Board of Directors Meeting

January 13, 2021

MNsure Dashboard

METS Activity, November 1, 2020 – January 10, 2021	
Total	**164,465**
Medical Assistance Applicants	33,200
MinnesotaCare Applicants	8,340
Qualified Health Plan Sign-ups	122,925
QHP New Consumers	24,315
Qualified Dental Plan Sign-ups	22,233

Financial Assistance – Plan Year 2021 as of January 10, 2020	
Households with Advanced Premium Tax Credit	49.6%
Households with Cost-Sharing Reductions	10.3%
Average Monthly APTC by Household	$406.81

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Effectuated Enrollments and Average Premiums, 2020

Monthly Effectuated Enrollments, January – December 2020

■ Individual Market ——— Cumulative QHP Sign-ups
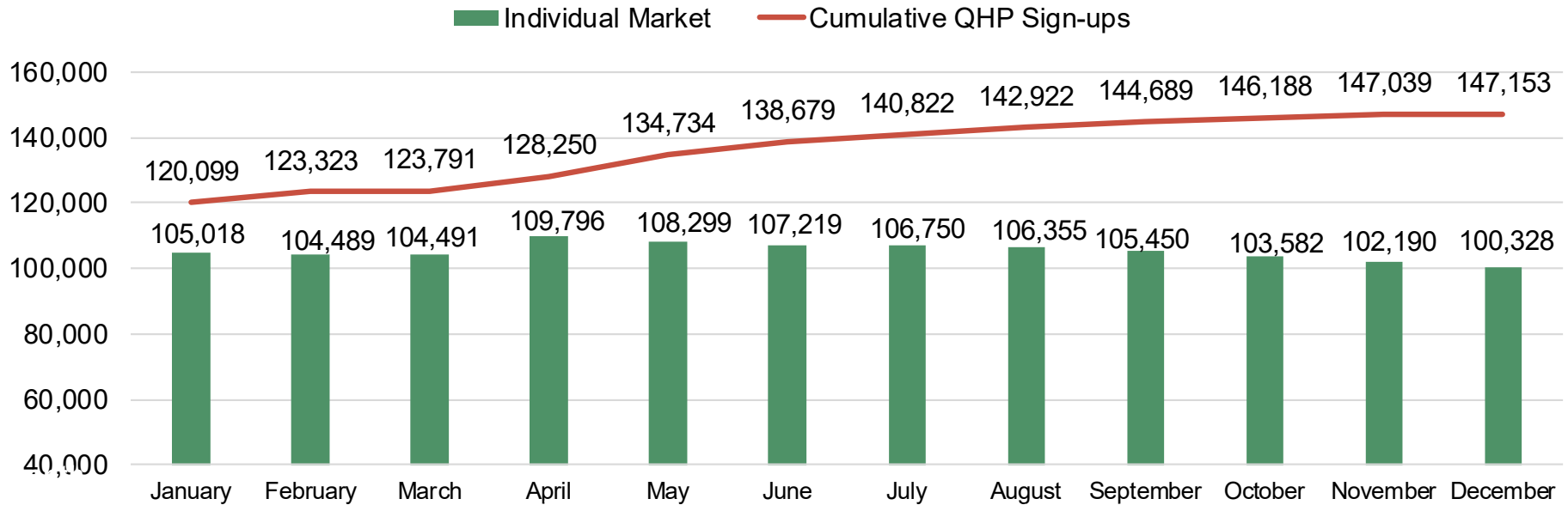
	January	February	March	April	May	June	July	August	September	October	November	December
Cumulative QHP Sign-ups	120,099	123,323	123,791	128,250	134,734	138,679	140,822	142,922	144,689	146,188	147,039	147,153
Individual Market	105,018	104,489	104,491	109,796	108,299	107,219	106,750	106,355	105,450	103,582	102,190	100,328
Average Pre-APTC Premium	$442.82	$441.76	$440.28	$434.63	$433.47	$432.46	$431.66	$430.18	$429.43	$428.76	$428.91	$428.24
Average Post-APTC Premium	$279.78	$277.54	$276.87	$275.03	$274.83	$275.14	$275.68	$275.45	$275.34	$275.83	$276.01	$280.81

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

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PY2021 QHP Enrollment by Rating Region
as of January 10, 2021

