



MNsureSM

Where you choose health coverage

Board of Directors Meeting

January 11, 2023



Public Comment

Administrative Items

- Approve October 19, 2022 & November 16, 2022 meeting minutes
- Approve MNsure 2022 Annual Report
- Approve board advisory committee members

Proposed New and Re-Appointed Advisory Committee Members

- Consumer and Small Employer Advisory Committee
 - New: Harvey Perle, Neal Steffl, Ann Warner
 - Re-appoint: Lana Barskiy, Dick Click, Cheryl Scheer, Jon Vagle
- Health Insurance Advisory Committee
 - New: Gretchen Morris, Kathy Jo Rodester
 - Re-appoint: Michael Boho, Deb Kersten, Nancy Molenda, Matt Schafer, La Sheenlaruba Tyacke

Closed Session

Break

CEO Report

MNsure Dashboard

METS Activity, Plan Year 2023 November 1, 2022 – December 31, 2022	
Total (Medical Assistance, MinnesotaCare, QHP)	144,470
Medical Assistance Applicants	19,265
MinnesotaCare Applicants	2,950
Qualified Health Plan (QHP) Sign-ups	122,255
QHP New Consumers	22,080
Qualified Dental Plan Sign-ups	27,033

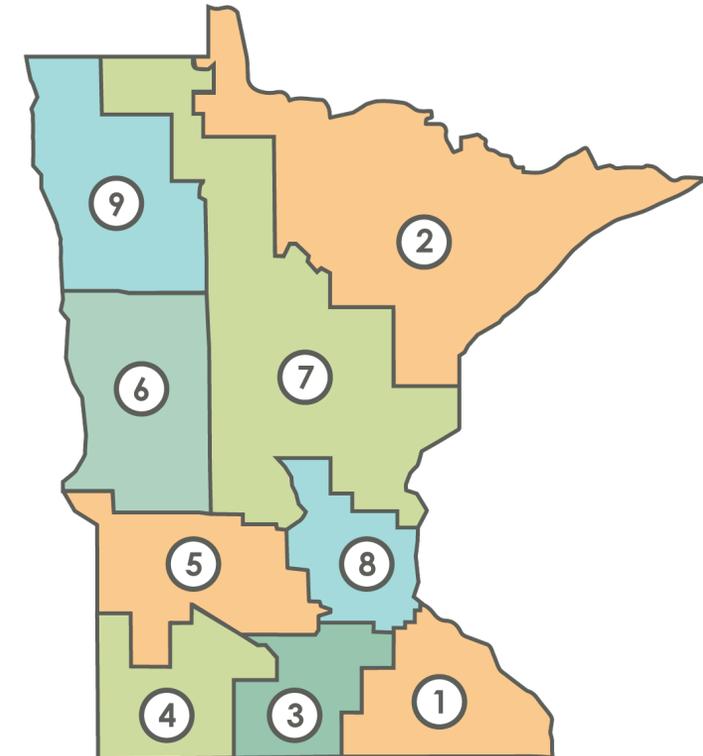
Financial Assistance – Plan Year 2023 as of December 31, 2022	
Households with Advanced Premium Tax Credit (APTC)	56.4%
Households with Cost-Sharing Reductions	8.2%
Average Monthly APTC by Household Receiving APTC	\$526.78

PY2023 QHP Enrollment by Rating Region

as of December 31, 2022

Rating Area	Percent of State's Population in Region*	Percent of QHP Enrollees in Region*	Average Monthly Tax Credit per Household Receiving APTC
1	7.9%	5.9%	\$821.23
2	2.2%	5.7%	\$610.22
3	4.4%	4.8%	\$707.93
4	2.0%	2.4%	\$629.65
5	4.7%	3.7%	\$603.03
6	4.1%	4.4%	\$573.52
7	7.7%	9.3%	\$594.10
8	65.0%	62.4%	\$418.36
9	1.9%	1.2%	\$595.56

*Totals not=100% due to rounding



Note: Data is based on MNsure's current enrollment population

QHP Dashboard

as of December 31, 2022

Carriers	2023 Enrollment to Date*	2022 Enrollment
Blue Plus	19.9%	18.0%
HealthPartners	20.6%	21.6%
Medica	13.3%	13.9%
Quartz	1.1%	1.2%
UCare	45.0%	45.3%

