



Board of Directors Meeting

June 28, 2023

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Board Officer Elections

Public Comment

Administrative Items

- Approve March 15 and May 3, 2023 meeting minutes
- Compliance Work Group
 - FY24-25 Compliance Program Strategic Plan
 - FY24-25 Privacy Program Strategic Plan
- Navigator payment increase

CEO Report

MNsure Dashboard

METS Activity, Plan Year 2023 November 1, 2022 – May 31, 2023	
Total (Medical Assistance, MinnesotaCare, QHP)	218,426
Medical Assistance Applicants	70,637
MinnesotaCare Applicants	9,648
Qualified Health Plan (QHP) Sign-ups	138,141
QHP New Consumers	36,443
Qualified Dental Plan Sign-ups	32,304

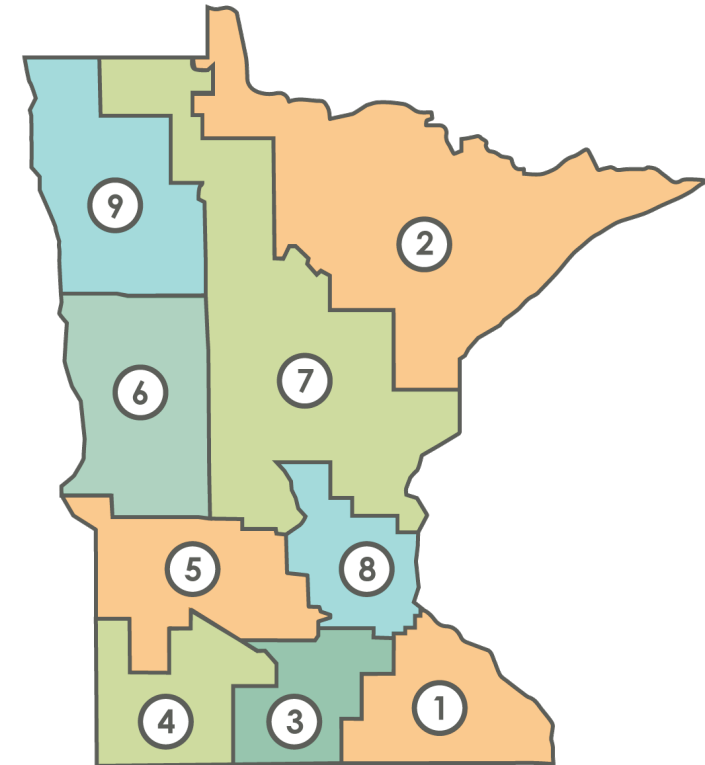
Financial Assistance – Plan Year 2023 as of May 31, 2023	
Households with Advanced Premium Tax Credit (APTC)	57.9%
Households with Cost-Sharing Reductions	8.2%
Average Monthly APTC by Household Receiving APTC	\$519.01
Cumulative APTC for Households Receiving APTC	\$111,216,195.64

PY2023 QHP Enrollment by Rating Region

as of May 31, 2023

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%	6.1%	\$802.55
2	2.2%	5.6%	\$588.75
3	4.4%	4.8%	\$695.16
4	2.0%	2.5%	\$611.31
5	4.7%	3.8%	\$570.6
6	4.1%	4.4%	\$558.32
7	7.7%	9.3%	\$578.04
8	65.0%	62.3%	\$409.09
9	1.9%	1.3%	\$577

*Totals not=100% due to rounding



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

QHP Dashboard

as of May 31, 2023

Carriers	2023 Enrollment to Date*	2022 Enrollment
Blue Plus	21.4%	18.0%
HealthPartners	20.5%	21.6%
Medica	13.2%	13.9%
Quartz	1.1%	1.2%
UCare	43.9%	45.3%

Metal Level	2023 Enrollment to Date	2022 Enrollment
Gold	19.5%	16.3%
Silver	30.2%	31.4%
Bronze	48.2%	50.2%
Catastrophic	2.1%	2.1%

