Board of Directors Meeting

June 16, 2021

MNsure Dashboard

METS Activity, November 1, 2020 – June 13, 2021	
Total	**243,609**
Medical Assistance Applicants	85,313
MinnesotaCare Applicants	21,056
Qualified Health Plan Sign-ups	137,240
QHP New Consumers	39,754
Qualified Dental Plan Sign-ups	26,278

Financial Assistance – Plan Year 2021 as of June 13, 2021	
Households with Advanced Premium Tax Credit	58%
Households with Cost-Sharing Reductions	10.2%
Average Monthly APTC by Household	$495.41
Cumulative APTC through May 2021	$79,544,527.22

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Effectuated Enrollments and Average Premiums, 2021

Monthly Effectuated Enrollments, January – May 2021

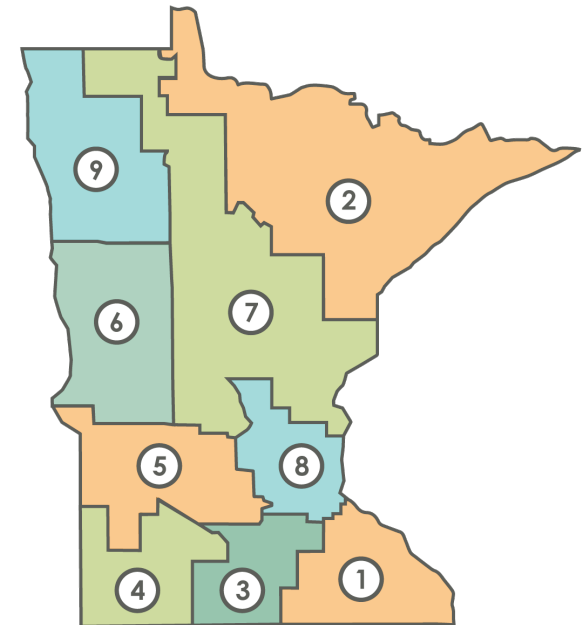**Legend:** Individual Market ■ — Cumulative QHP Sign-ups

Enrollment values	January	February	March	April	May
Cumulative QHP Sign-ups	124,301	127,031	130,596	133,972	136,689
Individual Market	108,202	105,632	105,287	105,966	106,587
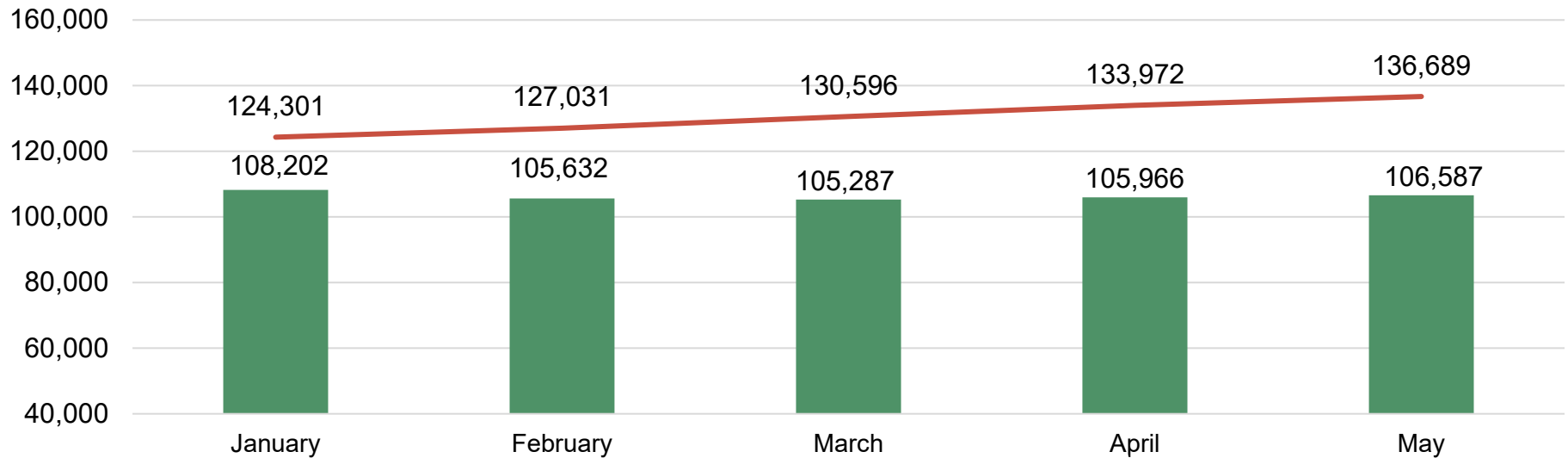
	January	February	March	April	May
Average Pre-APTC Premium	$ 438.97	$ 438.96	$ 437.86	$ 436.73	$ 435.82
Average Post-APTC Premium	$ 298.33	$ 298.27	$ 298.26	$ 298.45	$ 247.31