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region	Average Monthly Tax Credit per Household
1	7.9%	5.8%	$641.17
2	5.7%	5.8%	$485.44
3	4.7%	4.4%	$565.70
4	2.1%	2.7%	$482.27
5	3.6%	3.8%	$469.48
6	4.1%	4.2%	$469.81
7	7.7%	9.0%	$473.40
8	62.6%	63.1%	$319.87
9	1.5%	1.2%	$465.76

Total in second column <100% due to rounding
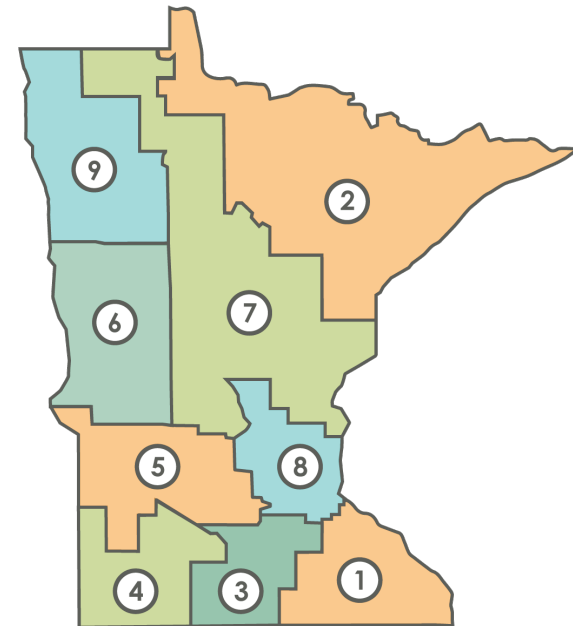
Note: Data is based on MNsure's current enrollment population through January 10, 2021

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QHP Dashboard

Carriers	2021 Enrollment To Date	2020 Enrollment
Blue Plus	16.3%	18.1%
HealthPartners	19.2%	19.5%
Medica	17.0%	21.4%
UCare	46.8%	41.0%
Quartz	0.7%	N/A

Metal Level	2021 Enrollment To Date	2020 Enrollment
Gold	14.9%	15.4%
Silver	28.8%	29.5%
Bronze	53.5%	52.7%
Catastrophic	2.9%	2.4%

Total >100% due to rounding

Sex	2021 Enrollment To Date	2020 Enrollment
Male	48.6%	48.2%
Female	51.4%	51.8%

Age	2021 Enrollment To Date	2020 Enrollment
<18	11.5%	12.1%
18-25	7.1%	6.8%
26-34	13.8%	13.6%
35-44	14.2%	14.0%
45-54	15.9%	16.7%
55+	37.5%	36.8%

Language Preference	2021	2020
English	96.9%	96.8%
Hmong	0.6%	0.6%
Somali	0.3%	0.3%
Spanish	1.1%	1.1%
Other	1.1%	1.2%

Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of January 10, 2021.

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MNsure Premium Withhold Revenue Calendar Year 2020