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

*Total not =100% due to rounding

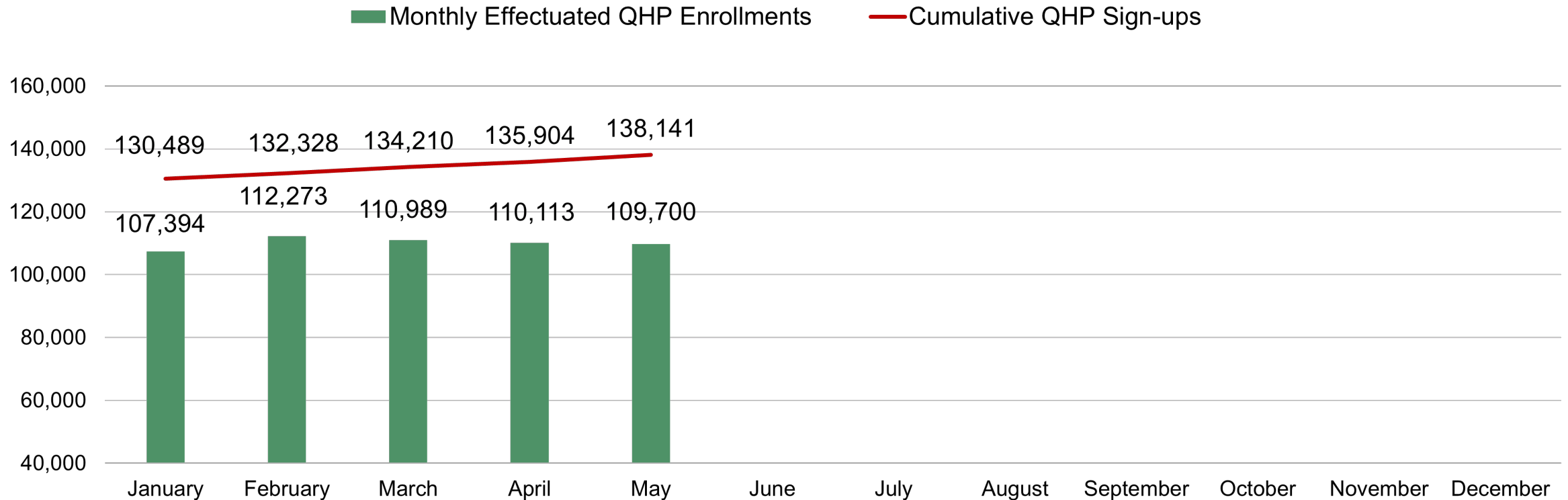
Age	2023 Enrollment to Date*	2022 Enrollment
<18	12.2%	12.5%
18-25	6.6%	6.3%
26-34	12.8%	12.6%
35-44	14.2%	14.2%
45-54	15.3%	15.9%
55+	39.0%	38.5%

Language Preference	2023*	2022
English	97.0%	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 May 2023.

