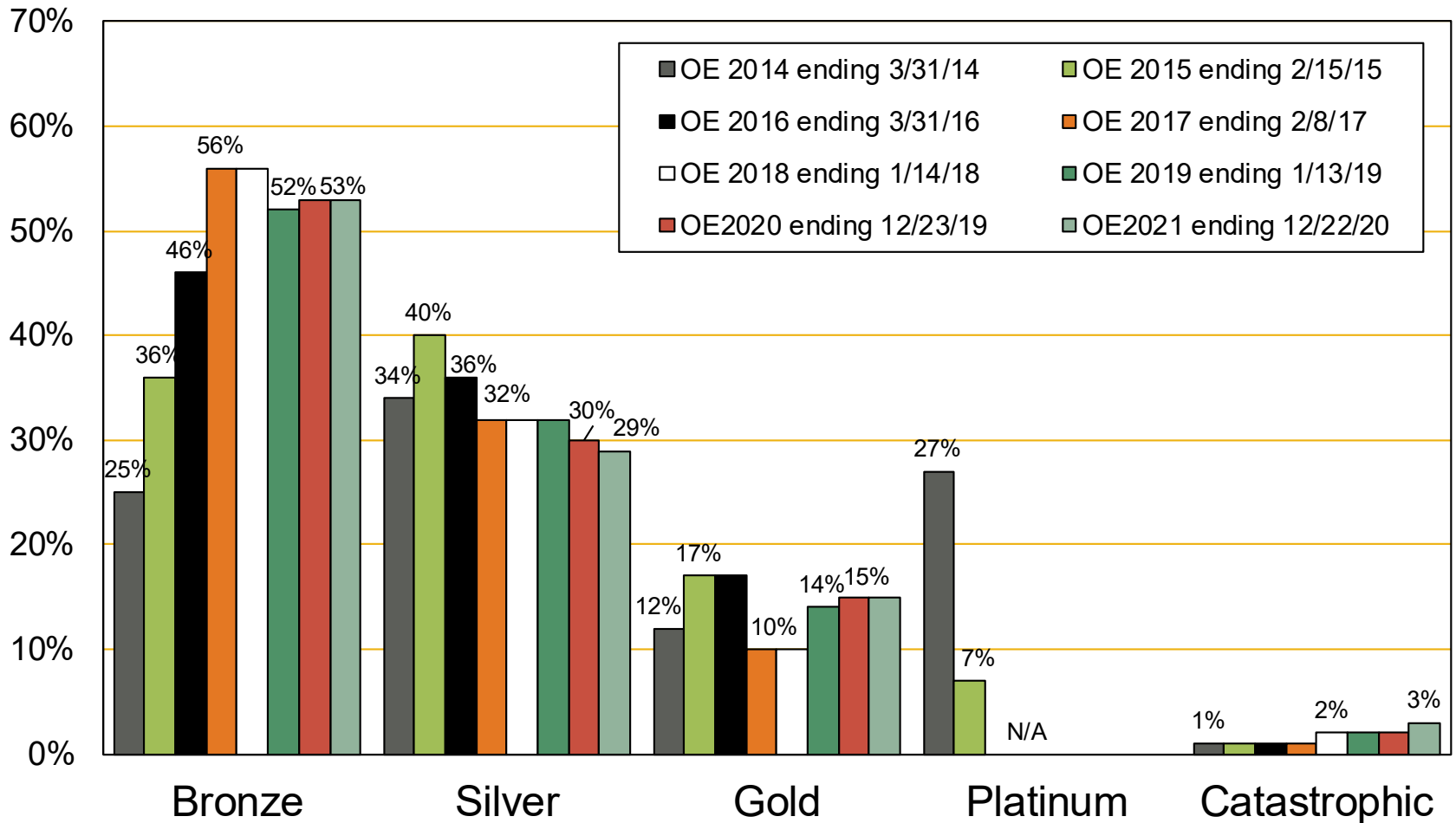
Effectuated Enrollments 2014 – 2020

Monthly Effectuated Enrollments
January 2014 – December 2020

■ Individual Market ■ SHOP



Individual Market: Enrollees by Metal Level OE 2014 – OE 2021



Individual Market: Enrollees by Carrier

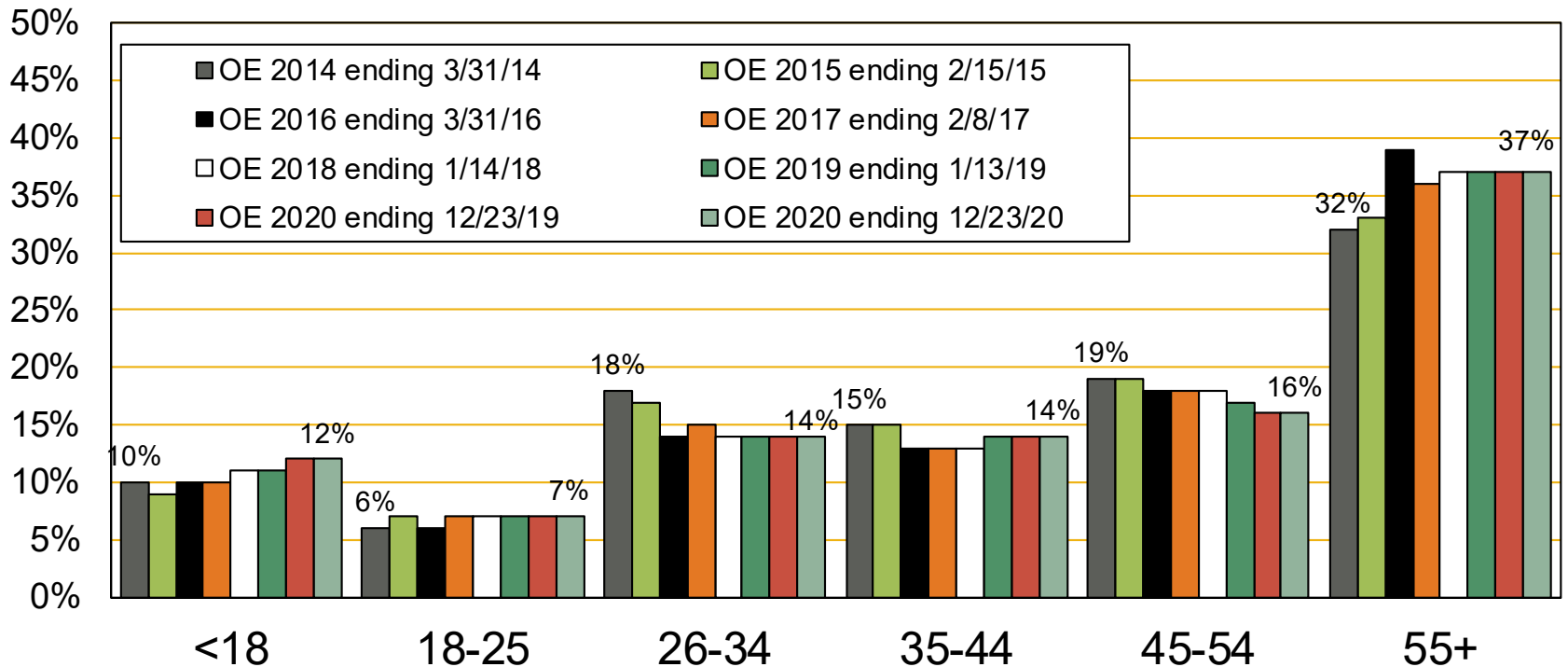
OE 2014 – OE 2021



Enrollees by Carrier since start of open enrollment period								
Carrier	OE 2021 ending 12/22/20	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	16%	18%	18%	15%	23%	8%	7%	--
HealthPartners	19%	20%	24%	26%	27%	24%	24%	12%
Medica	17%	22%	25%	29%	23%	19%	5%	4%
Quartz	1%	--	--	--	--	--	--	--
UCare	47%	40%	33%	30%	27%	21%	20%	1%
Blue Cross Blue Shield	--	--	--	--	--	28%	43%	24%
PreferredOne	--	--	--	--	--	--	--	59%