Metal Level	2023 Enrollment to Date	2022 Enrollment
Gold	18.6%	16.3%
Silver	30.2%	31.4%
Bronze	48.9%	50.2%
Catastrophic	2.3%	2.1%

Sex	2023 Enrollment to Date	2022 Enrollment
Male	48.7%	48.5%
Female	51.3%	51.5%

*Total not =100% due to rounding

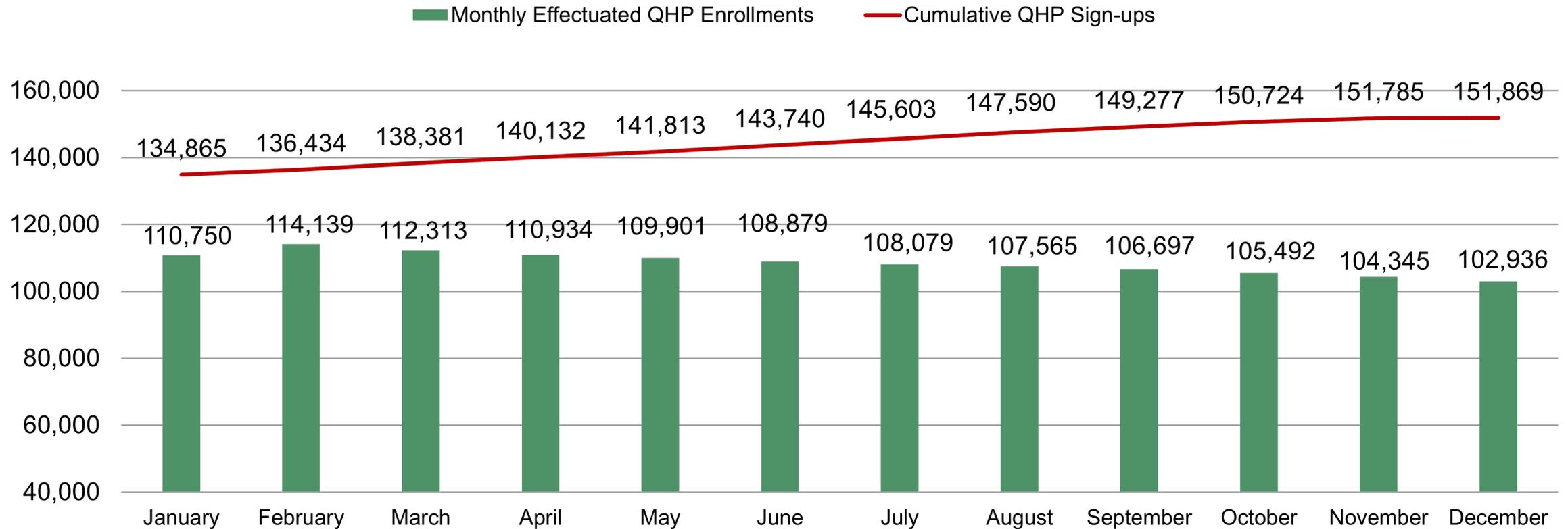
Age	2023 Enrollment to Date	2022 Enrollment
<18	11.7%	12.5%
18-25	6.7%	6.3%
26-34	12.9%	12.6%
35-44	14.1%	14.2%
45-54	15.1%	15.9%
55+	39.5%	38.5%

Language Preference	2023*	2022
English	97.2%	97.0%
Hmong	0.5%	0.5%
Somali	0.2%	0.2%
Spanish	1.2%	1.2%
Other	1.0%	1.1%

Note: Language preference is based on QHP-eligible population; all other data is based on MNSure's current enrollment population as of December 2022.