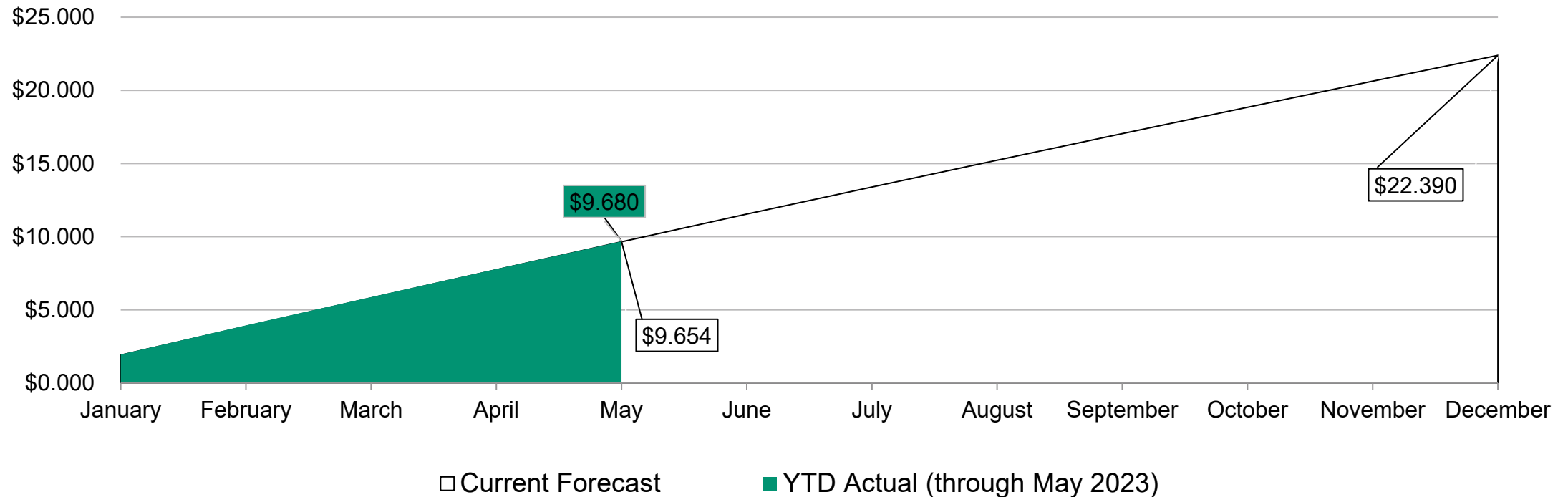
Sign-Ups and Effectuated Enrollments

Cumulative Sign-Ups and Monthly Effectuated Enrollments, January – May 2023



MNsure Premium Withhold Revenue Calendar Year 2023

Forecast and YTD Actual



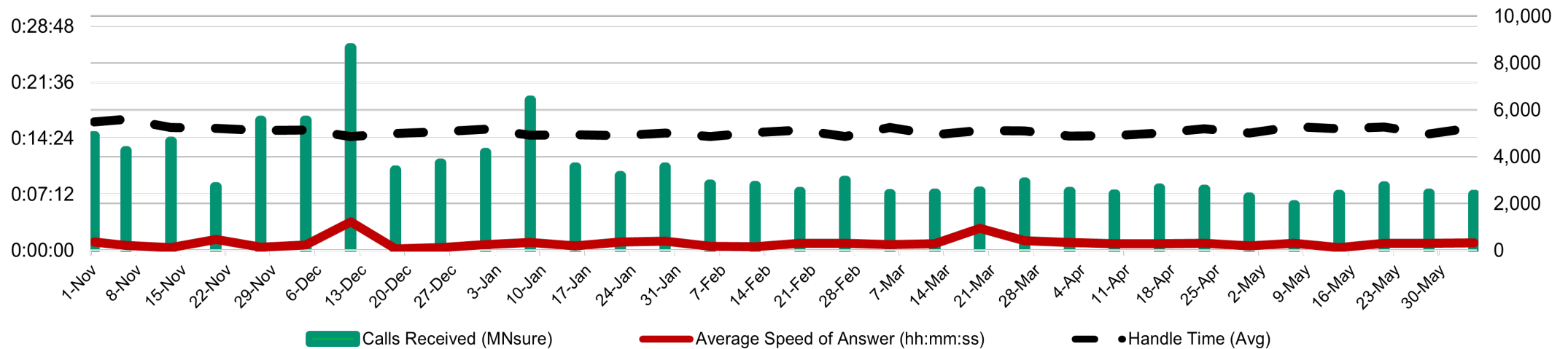
Revenue numbers in millions

Note: CY2023 forecast is based on budget approved at March 15, 2023 board meeting.

Contact Center Dashboard

Contact Center Main Line – 2023	March	April	May
Average Daily Call Volume	514	509	494
Service Level (% of calls answered within 5 min.)	91.5%	93.8%	94.5%
Calls Abandoned While in Queue	1.43%	1.32%	1.00%

MNsure Contact Center Performance
Nov 1, 2022 - May 31, 2023



Call volumes represent weekly totals for week beginning with date.

Prepared for June 28, 2023 board meeting

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, May 2023

1. MinnesotaCare/Counties	11%
2. How Do I Apply	9%
3. Gain Employer-Sponsored Insurance / Minimum Essential Coverage	5%
4. Multiple Changes	4%
5. Request to Close Application	3%

