Board of Directors Meeting

January 10, 2024

Public Comment

Board Chair Update

Administrative Items

- Approve November 29, 2023, meeting minutes

- 2023 Annual Report

- Review FY25 Navigator Grant Program Policy Statement

- Ad Hoc Navigator Payments Workgroup Update

- Ad Hoc CEO Annual Review Process Workgroup Update

CEO Report

CEO Report Overview

- Sign-up activity and open enrollment update

- Continuous coverage unwinding update

MNsure Dashboard

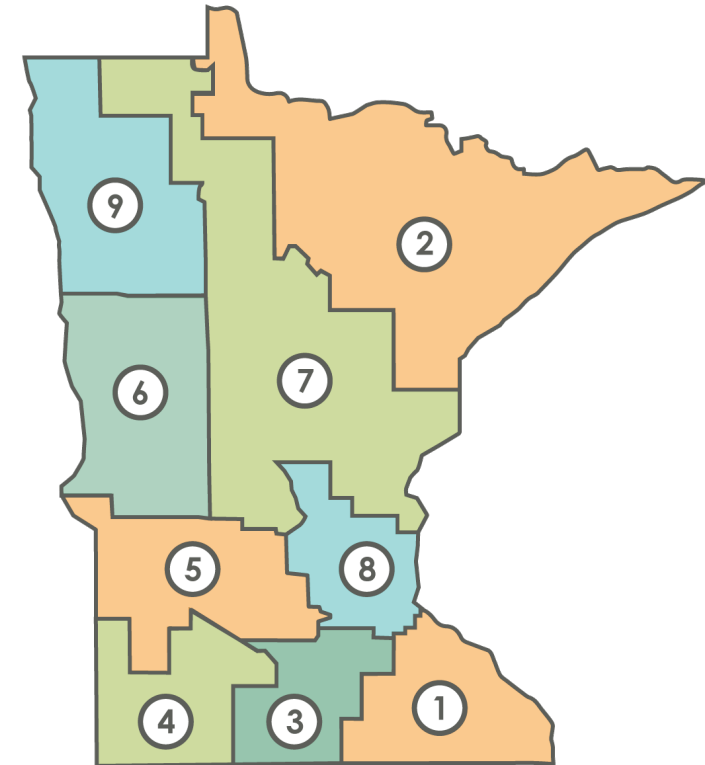| METS Activity, Plan Year 2024 November 1 – December 31, 2023	
Total (Medical Assistance, MinnesotaCare, QHP)	167,277
Medical Assistance Applicants	26,315
MinnesotaCare Applicants	3,677
Qualified Health Plan (QHP) Sign-ups	137,285
QHP New Consumers	30,721
Qualified Dental Plan Sign-ups	34,353

Financial Assistance – Plan Year 2024, as of December 31, 2023		
Financial Assistance Type	**Individuals**	**Households**
Percentage with Advanced Premium Tax Credit (APTC)	57.5%	57.5%
Percentage with Cost-Sharing Reductions	7.8%	9.2%
Average Monthly APTC	$359.33	$537.65
Estimated January APTC for Households Receiving APTC	N/A	$25,888,982.16

Prepared for January 10, 2024 board meeting

PY2024 QHP Enrollment by Rating Region
as of December 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%	$834.95
2	5.5%	5.7%	$597.90
3	4.6%	4.7%	$732.41
4	2.0%	2.4%	$635.65
5	3.6%	3.8%	$593.26
6	4.2%	4.2%	$570.90
7	7.8%	9.3%	$615.23
8	63.0%	62.5%	$426.24
9	1.4%	1.3%	$588.85

*Total not=100% due to rounding

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

Prepared for January 10, 2024 board meeting

QHP Dashboard – Plan Year 2024

as of December 31, 2023

Carriers	2024 Enrollment to Date*	2023 Enrollment
Blue Plus	24.9%	22.3%
HealthPartners	19.6%	20.2%
Medica	13.6%	13.1%
Quartz	1.0%	1.1%
UCare	40.8%	43.3%

Metal Level	2024 Enrollment to Date*	2023 Enrollment
Gold	19.2%	19.8%
Silver	31.4%	30.2%
Bronze	47.0%	47.9%
Catastrophic	2.3%	2.1%

Sex	2024 Enrollment to Date	2023 Enrollment
Male	48.1%	47.9%
Female	51.9%	52.1%

*Total not = 100% due to rounding

Age	2024 Enrollment to Date	2023 Enrollment*
<18	12.3%	13.1%
18-25	7.2%	6.8%
26-34	13.3%	12.6%
35-44	14.2%	14.5%
45-54	14.9%	15.5%
55+	38.1%	37.4%