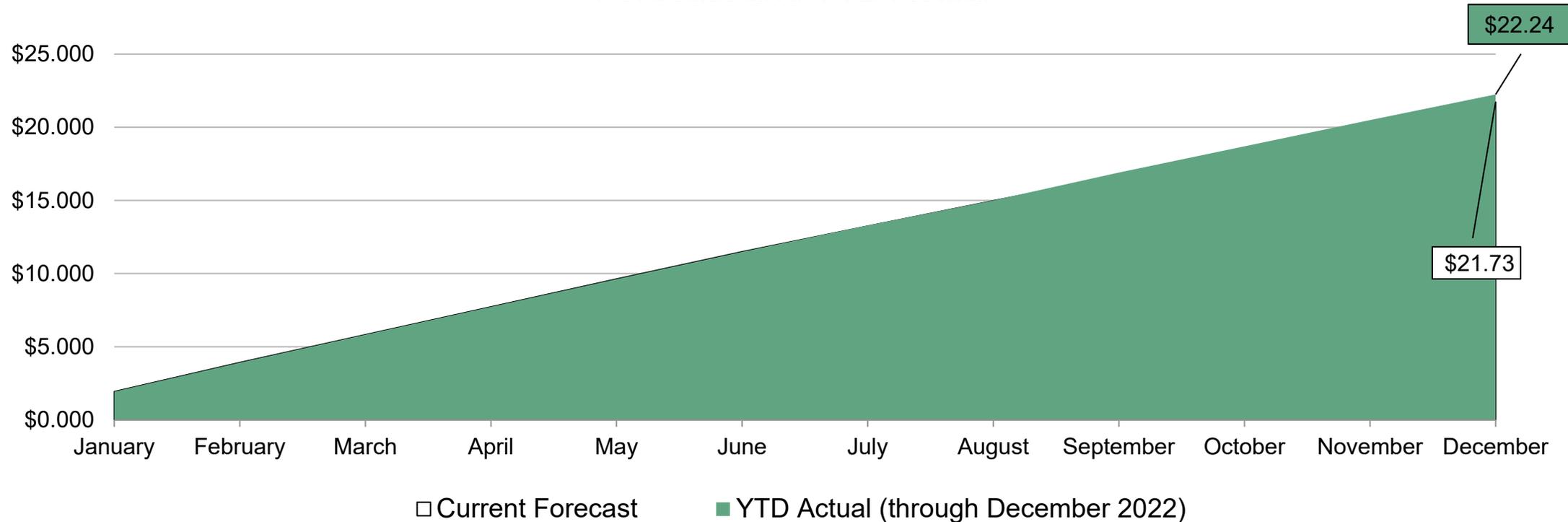
Sign-Ups and Effectuated Enrollments

Cumulative Sign-Ups and Monthly Effectuated Enrollments, January – December 2022



MNsure Premium Withhold Revenue Calendar Year 2022

Forecast and YTD Actual

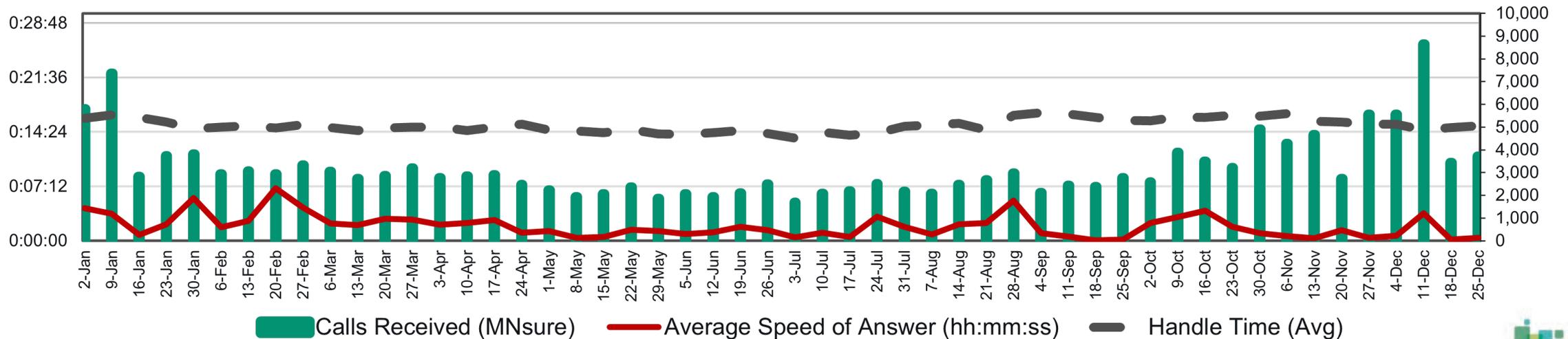


Note: CY22 forecast is based on budget approved at July 20, 2022 board meeting.

Contact Center Dashboard

Contact Center Main Line – 2022	October	November	December
Average Daily Call Volume	670	960	1,111
Service Level (% of calls answered within 5 min.)	70%	92%	90%
Calls Abandoned While in Queue	3%	1%	1%

MNsure Contact Center Performance January 1 - December 31, 2022



Call volumes represent weekly totals for week beginning with date.