Forecast and YTD Actual
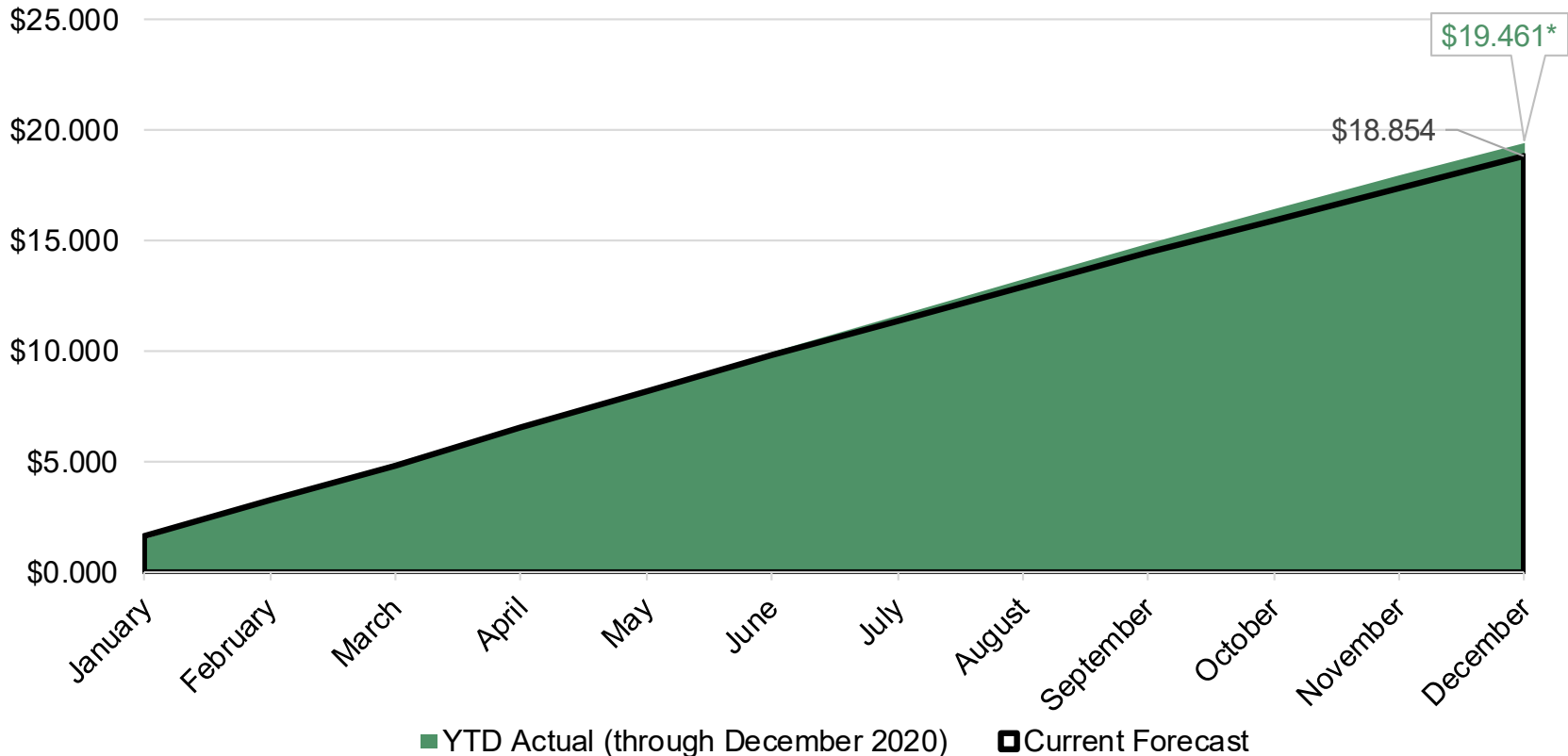
Revenue numbers in millions

*December YTD actual is preliminary

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

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Contact Center Dashboard

Contact Center Main Line – 2020	October	November	December
Average Daily Call Volume	919	1,402	1,951
Service Level (% of calls answered within 5 min.)	77%	92%	95%
Calls Abandoned While in Queue	2%	0.4%	0.2%

MNsure Contact Center Performance
July 1, 2020- January 8, 2021

Legend: Calls Received (MNsure) — Average Speed of Answer (hh:mm:ss) — Call Handle Time (Avg)
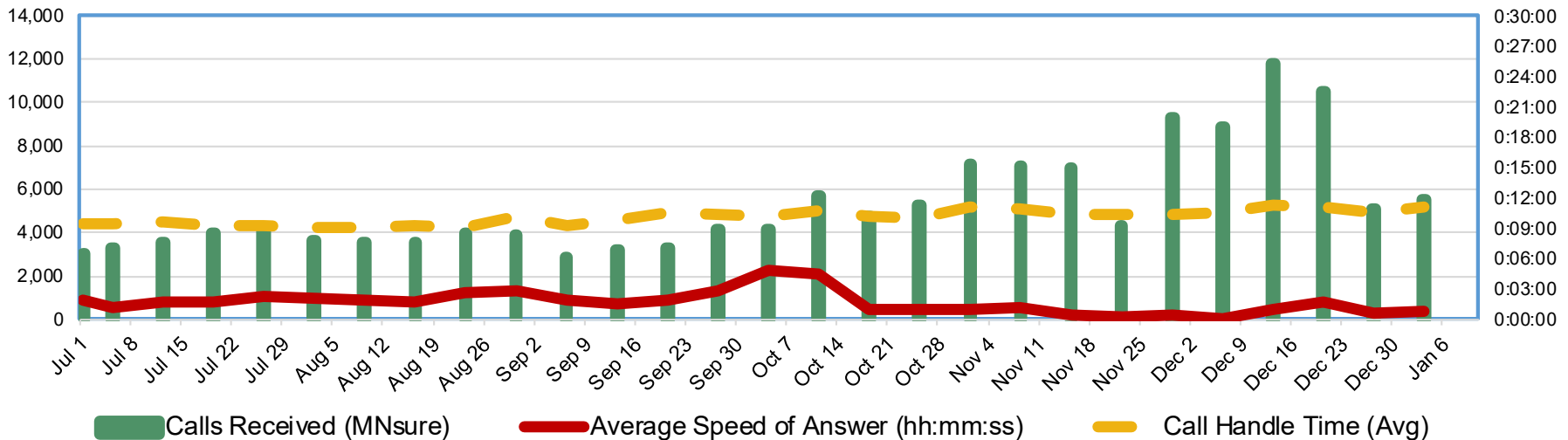
Call volumes represent weekly totals for week beginning with date.