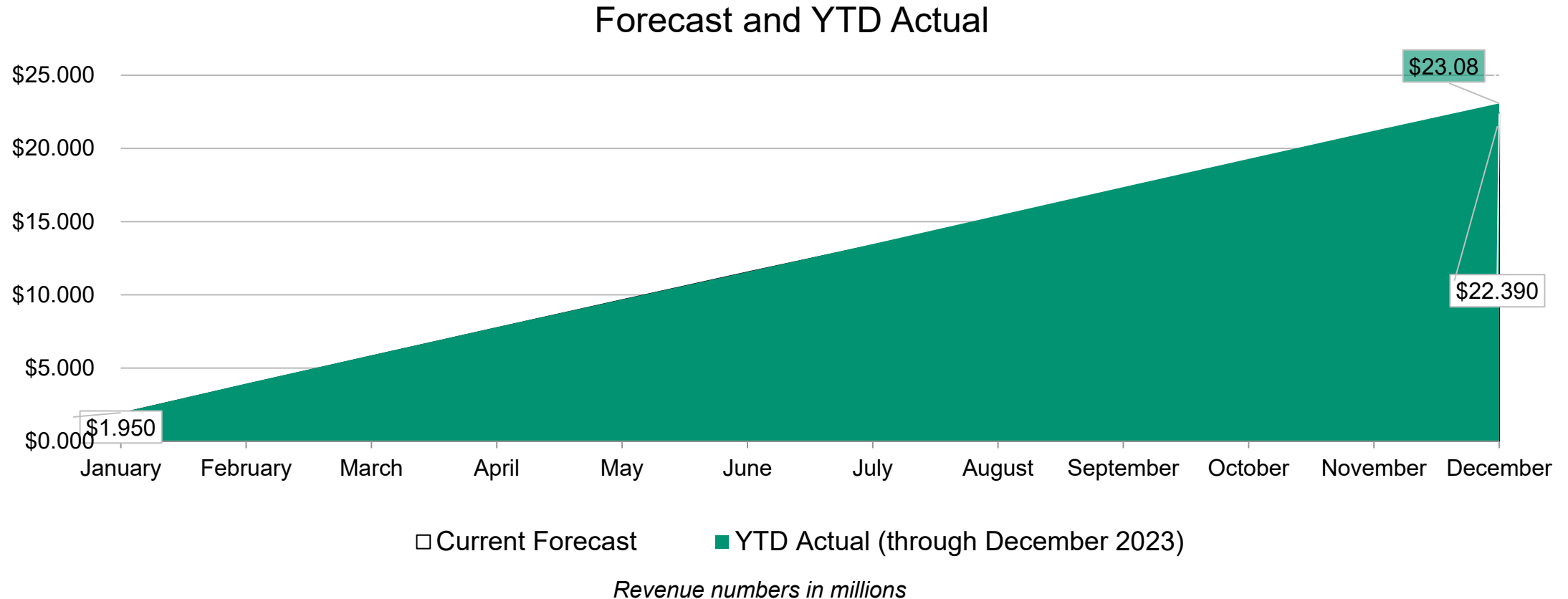| Language Preference	2024*	2023*
English	96.9%	96.8%
Hmong	0.4%	0.5%
Somali	0.3%	0.3%
Spanish	1.3%	1.3%
Other	1.2%	1.2%

Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of December 2023.

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Sign-Ups and Effectuated Enrollments

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

Legend: ■ Monthly Effectuated QHP Enrollments ── Cumulative QHP Sign-ups

Cumulative QHP Sign-ups (red line):
- 130,488
- 132,327
- 134,209
- 135,903
- 138,140
- 142,056
- 145,483
- 149,279
- 152,761
- 156,300
- 158,772
- 159,139

Monthly Effectuated QHP Enrollments (bars):
- 107,317
- 112,589
- 111,464
- 110,261
- 109,314
- 108,686
- 110,234
- 110,649
- 111,204
- 111,356
- 111,431
- 110,883

Months: January, February, March, April, May, June, July, August, September, October, November, December

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MNsure

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.