Assister Resource Center (ARC) Top Inquiries, May 2023

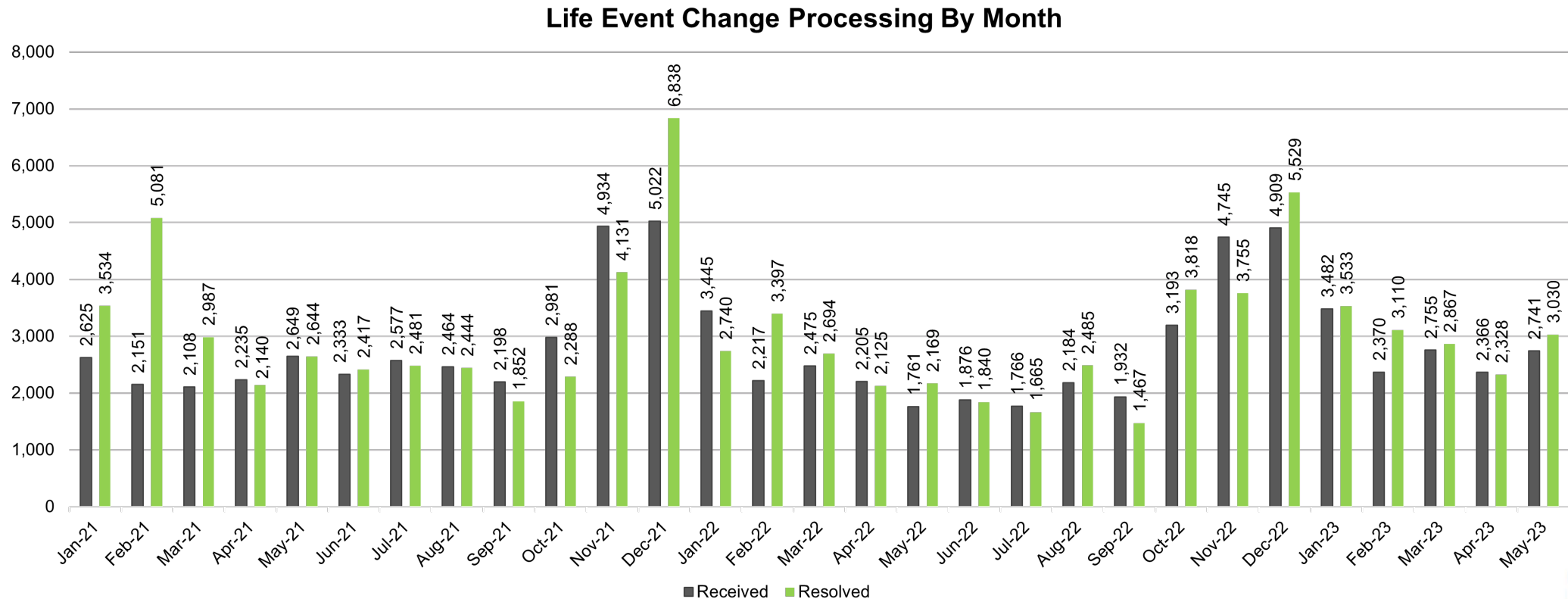
1. Public Program Status	28%
2. Determination Result	15%
3. Newborn Status	14%
4. Qualified Health Plan Status	8%
5. Password Reset/Account Unlock	7%

Broker Service Line Top Inquiries, May 2023

1. Lost or Will Lose Employer-Sponsored Insurance	14%
2. How to Enroll in a Plan	10%
3. How Do I Update My Application	5%
4. Status of My Special Enrollment Period Request	4%
5. How Do I Apply	4%

Qualified Life Events Processing

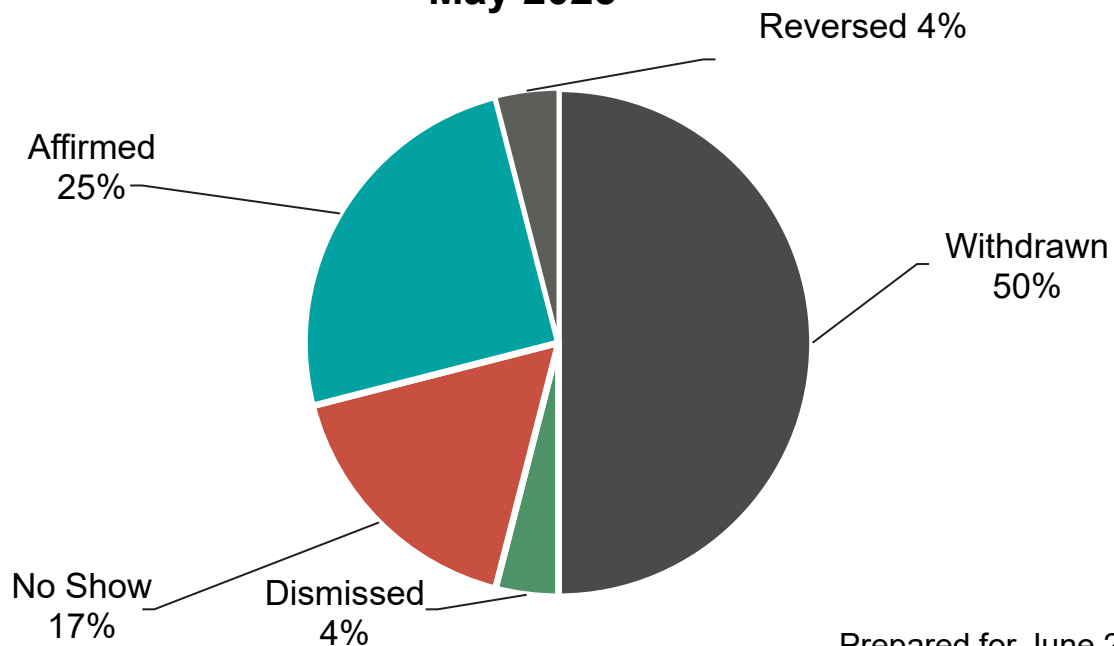
- Workable life event cases: 678
- Average time to process: 8 days