Prepared for January 11, 2023 board meeting

Call Inquiries Dashboard

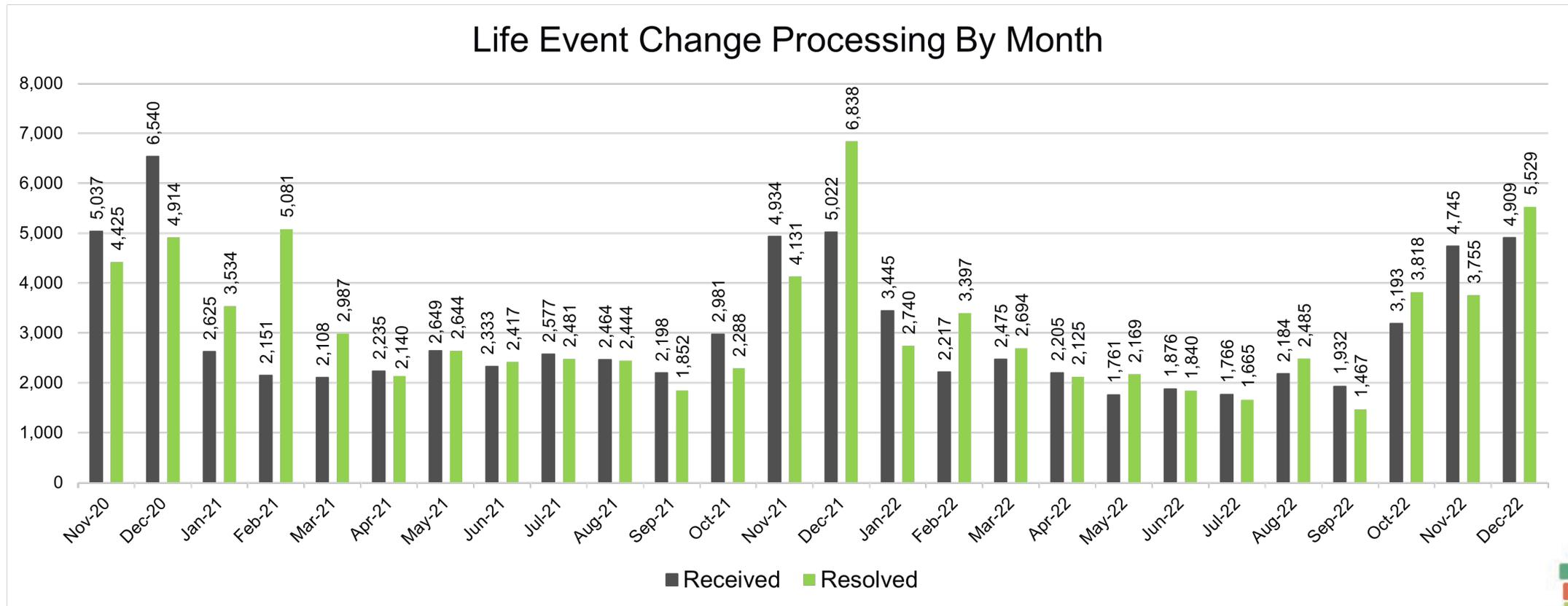
Contact Center Main Line Top Inquiries, December 2022	
1. MinnesotaCare/Counties	14%
2. How To Enroll in a Plan	9%
3. How Do I Apply	9%
4. Enrollment Status Check	7%
5. How Do I Update My Application	6%

Assister Resource Center (ARC) Top Inquiries, December 2022	
1. Public Program Status	22%
2. Determination Result	11%
3. QHP Status	11%
4. Newborn Status	10%
5. Password Reset/Account Unlock	5%

Broker Service Line Top Inquiries, December 2022	
1. Determination Result	10%
2. How Do I Update My Application	9%
3. Status of Enrollment	7%
4. How Do I Apply	6%
5. Request to Close Application	5%