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 June 13, 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%	5.9%	$738.48
2	5.7%	5.7%	$577.62
3	4.7%	4.5%	$671.01
4	2.1%	2.6%	$600.56
5	3.6%	3.8%	$563.94
6	4.1%	4.3%	$569.76
7	7.7%	9.2%	$560.66
8	62.6%	62.6%	$398.40
9	1.5%	1.3%	$558.41

Total in second column <100% due to rounding

Note: Data is based on MNsure's current enrollment population through May 2021.

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QHP Dashboard

Carriers	2021 Enrollment To Date	2020 Enrollment
Blue Plus	16.4%	18.1%
HealthPartners	19.4%	19.5%
Medica	16.5%	21.4%
UCare	46.8%	41.0%
Quartz	0.9%	N/A

Metal Level	2021 Enrollment To Date	2020 Enrollment
Gold	15.4%	15.4%
Silver	29.0%	29.5%
Bronze	52.9%	52.7%
Catastrophic	2.7%	2.4%

Sex	2021 Enrollment To Date	2020 Enrollment
Male	48.7%	48.2%
Female	51.3%	51.8%

Age	2021 Enrollment To Date	2020 Enrollment
<18	11.7%	12.1%
18-25	6.8%	6.8%
26-34	13.6%	13.6%
35-44	14.4%	14.0%
45-54	16.1%	16.7%
55+	37.3%	36.8%

Total <100% due to rounding

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 May 2021.

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MNsure Premium Withhold Revenue Calendar Year 2021