Appeals Dashboard

Appeals Status – 2022-23	March	April	May
Appeals Filed	55	45	34
Average Days Open	34	41	43

Appeals Outcome May 2023

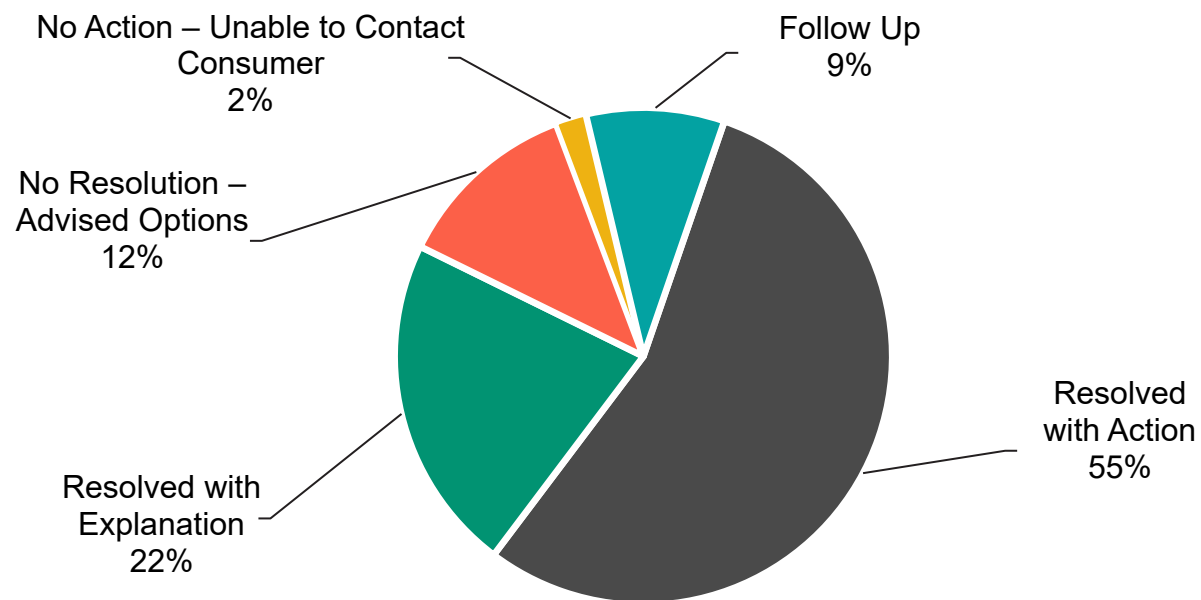


Top Issues May 2023	
1. SEP Denial	64%
2. APTC Issue	19%
3. Outstanding Determination Issue	9%

Resolution Review Dashboard

Resolution Review Tickets – 2022-23	March	April	May
Resolution Review Tickets Created	167	93	89
Average Days Open	2.5	2	2

Resolution Review Outcome May 2023



Top Issues May 2023

1. Plan Termination Date	33%
2. SEP Issue	26%
3. Plan Effective Date	20%



CEO Report: Legislative Update

Continuous Coverage Unwinding Update

Coverage Transition Dashboard June 28, 2023	
Total Eligible for Qualified Health Plan (QHP)	4,006
Cumulative Total Qualifying Life Events (QLE) Reported	648
QHP Selections	312

IT Modernization Project: MNsure Eligibility System Transformation

Break

IT and Executive Steering Committee Update



MNsure Board Update

Minnesota Eligibility Technology System (METS)

Mike Wright | CBTO | MNIT Services @ DHS/MNsure

June 28, 2023

- MNsure Eligibility System Transition, also known as MNsure Modernization
- METS SGG Oversight of Maintenance and Operations (M&O)
- METS FFY2023 Roadmap updates including:
 - Renewals Self-Service Update
 - METS Citizen Engagement
 - Curam Upgrade 2022
- Upcoming deliverables

MNsure Eligibility System Transition

MNIT Status Update:

- METS SGG approved and recommended adding to the roadmap.
- METS ESC approved adding the project to the roadmap.
- Project Status
 - Project manager assigned.
 - Sponsors assigned.
 - Project team is in the process of being assembled.
 - Project is in the initiation phase as the charter is being developed.