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Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, December 2020	
1. MinnesotaCare/Counties	14%
2. Enrollment Status Check	10%
3. How Do I Apply	9%
4. How to Enroll in a Plan	9%
5. How Do I Update My Application	6%

Assister Resource Center (ARC) Top Inquiries, December 2020	
1. Public Program Status	26%
2. How Do I Apply	12%
3. Determination Result	11%
4. QHP Status	11%
5. Pending Case	5%

Broker Service Line Top Inquiries, December 2020	
1. How Do I Update My Application	8%
2. How To Enroll in a Plan	7%
3. Determination Result	7%
4. Status of Enrollment	7%
5. How Do I Apply	5%

Prepared for January 13, 2021 board meeting

Appeals Dashboard

Appeals Status – 2020	October	November	December
Appeals Filed – Individual	49	70	103
Average Days Open-Individual	36	56	43

**Individual Appeals Outcome
December 2020**
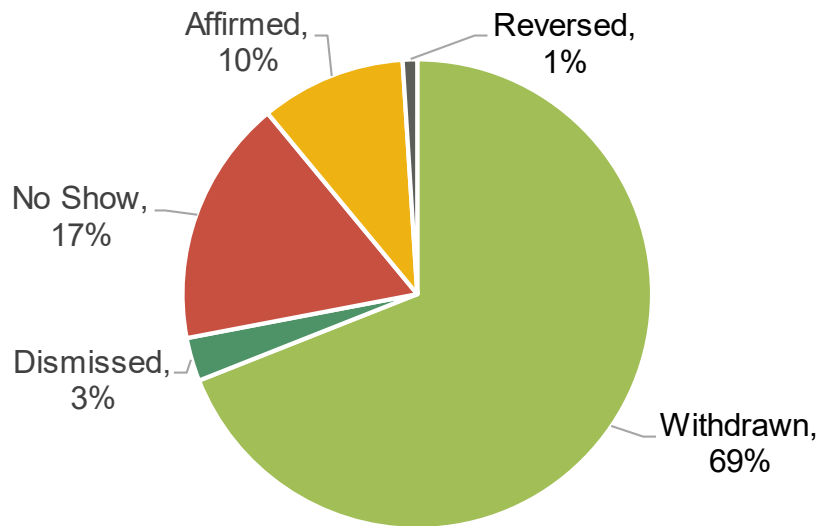
Top Issues – Individual December 2020	
1. APTC Amount	35%
2. Outstanding Eligibility	28%
3. Termination Date	7%

Prepared for January 13, 2021 board meeting

Resolution Review Dashboard

Resolution Review Tickets Status – 2020	October	November	December
Resolution Review Tickets Created	162	127	182
Average Days Open	3	3	3