Forecast and YTD Actual

Legend: ■ YTD Actual (through May 2021) □ Current Forecast

Revenue numbers in millions

Data labels: $19.179, $8.285, $8.249
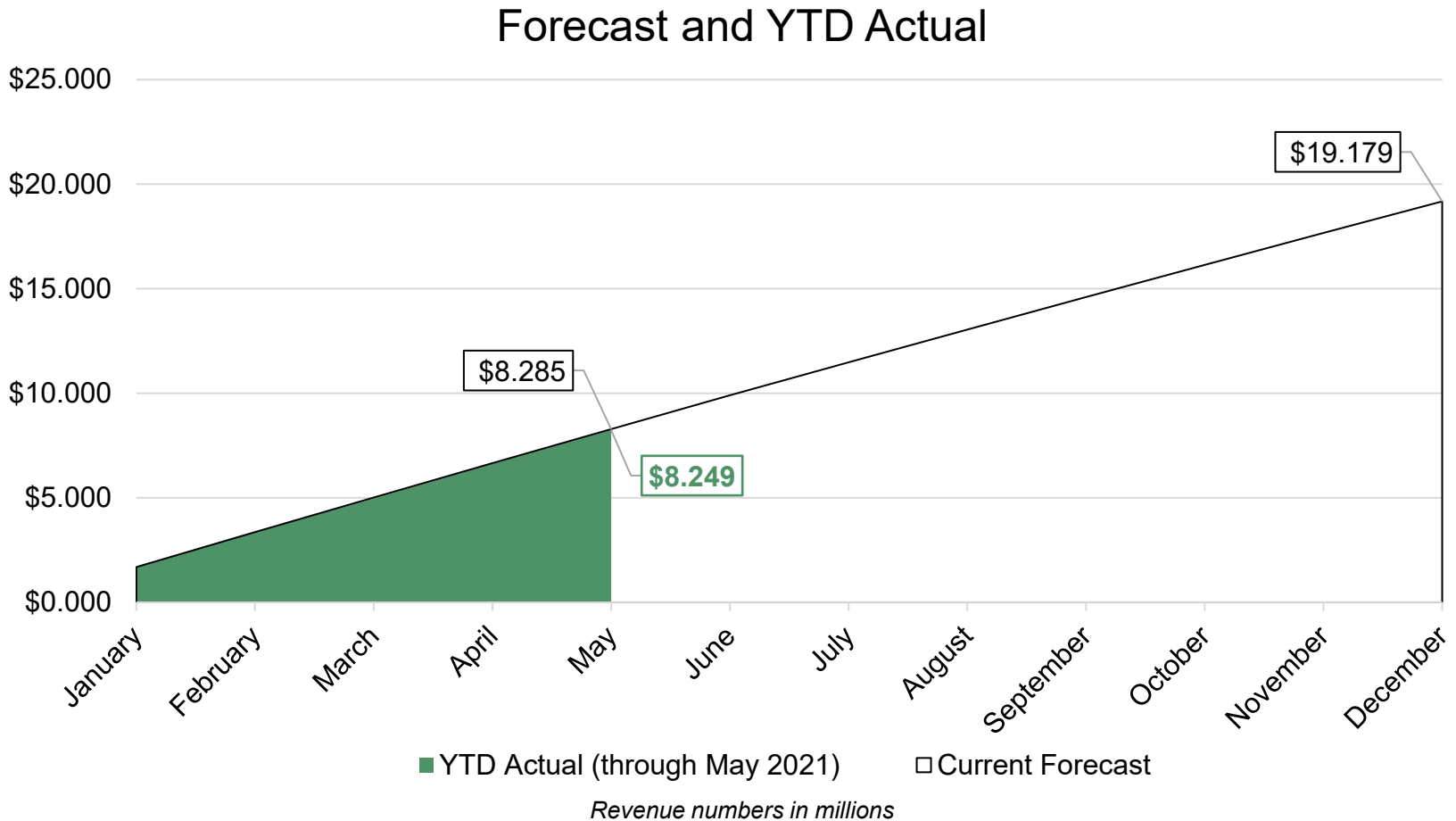
Note: CY21 forecast is based on preliminary budget approved at March 10, 2021 board meeting.

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American Rescue Plan Act of 2021
Benefits to Minnesotans

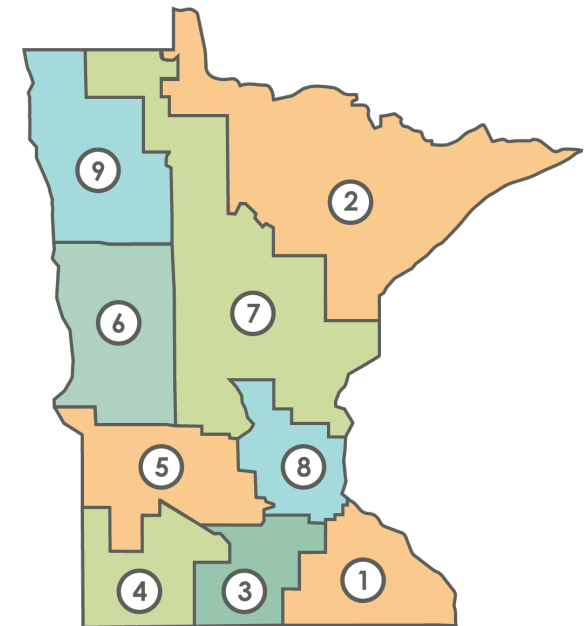|	
$87	Decrease in average monthly premiums per household (after APTC)
$155	Average monthly tax credit for households over 400%
$249 million	Annual tax credits Minnesotans are projected to receive this year
$73 million	Annual projected tax credits that are attributable to ARPA
$9.9 million	Annual tax credits Minnesotans over 400% of FPL are projected to receive

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American Rescue Plan Act of 2021
Impact on Monthly Tax Credits

| Rating Area	Average Monthly Tax Credit pre-ARPA	Average Monthly Tax Credit post-ARPA	Added Monthly Credits under ARPA
1	$643	$738	$96
2	$486	$578	$91
3	$562	$671	$109
4	$481	$601	$119
5	$468	$564	$96
6	$470	$570	$100
7	$471	$561	$89
8	$321	$398	$77
9	$463	$558	$96

Note: Calculations are based on MNsure's current enrollment population through May 2021.