METS SGG Oversight of Maintenance & Operations Costs

MNIT leadership completed a four-part series for the METS Maintenance & Operations Overview

Topics included:

- Basics of budget information & historical information
- Meritive contract & breakdown of hardware/software
- Components of operations
- Scheduled Maintenance & Operations and impacts

METS FFY 2023 Roadmap

(as of 06/19/2023)

Ongoing / Annual Work	Status
Human Services DR (Disaster Recovery) Exercise 2023.1	Planned
Curam Upgrade 2022	In Progress ^Δ
Data Access and Management Reports FFY22	In Progress

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

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

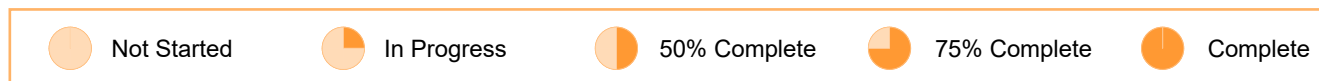
Thank You!



2023 Goals and Measurement: Quarter 2 Update

2023 Goal Progress Dashboard

	Q1	Q2	Q3	Q4
1. Improve outreach and support of underserved populations				
2. Advocate for 2023 legislative priorities				
3. Implement support for the IRS Family Glitch regulation				
4. Increase the share of enrollments processed by brokers				
5. Increase the size and reach of the broker network				
6. Establish a Diversity, Equity and Inclusion program				
7. Establish an Employee Engagement program				



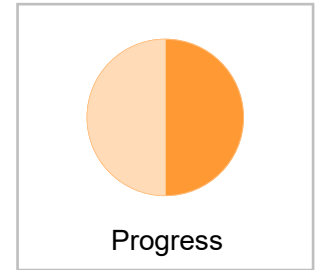
#1: Develop/Refine Strategies to Reach and Support Underserved Populations

2023 Deliverables

1. Baseline inventory of navigators and brokers from Black, Indigenous, Hispanic, Asian and other communities, and languages spoken
2. Expanded web content and other information available in languages other than English
3. SEP and OEP marketing campaigns that increase ad placement in underserved communities/cultural communications platforms

Key Activities

- ✓ Analysis of broker demographic information (Mar – Apr)
- ✓ Identify web content for translation, and launch translated material (Complete)
- ✓ Launch updated SEP campaigns (In progress: May – Aug)
- ❑ Develop and publish “quick tip” videos on key topics in multiple languages (In progress)
- ❑ Baseline inventory/assessment of where ads are placed, measured against intended community reach (Jul - Aug)
- ❑ Launch updated OEP campaigns (Oct – Dec)



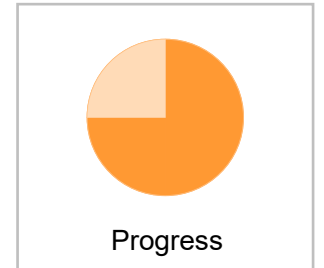
#2: Advocate for Proposals in the 2023 Legislative Session That Further MNsure's Mission

2023 Deliverables

1. MNsure legislative priorities and proposals included in the governor's budget recommendation
2. Stakeholder engagement in supporting and delivering MNsure legislative priorities
3. Assistance and support of other state agencies in developing administration proposals
4. Legislative support for MNsure priorities with House and Senate committees of jurisdiction
5. Communications plan for MNsure proposals
6. 2024 legislative priorities and proposals

Key Activities

- ✓ Develop legislative proposals and Health Care Subcabinet budget recommendations (Complete)
- ✓ Present proposals in Senate/House committees (Complete)
- ✓ Develop and present information and other materials for legislators and other stakeholders (Complete)
- ✓ Develop and execute communication plan (Complete)
- Develop and execute implementation plans for adopted proposals (In progress: Jun – Dec)
- Develop 2024 legislative priorities and proposals (Sep – Dec)