Qualified Life Events Processing

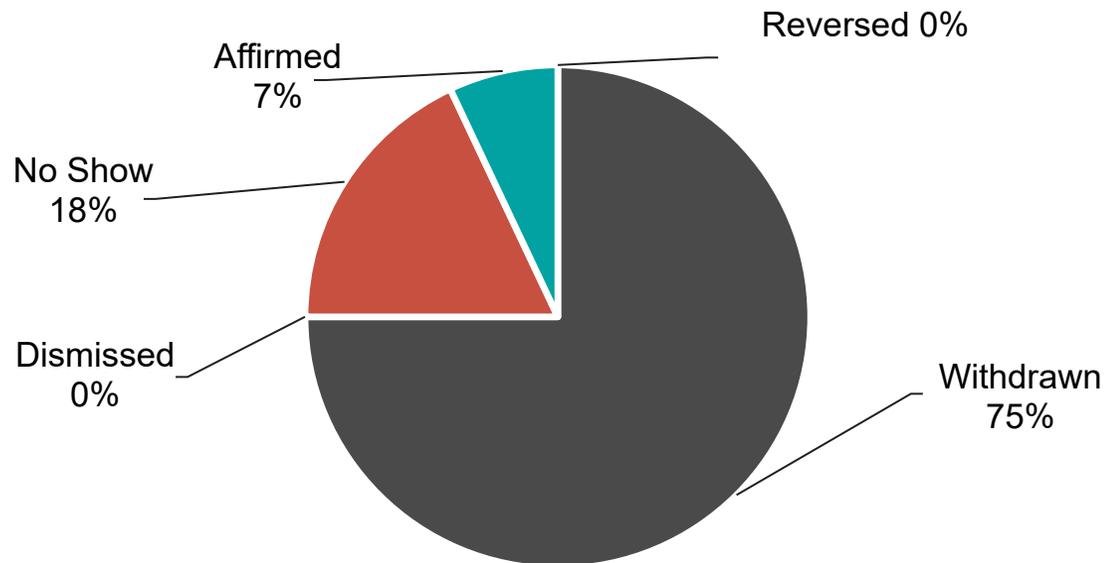
- Workable life event cases: 1,680
- Average time to process: 18 days



Appeals Dashboard

Appeals Status – 2022	October	November	December
Appeals Filed	31	53	63
Average Days Open	39	28	28

Appeals Outcome December 2022

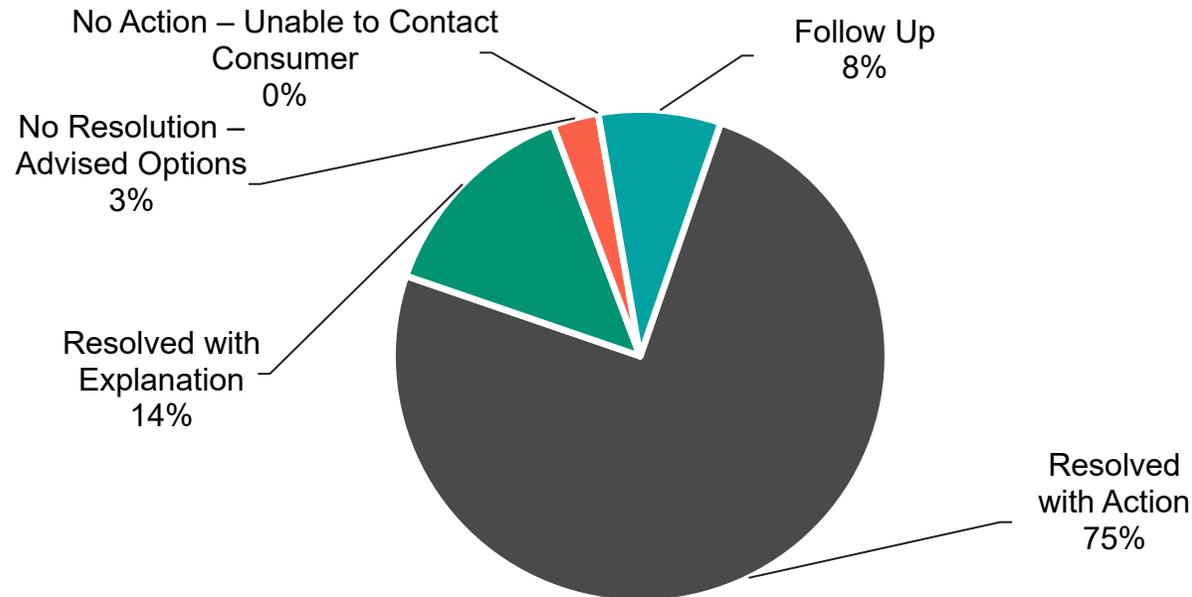


Top Issues December 2022	
1. APTC Eligibility	37%
2. Outstanding Issues (reported changes)	36%
3. Termination Date	6%