Table shows average PTC by household

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Contact Center Dashboard

Contact Center Main Line – 2021	March	April	May
Average Daily Call Volume	712	608	934
Service Level (% of calls answered within 5 min.)	73%	75%	71%
Calls Abandoned While in Queue	7%	6%	12%

MNsure Contact Center Performance
November 1, 2020 - June 11, 2021

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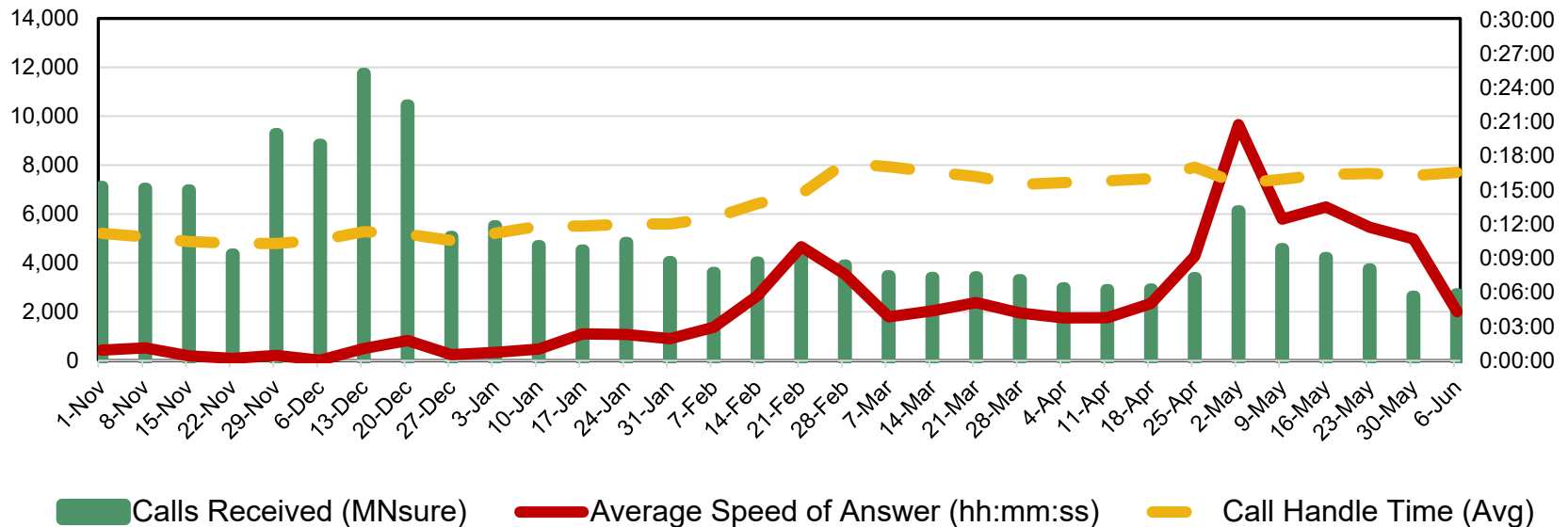
Call volumes represent weekly totals for week beginning with date.

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Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, May 2021	
1. Eligibility Verification Notice	19%
2. MCRE/Counties	9%
3. How Do I Apply	8%
4. How Do I Update My Application	5%
5. How To Enroll In a Plan	4%

Assister Resource Center (ARC) Top Inquiries, May 2021	
1. Public Program Status	34%
2. How Do I Apply	13%
3. Newborn Status	9%
4. QHP Status	7%
5. Pending Case	6%

Broker Service Line Top Inquiries, May 2021	
1. Eligibility Verification Notice	8%
2. How Do I Update My Application	7%
3. Lost or Will Lose ESI	6%
4. How Do I Apply	6%
5. Status of Enrollment	5%

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Qualified Life Events Processing