Prepared for January 10, 2024 board meeting

Contact Center Dashboard

Contact Center Main Line – 2023	October	November	December
Average Daily Call Volume	939	1,398	1,759
Service Level (% of calls answered within 5 min.)	64%	42%	42%
Calls Abandoned While in Queue	7.1%	8.6%	9.7%

MNsure Contact Center Performance
January 1, 2023 - December 31, 2023

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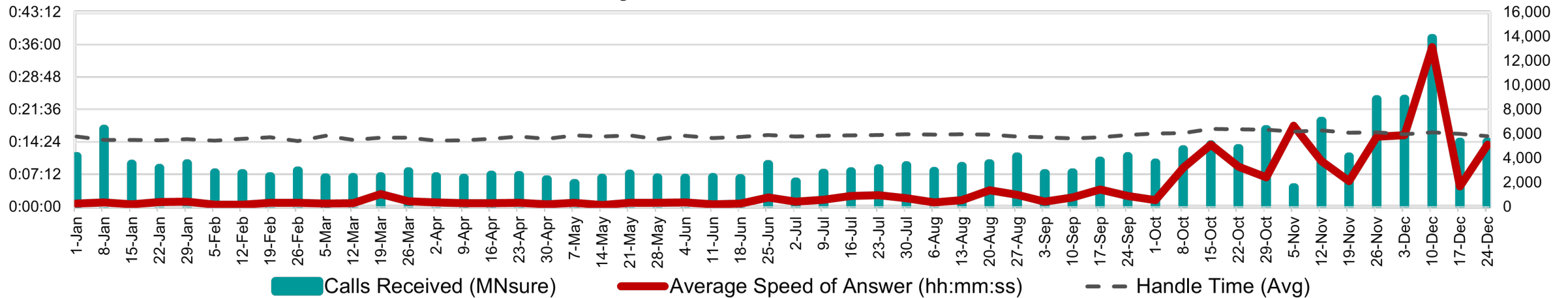
Call volumes represent weekly totals for week beginning with date.

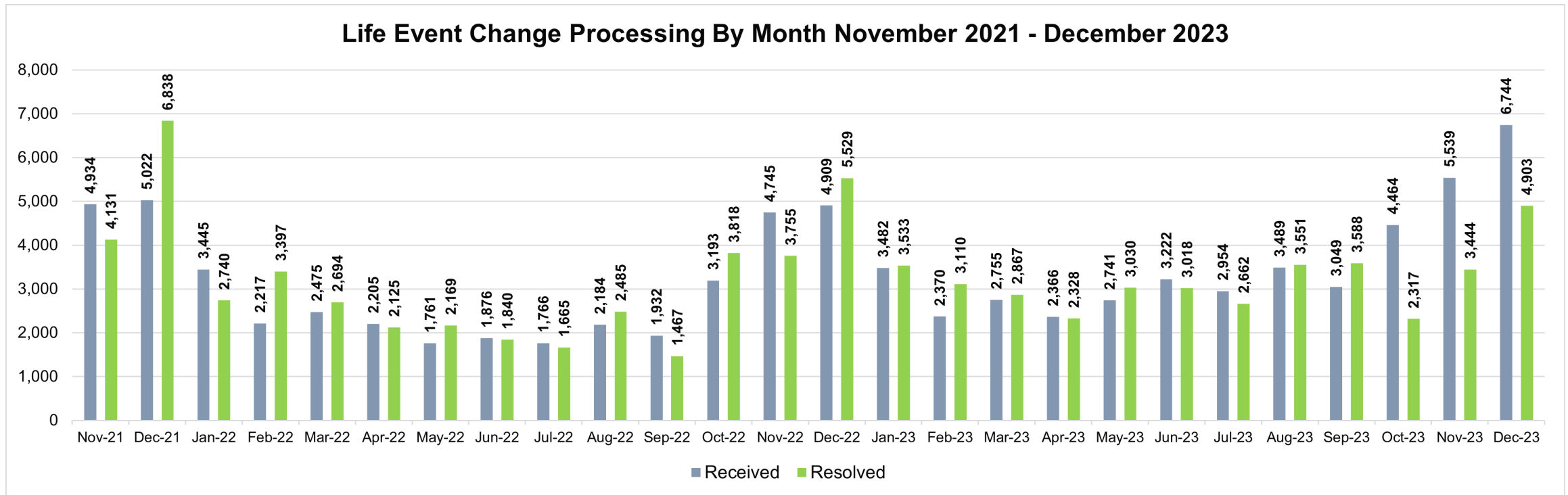Prepared for January 10, 2024 board meeting