Resolution Review Outcome December 2020

No Action – Unable to Contact 2%

Follow Up, 5%

No Resolution – Advised Options, 5%

Resolved with Explanation, 18%

Resolved with Action, 70%
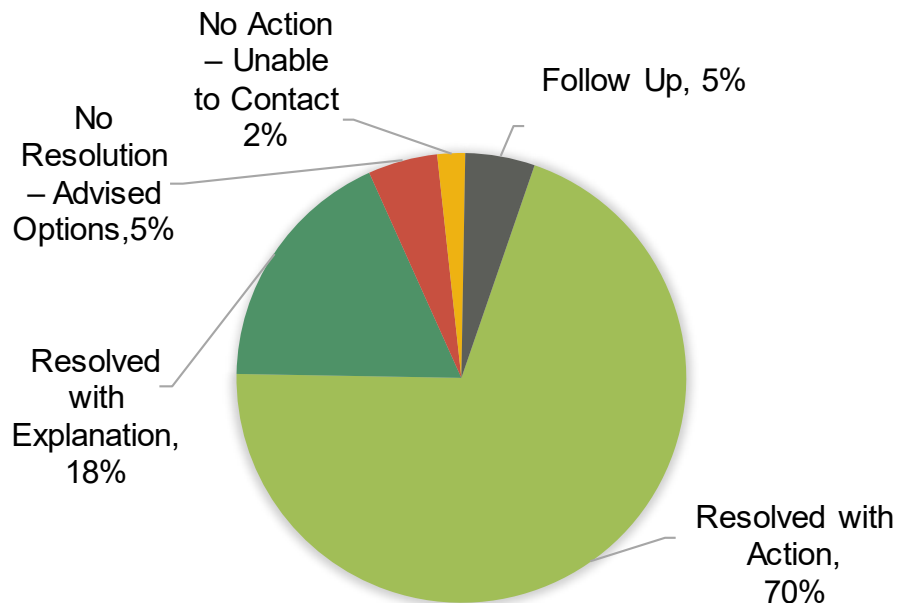
Top Issues December 2020	
1. Termination effective dates	49%
2. SEP Issue	19%
3. Plan effectuation date	14%

Prepared for January 13, 2021 board meeting

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 is valid through Jan. 20. (Expires Jan. 21 unless renewed.) These are impacting staff availability to work on METS projects currently on hold.

- 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 12/30/2020

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	Closure	Active	Complete	Complete			
* 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

Key-
* = IAPD funded projects
** = COVID-related hold took place in this period
Δ = Changes since last presentation

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Rolling Deliverable Schedule – Ongoing/Annual Work
as of 12/30/2020

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	Active	Active	Complete			
Periodic/Annual Work – 2021 FPL-MCRE/IA/uQHP	Closure	Active	Complete	Complete			
1095-B Tax Year 2020	Execution	Active	Active	Complete Δ	Targeted		
1095-B Tax Year 2021	Not started					Active	Active
Data Access & Management Reports	Closed	Complete	Complete				
Data Access & Management Reports-FFY 2021	Execution Δ			Targeted	Targeted	Targeted	Targeted
M&O: Non Project work	Ongoing	Complete	Complete	Targeted	Targeted	Firm	Targeted

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	**Δ** = Changes since last presentation

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METS FFY 2021 Roadmap

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

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

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 FFY 2021)	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

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Board of Directors Meeting Slide Deck Addendum 1/13/2021

Effectuated Enrollments and Average Premiums, 2021, page 3

Monthly Effectuated Enrollments, January – December 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
November	102,190	147,039
December	100,328	147,153

Contact Center Dashboard, page 7

MNsure Contact Center Call Performance, July 1, 2020 – January 8, 2021

- Calls received were highest at 11,751 and 10,457 during the weeks of 12/13/2020 and 12/21/2020, and another spike of 9,287 calls occurred the week of 11/30/2020. As of the week starting January 6, calls received were 162,040.

- The lowest number of calls received were 2,884 and 3,073 for the weeks of 9/7/2020 and 7/1/2020.

- The highest average speed of answer was 0:04:55 for the week of 10/5/2020 and 0:4:29 for the week of 10/11/2020. As of the week starting January 6, the average speed of answer was 0:01:40 seconds.

- The lowest average speed to answer was 0:00:02 for the week of 12/7/2020 and 0:00:11 for the week of 11/23/2020.

- The highest call handle time of 0:11:21 minutes was during the week of 12/14/2020, going down to 0:09:02 minutes the week of 8/3/2020. As of the week starting January 6, the average call handle time was 0:10:07 minutes.