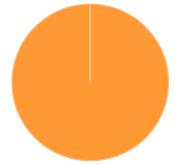
#3: Implement Support for the New IRS Family Glitch Regulation

2023 Deliverables

1. Information and policy regarding the rule change and accessing family glitch benefits
2. Decision support tool
3. OE10 enrollment support
4. Partner outreach and training
5. Carrier invoices reflecting correct premium amounts for family glitch enrollees
6. METS application updates
7. Reporting dashboard
8. Outreach to public and partners (ongoing)

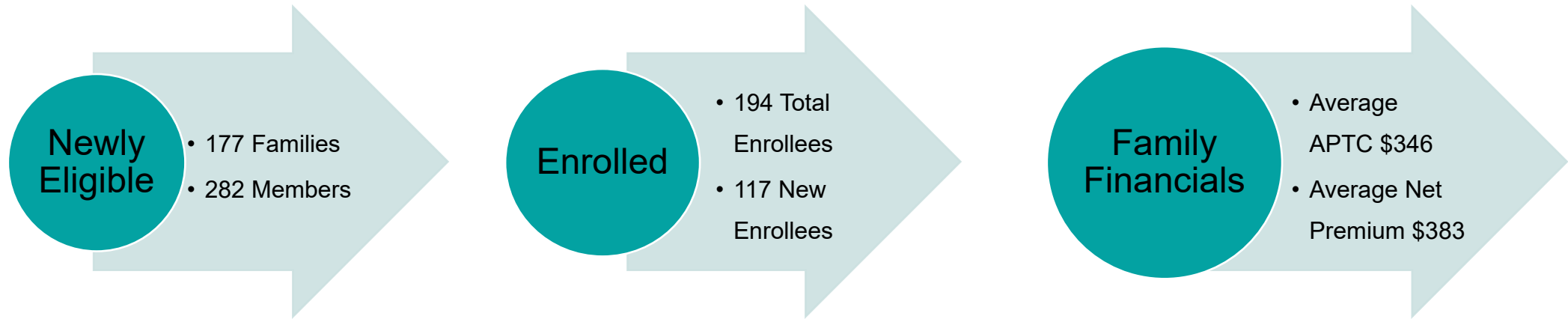
Key Activities

- ✓ Develop and publish information regarding the rule change and eligibility criteria (Complete)
- ✓ Develop and launch outreach campaign (Complete)
- ✓ Develop and launch online estimator tool to calculate potential benefit (Complete)
- ✓ Develop manual operational processes to support OE10 family glitch enrollments during OE10 (Complete)
- ✓ Deploy updates to the METS application to capture family cost of employer plans (Complete)
- ✓ Develop and launch family glitch reporting (Complete)
- ✓ Establish SEP for consumers enrolled in 2022 non-calendar-year employer plans (Complete)



Progress

Family Glitch Dashboard



Federal Poverty Level	Enrollees	Families
200% – 250% FPL	35	32
250% – 300% FPL	38	25
300% – 350% FPL	67	35
350% – 400% FPL	34	18
Over 400% FPL	20	16
Total	194	126

Metal Level	Enrollees	Families
Catastrophic	0	0
Bronze	85	54
Silver	66	47
Gold	43	25
Total	194	126

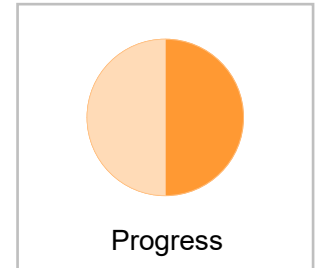
#4: Increase the Share of Enrollments Processed by Brokers

2023 Deliverables

1. Baseline analysis of currently certified brokers
2. Program to support consumers moving to a QHP during the continuous coverage unwinding
3. Facilitate navigator and broker application and enrollment partnerships
4. 45% of QHP enrollments in OE11 are broker-supported

Key Activities

- ✓ Develop and present information and training to support unwinding efforts (Apr – Jun)
- ✓ Reporting and analysis to identify consumers who are moving from a public program and are potentially eligible for a QHP (Jul – ongoing)
- ✓ Outreach to newly QHP-eligible consumers with QHP enrollment information and broker referrals (Monthly beginning in Jul)
- ❑ Analysis to identify broker enrollment trends and opportunities (Jul – Aug)
- ❑ Outreach and networking opportunities with navigators and brokers to promote navigator/broker application and enrollment partnerships (Aug – Sep)
- ❑ Broker outreach to increase Assister Directory listings (Sep – Oct)