Call Inquiries Dashboard

Contact Center Main Line Top Inquiries, December 2023	
1. MinnesotaCare/Counties	16.9%
2. How To Enroll in a Plan	11.8%
3. How Do I Apply	6.4%
4. How Do I Update My Application	5.4%
5. Enrollment Status Check	4.1%

Assister Resource Center (ARC) Top Inquiries, December 2023	
1. Public Program Status	29.8%
2. Determination Result	18.8%
3. Public Program Renewal	16.2%
4. Qualified Health Plan Status	13.3%
5. Newborn Status	4.3%

| Broker Service Line Top Inquiries, December 2023	
1. Status Before Appointment	27.0%
2. Status of Enrollment	11.5%
3. Determination Result	7.6%
4. Request To Close Application	4.8%
5. Paper Application	4.1%

Prepared for January 10, 2024 board meeting

Life Events Processing

- Workable life event cases: 4,263
- Average time to process: 26 days

Life Event Change Processing By Month November 2021 - December 2023

Month	Received	Resolved
Nov-21	4,934	4,131
Dec-21	5,022	6,838
Jan-22	3,445	2,740
Feb-22	2,217	3,397
Mar-22	2,475	2,694
Apr-22	2,205	2,125
May-22	1,761	2,169
Jun-22	1,876	1,840
Jul-22	1,766	1,665
Aug-22	2,184	2,485
Sep-22	1,932	1,467
Oct-22	3,193	3,818
Nov-22	4,745	3,755
Dec-22	4,909	5,529
Jan-23	3,482	3,533
Feb-23	2,370	3,110
Mar-23	2,755	2,867
Apr-23	2,366	2,328
May-23	2,741	3,030
Jun-23	3,222	3,018
Jul-23	2,954	2,662
Aug-23	3,489	3,551
Sep-23	3,049	3,588
Oct-23	4,464	2,317
Nov-23	5,539	3,444
Dec-23	6,744	4,903

Legend: Received, Resolved

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Appeals Dashboard

Appeals Status – 2023	October	November	December
Appeals Filed	57	75	78
Average Days Open	50	47	36

**Appeals Outcome
December 2023**

- Affirmed 5%
- No Show 13%
- Reversed 0%
- Dismissed 4%
- Withdrawn 78%
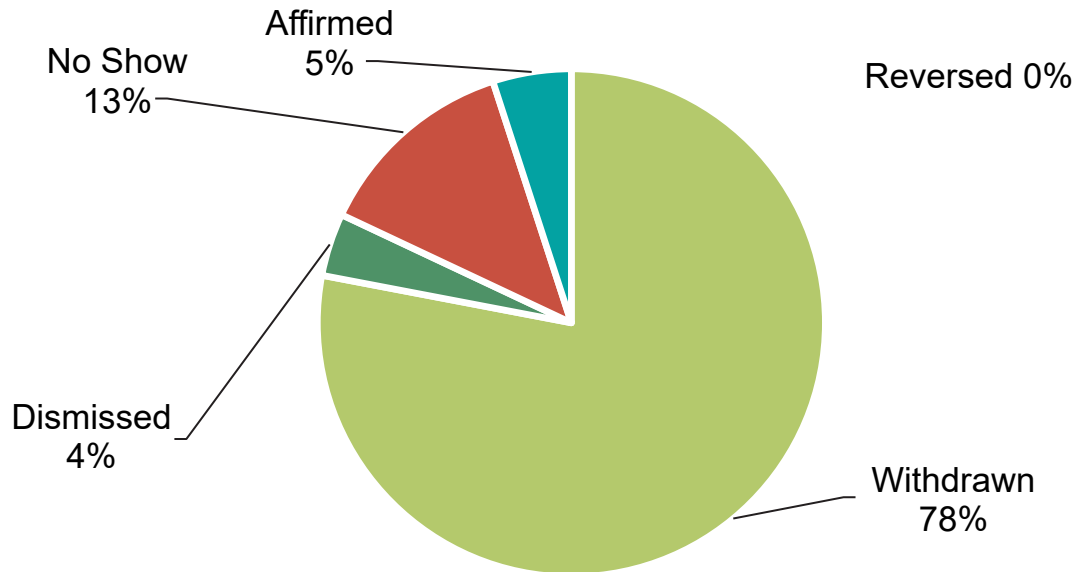
Top Issues December 2023	
Outstanding Eligibility Issue	58%
Advanced Premium Tax Credit Eligibility Issue	25%
Termination Date Issue	8%