- Workable life event cases: 42
- Average time to process: within one week

Life Event Change Processing by Month

Month	Received	Resolved
Oct-19	3348	4667
Nov-19	5149	5292
Dec-19	6163	4793
Jan-20	3657	3351
Feb-20	2736	3712
Mar-20	3935	4923
Apr-20	4714	5886
May-20	1987	3871
Jun-20	2121	2365
Jul-20	2296	2398
Aug-20	2471	2520
Sep-20	1831	2166
Oct-20	3816	1807
Nov-20	5037	4425
Dec-20	6540	4914
Jan-21	2625	3534
Feb-21	2151	5081
Mar-21	2108	2987
Apr-21	2235	2140
May-21	2649	2644
Jun-21	1038	1296

■ Received   ■ Resolved

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Appeals Dashboard

Appeals Status – 2021	March	April	May
Appeals Filed – Individual	61	50	48
Average Days Open-Individual	47	54	38

Individual Appeals Outcome May 2021

Reversed 6%
Affirmed 21%
No Show 13%
Dismissed 2%
Withdrawn 58%
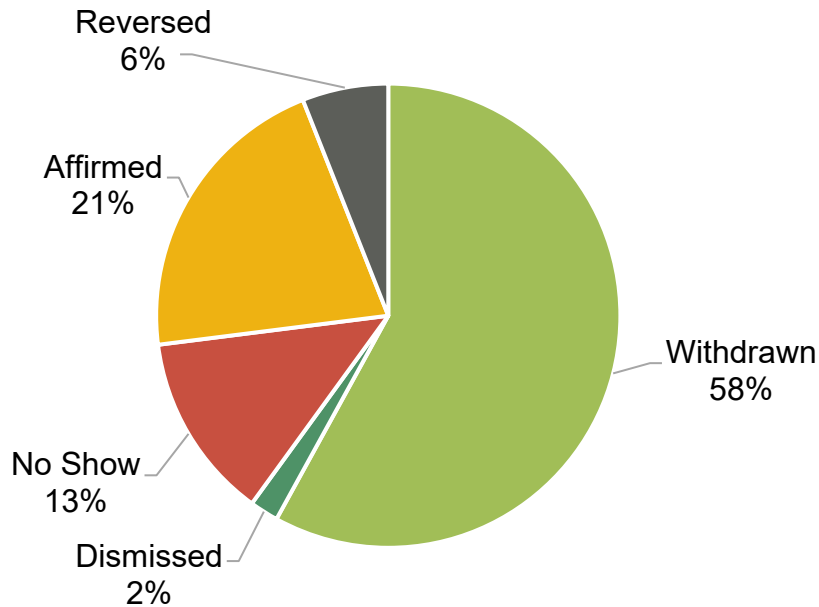
Top Issues – Individual May 2021	
1. SEP Denial	31%
2. Termination Date	24%
3. APTC Eligibility	17%

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Resolution Review Dashboard

Resolution Review Tickets Status – 2021	March	April	May
Resolution Review Tickets Created	169	140	107
Average Days Open	4	4	4

**Resolution Review Outcome
May 2021**

No Action – Unable to Contact 6%

No Resolution – Advised Options, 6%

Follow Up, 8%

Resolved with Explanation, 18%

Resolved with Action, 62%
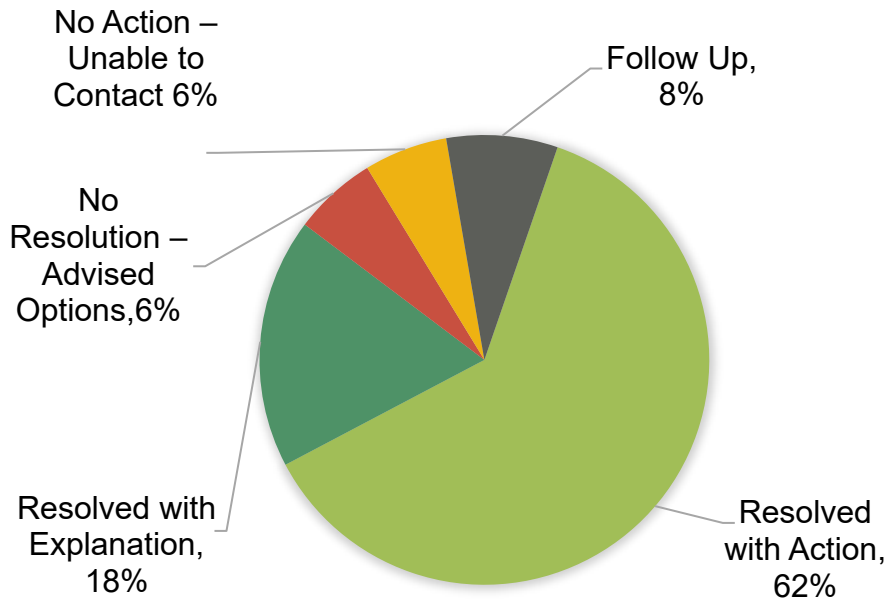
Top Issues May 2021	
1. Termination Date	64%
2. Effectuation Date	10%
3. APTC Eligibility	7%