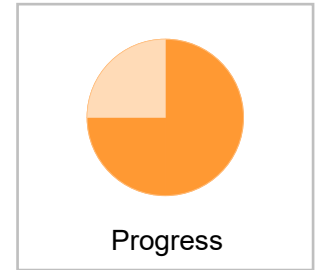
#5: Increase the Size and Reach of MNsure's Broker Network

2023 Deliverables

1. Baseline analysis of Minnesota licensed brokers
2. Outreach to potential new broker partners

Key Activities

- ✓ Analysis to identify health insurance brokers and geographic expansion and recruitment opportunities (Mar - Apr)
- ✓ Analysis to determine feasibility of opening a 2023 solicitation for new broker enrollment centers (Mar)
- ❑ Develop and present information and materials regarding MNsure's value proposition and benefits to certified brokers (Ongoing)



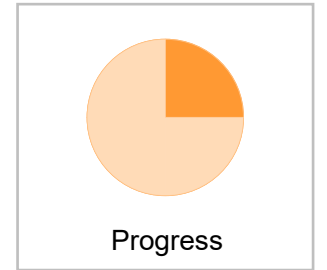
#6: Establish a Diversity, Equity and Inclusion (DEI) Program for MNsure

2023 Deliverables

1. Develop and launch a DEI program for MNsure
2. Quarterly reporting on DEI progress
3. 2024 DEI objectives

Key Activities

- ✓ Develop draft DEI program vision, values and goals statement (Mar)
- Develop and launch a vendor solicitation, and engage a vendor to assist in defining the DEI program (In progress)
- Develop the DEI program, including an implementation plan and progress measurement metrics (TBD)
- Launch the DEI program (TBD)



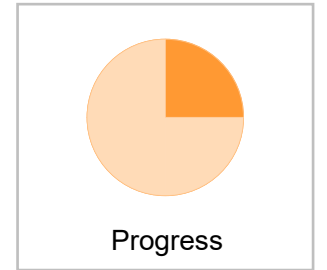
#7: Establish an Employee Engagement Program

2023 Deliverables

1. Develop and launch an Employee Engagement program for MNsure
2. Quarterly reporting on progress
3. 2024 Employee Engagement objectives

Key Activities

- Conduct engagement surveys and analyze results (Feb – Jun)
- Develop engagement program, including implementation plan and measurement objectives (Jul - Aug)
- Launch the engagement program (TBD)



New Business

Adjourn



Board of Directors Meeting Slide Deck Addendum 6/28/2023

Effectuated Enrollments and Average Premiums, 2023, page 9

Cumulative Sign-Ups and Monthly Effectuated Enrollments, January – May 2023

Month / Year	Monthly Effectuated QHP Enrollments	Cumulative QHP Sign-ups
January 2023	107,394	130,489
February 2023	112,273	132,328
March 2023	110,989	134,210
April 2023	110,113	135,904
May 2023	109,700	138,141

Contact Center Dashboard, page 11

MNsurance Contact Center Call Performance, November 1, 2022 – May 31, 2023

- Calls received were highest at 8,645 during the week of December 11, 2022, and another spike of 6,419 calls occurred the week of January 8, 2023. As of the week starting May 29, 2023, calls received were 105,933
- The lowest number of calls received were 1,951 for the week of May 7, 2023.
- The highest average speed of answer was 0:03:38 for the week of December 11, 2022. As of the week starting May 29, 2023, the average speed of answer was 0:00:57 or 57 seconds.
- The lowest average speed to answer was 0:00:10 for the week of December 18, 2022.
- The highest call handle time of 16 minutes and 51 seconds was during the week of November 1, 2022. As of the week starting May 29, 2023, the average call handle time was 15 minutes and 6 seconds.

Qualified Life Events Processing, page 13

Life Event Changes by Month, May 2021 – May 2023

Month / Year	Received Changes	Resolved Changes
May 2021	2,649	2,644
June 2021	2,333	2,417
July 2021	2,577	2,481
August 2021	2,464	2,444

Month / Year	Received Changes	Resolved Changes
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
January 2023	3,842	3,533
February 2023	2,370	3,110
March 2023	2,755	2,867
April 2023	2,366	2,328
May 2023	2,741	3,030