Prepared for January 10, 2024 board meeting

Resolution Review Dashboard

Resolution Review Tickets – 2023	October	November	December
Resolution Review Tickets Created	103	97	109
Average Days Open	2	2	2

Resolution Review Outcome December 2023

No Resolution – Advised Options 5%

Follow Up 7%

Resolved with Explanation 13%

No Action – Unable to Contact Consumer 0%

Resolved with Action 75%
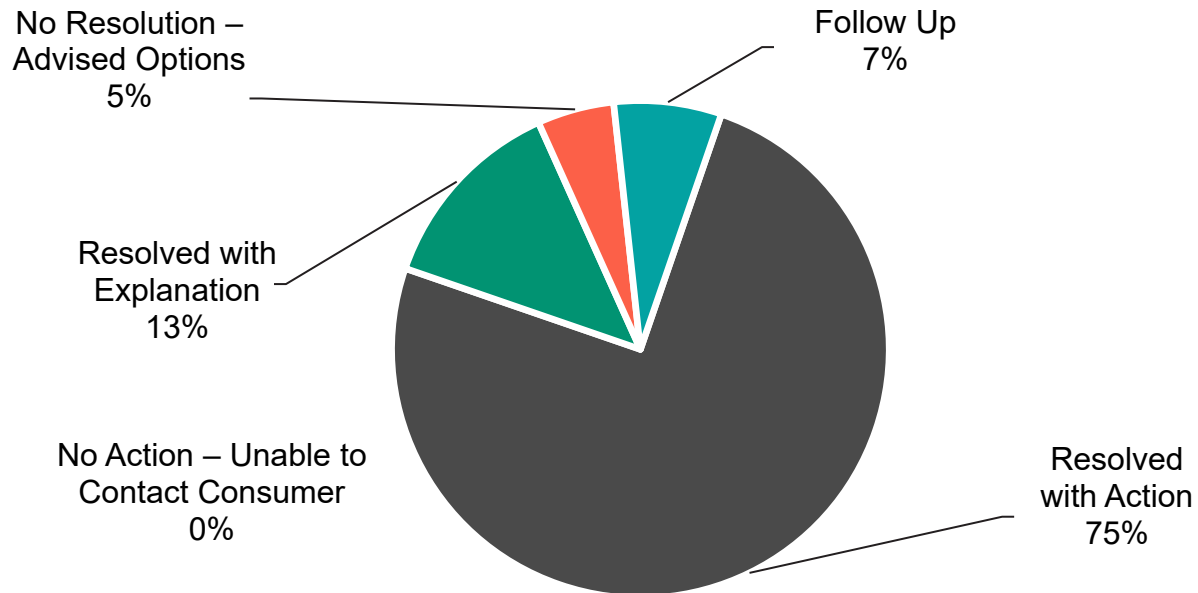
Top Issues December 2023	
Termination Date Issue	47%
Plan Effectuation Date Issue	32%
Special Enrollment Period Eligibility Issue	11%

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Continuous Coverage Unwinding

Coverage Transition Dashboard As of January 8, 2024		
Cumulative Total Eligible for Qualified Health Plan (QHP)	29,622	100%
Cumulative Total Qualifying Life Events (QLE) Reported	10,575	36%
QHP Selections	8,226	28%

2023 Goals and Measurement: Quarter 4 Update

2023 Goal Progress Dashboard

	Q1	Q2	Q3	Q4
1. Improve outreach and support of underserved populations	In Progress	50% Complete	75% Complete	Complete
2. Advocate for 2023 legislative priorities	50% Complete	75% Complete	75% Complete	Complete
3. Implement support for the IRS Family Glitch regulation	75% Complete	Complete	Complete	Complete
4. Increase the share of enrollments processed by brokers	In Progress	50% Complete	75% Complete	Complete
5. Increase the size and reach of the broker network	In Progress	75% Complete	Complete	Complete
6. Establish a Diversity, Equity and Inclusion program	In Progress	In Progress	50% Complete	50% Complete
7. Establish an Employee Engagement program	In Progress	In Progress	75% Complete	Complete

Legend: ○ Not Started ◔ In Progress ◑ 50% Complete ◕ 75% Complete ● Complete

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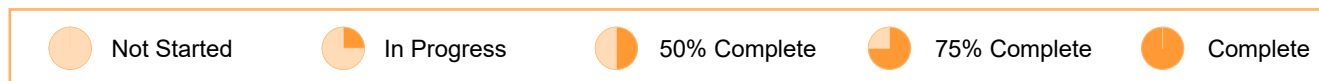
#1: Develop/Refine Strategies to Reach and Support Underserved Populations