Individual Market: QHP Enrollee Demographics OE 2014 – OE 2021

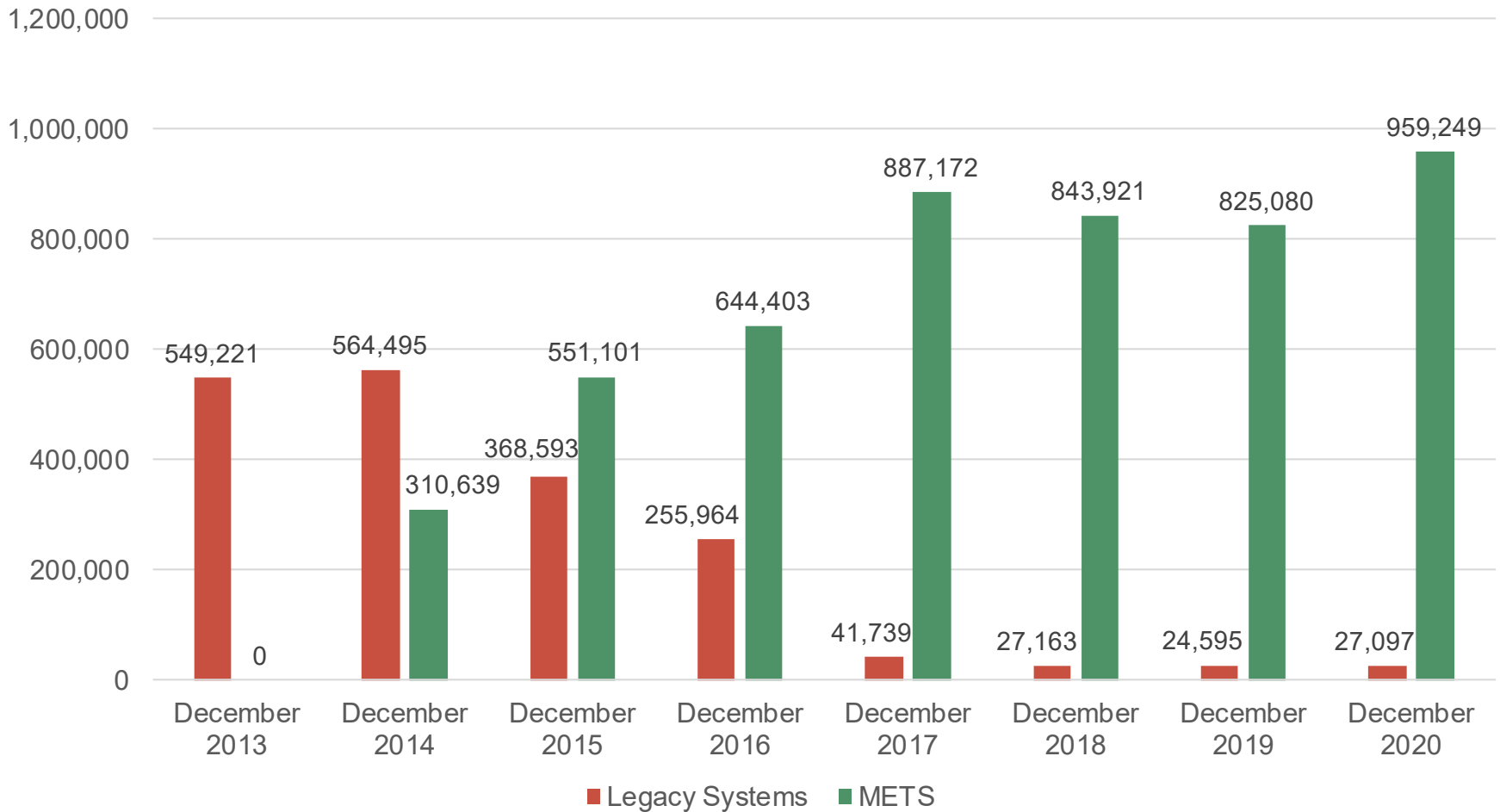
Age



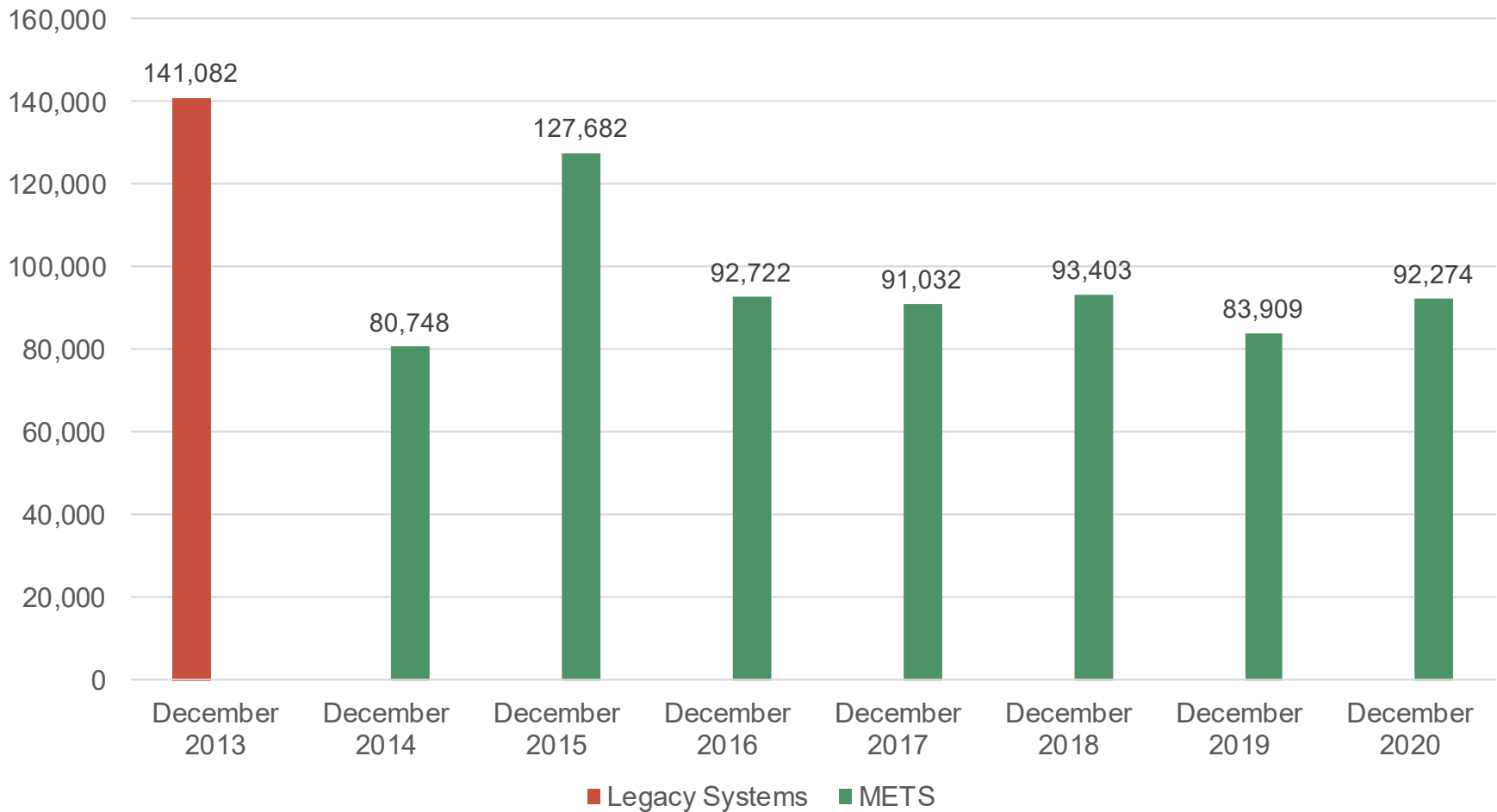
QHP Enrollee Demographics: Sex

	OE 2021	OE 2020	OE 2019	OE 2018	OE 2017	OE 2016	OE 2015	OE 2014
Male	48.7%	48.3%	48.2%	48.4%	48.2%	48.3%	49.0%	48.5%
Female	51.3%	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 2021