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COVID-19 Relief APTC Changes Project

- #1 priority in METS project portfolio

- Two phases of delivery

  - Phase 1 updates Advance Premium Table and generates re-determination batch

  - Phase 2 removes FPL >400% limit & completes re-determination batch

- Sponsors and SMEs from MNsure and DHS are participating

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Preparing for the End of the COVID Emergency

- Several METS projects are on hold due to the reassignments of staff to support federal Public Health Emergency (PHE) efforts.
  - They are likely to remain on hold for six or more months following the end of the PHE, as reassigned staff will be needed to assist with the transition back to normal operations.
- Efforts are under way to plan for the end of the PHE and return to standard operating procedures, including clearing the renewal and change in circumstances backlogs.
  - The Biden administration has indicated that the PHE is likely to remain in place for the entirety of CY 2021. It has committed to providing states with 60 days' notice prior to PHE termination.
- There is a risk that staff assigned to METS projects may need to be reassigned to assist with the transition to normal operations.
  - Other, currently active, METS projects could be impacted.
  - We are doing everything possible to avoid these additional impacts.

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Returning to Normal Operations: Decisions Pending

- We are waiting on CMS
    - Public Health Emergency end date (assumption for planning: 12/31/21)
    - Additional guidance to States (not sure when it will be issued or what it will contain)
- MNIT work is needed but has not yet been fully defined or estimated
- Limited resource capacity for DHS, MNsure and MNIT means tough decisions must be made and all priorities may not be met
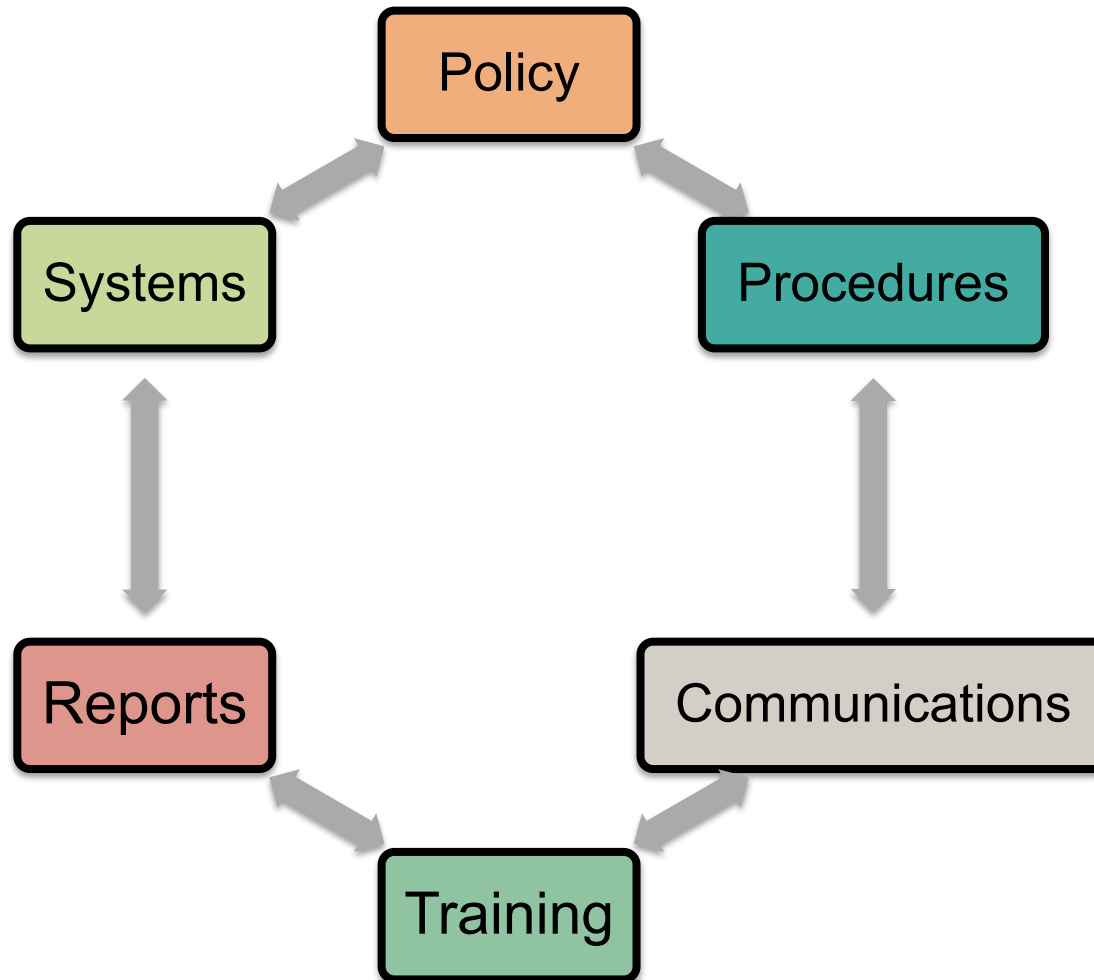- "Earliest start" dates are subject to change