Resolution Review Dashboard

Resolution Review Tickets – 2022	October	November	December
Resolution Review Tickets Created	61	40	73
Average Days Open	2	1.5	2

Resolution Review Outcome December 2022



Top Issues December 2022

1. Plan Effectuation Date	41%
2. Plan Termination Date	36%
3. SEP Issue	7%

IT and Executive Steering Committee Update



MNsure Board Update

Minnesota Eligibility Technology System (METS)

Mike Wright | CBTO | MNIT Services @ DHS/MNsure

September 14, 2022

- MNIT Open Enrollment Update
- METS FFY 2023 Roadmap Update

Open Enrollment Update:

- Open enrollment successfully launched on November 1.
- We're 76 days in and there haven't been any significant issues.
- A change freeze continues to be in effect until January 16, 2023, for MNsure and DHS.

METS FFY 2023 Roadmap (Approved by METS ESC 12/16/22)

Ongoing / Annual Work	Status
M&O: Non Project Work	In Progress
Human Services DR (Disaster Recovery) Exercise 2023.1	Planned
Curam Upgrade 2022	On Hold ^Δ

Development Projects	Status
Data Mart 1.5	In Progress
Eligibility and Enrollment Certification	In Progress
Infrastructure Improvements - Compliance/Audits	Complete
Unique Person ID ^Δ	In Progress
Data Access and Management Reports FFY22 ^Δ	In Progress
METS Configuration Auditing	On Hold ^Δ
MinnesotaCare Eliminate the Family Glitch	In Progress
‡ Extending MA Postpartum Period for Pregnant Women	In Progress
‡ * Renewals Self-Service	In Progress
‡ * † Tribes as Processing Entities	In Progress

Status Key
On Hold
In Progress
Planned
Complete/Operationalized
* = Approved for enhanced federal funding
† = All METS scope completed
‡ = DHS Only
^Δ = Change from last report

Thank You!

New Business

Adjourn



Board of Directors Meeting Slide Deck Addendum 1/11/2023

Effectuated Enrollments and Average Premiums, 2022, page 11

Cumulative Sign-Ups and Monthly Effectuated Enrollments, January – December 2022

Month	Monthly Effectuated QHP Enrollments	Cumulative QHP Sign-ups
January 2022	110,750	134,865
February 2022	114,139	136,434
March 2022	112,313	138,381
April 2022	110,934	140,132
May 2022	109,901	141,813
June 2022	108,879	143,740
July 2022	108,079	145,603
August 2022	107,565	147,590
September 2022	106,697	149,277
October 2022	105,492	150,724
November 2022	104,345	151,785
December 2022	102,936	151,869

Contact Center Dashboard, page 13

MNsurance Contact Center Call Performance, January 1, 2022 – December 31, 2022

- Calls received were highest at 8,645 during the week of December 11, and another spike of 7,361 calls occurred the week of January 9. As of the week starting December 26, 2022, calls received were 164,595.
- The lowest number of calls received were 1,690 for the week of July 3.
- The highest average speed of answer was 0:06:58 for the week of February 20. As of the week starting December 26, 2022, the average speed of answer was 0:02:12 or 132 seconds.
- The lowest average speed to answer was 0:00:03 for the week of September 18.
- The highest call handle time of 0:16:56 minutes was during the week of September 4. As of the week starting December 26, 2022, the average call handle time was 0:14:57 minutes.

Qualified Life Events Processing, page 15**Life Event Changes by Month, December 2020 – December 2022**

Month	Received Changes	Resolved Changes
December 2020	6,540	4,914
January 2021	2,625	3,534
February 2021	2,151	5,081
March 2021	2,108	2,987
April 2021	2,235	2,140
May 2021	2,649	2,644
June 2021	2,333	2,417
July 2021	2,577	2,481
August 2021	2,464	2,444
September 2021	2,198	1,852
October 2021	2,981	2,288
November 2021	4,934	4,131
December 2021	5,022	6,838
January 2022	3,445	2,740
February 2022	2,217	3,397
March 2022	2,475	2,694
April 2022	2,205	2,125
May 2022	1,761	2,169
June 2022	1,876	1,840
July 2022	1,766	1,665
August 2022	2,184	2,485
September 2022	1,932	1,467
October 2022	3,193	3,818
November 2022	4,745	3,755
December 2022	4,909	5,529