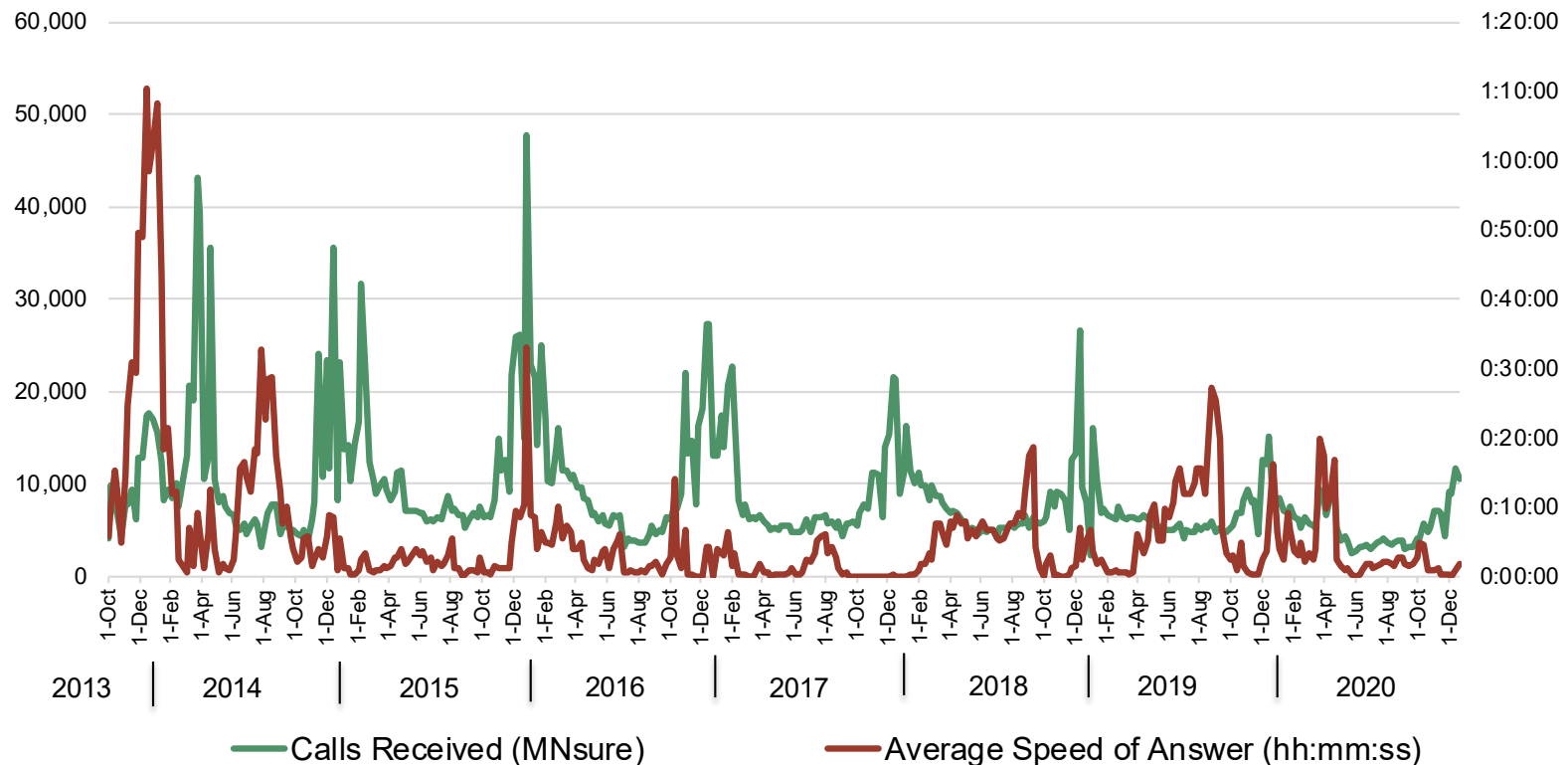


Contact Center, Oct. 1, 2013 – Dec. 22, 2021								
	OE 2021 11/1/2020 – 12/22/20	OE 2020 11/1/19 – 12/23/19	OE 2019 11/1/18 – 1/13/19	OE 2018 11/1/17 – 1/14/18	OE 2017 11/1/16 – 2/8/17	OE 2016 11/1/15 – 1/31/16	OE 2015 11/15/14 – 2/15/15	OE 2014 10/1/13 – 3/31/14
Average Daily Call Volume	1,506	1,879	2,409	2,806	2,437	3,162	2,288	1,221
Service Level (% of calls answered in 5 min. or less)	90%	79%	78%	99.7%	92%	65%	67%	28%
Calls Abandoned While in Queue	0.4%	3%	3%	0.1%	6%	13%	11%	41%

Contact Center Performance

October 1, 2013 – December 22, 2020

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.



Board of Directors Year-to-Year Comparisons Slides Addendum 1/13/2021

Sign-ups by Program, OE 2014 – OE 2021, page 2

Open Enrollment Year	Medical Assistance enrollments	MinnesotaCare enrollments	QHP individual market enrollments	QHP SHOP enrollments
OE ending 3/31/14	87,986	34,219	47,046	1,071
OE ending 2/15/15	72,017	26,891	58,673	1,419
OE ending 1/31/16	73,173	33,333	83,499	1,891
OE ending 2/8/17	114,511	33,369	114,810	2,844
OE ending 1/14/18	72,229	20,873	123,334	N/A
OE ending 1/13/19	80,339	24,368	123,731	N/A
OE ending 12/23/19	47,186	11,231	117,520	N/A
OE ending 12/22/2020	24,663	8,448	122,269	N/A

Monthly Effectuated Enrollments, January 2014 – December 2020, page 4