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Returning to Normal Operations: Key Steps

DEPARTMENT OF HUMAN SERVICES	Status
Plan	Active
Communicate with partners and stakeholders	Active
Communicate with eligibility workers	Active
Send notices to enrollees	*Earliest start: Sep 2021
Resume renewals	*Earliest start: Oct 2021
Act on Changes in Circumstances (CiCs)	*Earliest start: Jan 2022

MNsure	Status
Plan	Active
Advanced notice - public enrollment to private coverage	Must coordinate with DHS' timeline

*"Earliest start" dates are subject to change and assume Public Health Emergency ends 12/31/21

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Returning to Normal Operations: Decisions Pending

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Summer 2021 Release Timeframe

- Summer METS Release includes (deployed 6/5/21 Δ):
  - COVID-19 Relief APTC Changes
  - Unique Person ID (UPI)
  - M&O: Non-Project Work
  - (Public programs only) Renewals Process Improvements 2020
  - (Public programs only) Eligibility Message Functionality
- Other Summer deliverables:
  - COVID-19 Relief APTC Changes
  - Unique Person ID (UPI)
  - ~~Data Mart 1.5 Δ~~
  - Data Access & Management Reports
  - METS DR (Disaster Recovery) Exercise 2021.1
  - M&O: Non-Project work

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Fall 2021 Release Timeframe

- ## Fall METS Release includes (deploys 9/12/21):
  - Unique Person ID (UPI)
  - Effective Dates
  - Renewals Process Improvements 2020
  - M&O: Non-Project Work

- ## Other Fall deliverables:
  - Unique Person ID (UPI)
  - Data Mart 1.5 Δ
  - Data Access & Management Reports
  - METS DR (Disaster Recovery) Exercise 2021.1
  - (Public programs only) Tribes as Processing Entities Δ
  - M&O: Non-Project work

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Winter 2021 Release Timeframe

- Winter METS Release includes (deploys 1/9/22):
  - Unique Person ID (UPI)
  - Effective Dates
  - M&O: Non-Project Work
- Other Winter deliverables:
  - Unique Person ID (UPI)
  - Data Access & Management Reports
  - M&O: Non-Project work

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Rolling Deliverable Schedule – New Development Projects *as of 6/4/2021*