Month/Year	Individual market enrollments	SHOP enrollments
January 2014	23,474	629
February 2014	25,518	729
March 2014	28,943	931
April 2014	32,457	1,071
May 2014	41,707	1,126
June 2014	41,223	1,172
July 2014	40,566	1,232
August 2014	40,258	1,271
September 2014	39,894	1,370
October 2014	39,255	1,505
November 2014	38,525	1,537
December 2014	37,939	1,539
January 2015	36,431	1,494

Month/Year	Individual market enrollments	SHOP enrollments
February 2015	39,205	1,419
March 2015	49,566	1,405
April 2015	48,961	1,392
May 2015	48,609	1,405
June 2015	48,615	1,385
July 2015	48,716	1,362
August 2015	48,432	1,345
September 2015	48,120	1,275
October 2015	47,683	1,262
November 2015	47,182	1,263
December 2015	45,776	1,219
January 2016	59,621	1,885
February 2016	64,276	1,933
March 2016	69,823	1,940
April 2016	69,765	1,957
May 2016	69,292	1,967
June 2016	68,827	1,963
July 2016	68,063	1,970
August 2016	67,376	1,994
September 2016	66,641	1,962
October 2016	66,247	1,987
November 2016	64,764	1,988
December 2016	63,217	1,991
January 2017	83,381	2,883
February 2017	87,616	2,897
March 2017	93,923	2,844
April 2017	92,956	2,830
May 2017	91,496	2,803
June 2017	90,289	2,717
July 2017	89,431	2,696
August 2017	88,329	2,688
September 2017	87,177	2,638
October 2017	86,068	2,593
November 2017	84,771	2,530