Roadmap Efforts	Current Phase	2020 Winter Release Timeframe	2021 Spring Release Timeframe	2021 Summer Release Timeframe	2021 Fall Release Timeframe	2021 Winter Release Timeframe Δ	Future Timeframes
* Unique Person ID	Execution	Complete	Complete	Complete Δ	Firm	Firm	Targeted
* Effective Dates	Execution	Active	Active	Active	Firm	Firm	Targeted
* Renewals Process Improvements 2020	Execution	Active	Active	Complete Δ	Firm		
Cost Sharing for MA	Execution	COVID Hold	COVID Hold	COVID Hold Δ	TBD	TBD	TBD
MMIS 1N Modularization	Closed	Complete					
* Temporary Absence for MA	Closed	Complete					
* Eligibility Message Functionality	Execution	Active	Active	Complete Δ			
* Tribes as Processing Entities	Execution	Active	Complete	Active	Targeted Δ	Active	TBD
* METS Elig Determination: Pregnant Women and Auto Newborns	Planning	COVID Hold	COVID Hold	COVID Hold Δ	TBD	TBD	TBD
* METS Eligibility: Income	Planning	COVID Hold	COVID Hold	COVID Hold Δ	TBD	TBD	TBD
* METS Electronic Eligibility Verifications (Discovery)	Not Started	COVID Hold	COVID Hold	COVID Hold Δ	TBD	TBD	TBD
Data Mart 1.5	Execution	Complete	Complete	Active Δ	Targeted Δ		
Cúram Upgrade 2020	Closed Δ	Complete					
COVID-19 Relief APTC Changes	Execution Δ		Complete	Complete Δ			

	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 6/4/2021

Roadmap Efforts	Current Phase	2020 Winter Release Timeframe	2021 Spring Release Timeframe	2021 Summer Release Timeframe	2021 Fall Release Timeframe	2021 Winter Release Timeframe Δ	Future Timeframes
METS DR (Disaster Recovery) Exercise 2020.1	Closed	Complete					
METS DR (Disaster Recovery) Exercise 2021.1	Execution		Active	Complete Δ	Targeted		
Periodic/Annual Work – 2021 FPL-MCRE/IA/uQHP	Closed	Complete					
1095-B Tax Year 2020	Closure Δ	Complete	Complete				
1095-B Tax Year 2021	Not started				TBD	TBD	TBD
Data Access & Management Reports- FFY 2021	Execution	Complete	Complete	Complete Δ	Targeted	Targeted	Targeted
M&O: Non-Project work	Ongoing	Complete	Complete	Complete Δ	Firm	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	Completed
METS DR (Disaster Recovery) Exercise 2021.1	In progress
Periodic/Annual Work – 2021 FPL-MCRE / IA / uQHP	Completed
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 - FFY2021	In progress
M&O: Non-Project work	In progress

Status Key
In Progress
Completed/Operationalized
Planned
✖ = COVID Hold
* = IAPD-funded projects
Δ (red) = 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 FFY21)	Completed
MMIS 1N Modularization	Completed
* 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	Completed Δ
COVID-19 Relief APTC Changes	In progress

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Projected METS FFY 2022 Roadmap (Not final)

Ongoing / Annual Work
METS DR (Disaster Recovery) Exercise 2022.1
1095-B Tax Year 2021
1095-B Tax Year 2022 (Starts 6/1/2022)
Data Access & Management Reports- FFY 2021
Data Access & Management Reports - FFY2022
M&O: Non-Project work

Development Projects
* $ Unique Person ID
* $ Effective Dates
* Renewals Process Improvements 2020
Cost Sharing for MA ✖
* $ Tribes as Processing Entities
* $ METS Eligibility Determination: Pregnant Women and Auto Newborns ✖
* ~~METS Eligibility: Income~~ ✖ (Delay restart until 2023)
* ~~METS Electronic Eligibility Verifications (Discovery)~~ ✖

Development Projects (New)
~~Online Account Security~~
FUNDING TBD: Cúram Upgrade (Potentially starting early CY 2022)

Status Key
Planned
✖ = COVID Hold
* = IAPD funded in FFY21
$ = EAB selected for IAPD funding in FFY22
~~Strikeout~~ = EAB denied for IAPD funding in FFY22

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