Month/Year	Individual market enrollments	SHOP enrollments
December 2017	83,053	2,461
January 2018	98,275	426
February 2018	103,040	341
March 2018	101,958	268
April 2018	100,611	254
May 2018	99,214	207
June 2018	98,024	189
July 2018	96,968	167
August 2018	95,973	127
September 2018	94,565	111
October 2018	93,122	91
November 2018	91,855	61
December 2018	90,462	N/A
January 2019	97,607	N/A
February 2019	101,422	N/A
March 2019	102,294	N/A
April 2019	101,171	N/A
May 2019	99,971	N/A
June 2019	99,075	N/A
July 2019	98,087	N/A
August 2019	97,336	N/A
September 2019	96,328	N/A
October 2019	95,697	N/A
November 2019	94,932	N/A
December 2019	94,372	N/A
January 2020	105,014	N/A
February 2020	104,485	N/A
March 2020	104,487	N/A
April 2020	109,794	N/A
May 2020	108,297	N/A
June 2020	107,217	N/A
July 2020	106,746	N/A
August 2020	106,349	N/A
September 2020	105,484	N/A

Month/Year	Individual market enrollments	SHOP enrollments
October 2020	103,616	N/A
December 2020	102,216	N/A

Individual Market: Enrollees by Metal Level, OE 2014 – OE 2021, page 5

Open enrollment period	Bronze plan enrollments	Silver plan enrollments	Gold plan enrollments	Platinum plan enrollments	Catastrophic plan enrollments
OE 2014 ending 3/31/14	25%	34%	12%	27%	1%
OE 2015 ending 2/15/15	36%	40%	17%	7%	1%
OE 2016 ending 3/31/16	46%	36%	17%	N/A	1%
OE 2017 ending 2/8/17	56%	32%	10%	N/A	1%
OE 2018 ending 1/14/18	56%	32%	10%	N/A	2%
OE 2019 ending 1/13/19	52%	32%	14%	N/A	2%
OE 2020 ending 12/23/19	53%	30%	15%	N/A	2%
OE 2021 ending 12/22/2020	53%	29%	15%	N/A	3%

Individual Market: QHP Enrollee Age, OE 2014 – OE 2021, page 7

Open enrollment period	Ages <18	Ages 18-25	Ages 26-34	Ages 35-44	Ages 45-54	Ages 55+
OE 2014 ending 3/31/14	10%	6%	18%	15%	19%	32%
OE 2015 ending 2/15/15	9%	7%	17%	15%	19%	33%
OE 2016 ending 3/31/16	10%	6%	14%	13%	18%	39%
OE 2017 ending 2/8/17	10%	7%	15%	13%	18%	36%
OE 2018 ending 1/14/18	11%	7%	14%	13%	18%	37%
OE 2019 ending 1/13/19	11%	7%	14%	14%	17%	37%
OE 2020 ending 12/23/19	12%	7%	14%	14%	16%	37%
OE 2021 ending 12/22/2020	12%	7%	14%	14%	16%	37%

Medical Assistance Enrollment Count, page 8

Year ending	Medical Assistance enrollments
December 2013	549,221
December 2014	875,134
December 2015	919,694
December 2016	900,367
December 2017	928,911
December 2018	871,084
December 2019	849,675

Year ending	Medical Assistance enrollments
December 2020	986,346

MinnesotaCare Enrollment Count, page 9

Year ending	MinnesotaCare enrollments
December 2013	141,082
December 2014	80,748
December 2015	127,682
December 2016	92,722
December 2017	91,032
December 2018	93,403
December 2019	83,909
December 2020	92,274

Contact Center Performance Comparison, page 11

MNsire Weekly Contact Center Calls Received/Average Speed to Answer, October 13, 2013– December 22, 2020

- Calls received were highest at 47,829 during the week of 12/27/2015, and 43,201 calls during the week of 3/23/2014.
- The lowest number of calls received were 2,601 for the week of 5/24/2020 and 2,350 for the week of 1/1/2019.
- The highest average speed to answer was 1:10:24 the week of 12/14/2013 and 1:08:19 the week of 1/5/2014.
- The lowest average speed to answer of 0:00:01 for week of 5/31/2020 and 0:00:01 for the weeks of 9/24/2017 - 11/26/2017.