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)

Progress
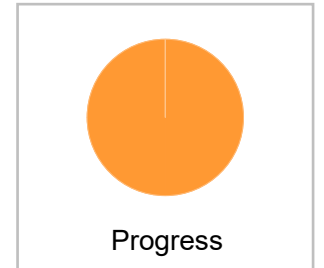
MNsure

#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)

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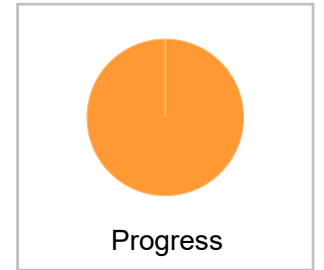
#3: Implement Support for the New IRS Family Glitch Regulation

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

MNsure
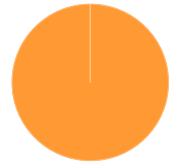
#4: Increase the Share of Enrollments Processed by Brokers

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 (in progress)
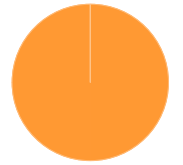
Progress

MNsure

#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)
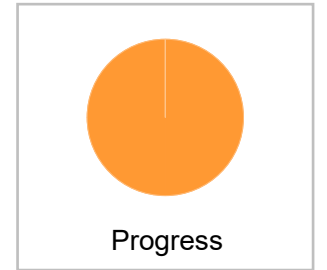
Progress

#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 (Sep - Dec)

❑ Develop the DEI program, including an implementation plan and progress measurement metrics (TBD)

❑ Launch the DEI program (TBD)
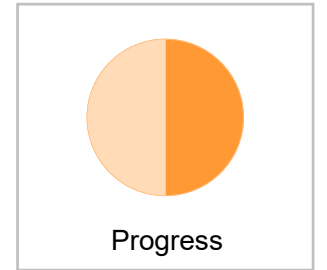
Progress

#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 (Jul - Aug)

✓ Launch the engagement program (Oct – Dec)
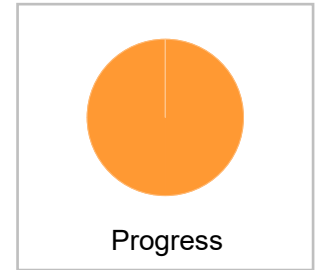
Progress

2024 Goals and Measurement Overview

2024 Goal Progress Dashboard

	Q1	Q2	Q3	Q4
1. Family Glitch outreach and education	○	○	○	○
2. Plain language initiative	○	○	○	○
3. Advocate for 2024 legislative priorities	○	○	○	○
4. QEST project implementation	○	○	○	○
5. Health Insurance Easy Enrollment program implementation	○	○	○	○
6. Broker/Navigator awareness and use of unassisted application	○	○	○	○
7. Establish a Diversity, Equity and Inclusion program	○	○	○	○
8. Develop a MNsure strategic plan	○	○	○	○

○ Not Started ◔ In Progress ◑ 50% Complete ◕ 75% Complete ● Complete
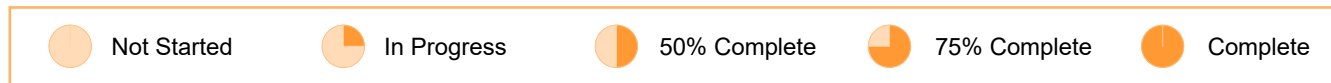
#1: Family Glitch Outreach and Education

2024 Deliverables

1. Develop a communication strategy focused on earned and owned channels

2. Educate external stakeholders and reach employers

Key Activities

❑ Review consumer behavior and patterns (Jan-Feb)

❑ Identify key messages and outreach channels (Mar –April)

❑ Launch education campaign (May – Jul)

Progress
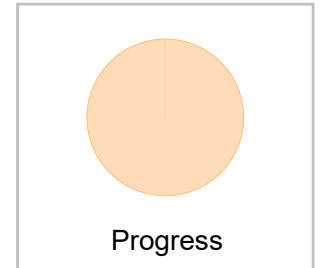
#2: Plain Language Initiative

2024 Deliverables

1. Develop a process to help ensure that external communications are easily understood by a diverse audience.

2. Enhance internal communication by promoting plain language use within the organization.

3. Improve the clarity of online content for website visitors and digital audiences.

4. Create internal education plan to help train staff on plain language

Key Activities

❑ Review consumer behavior and patterns (Jan-Feb)

❑ Solicit feedback from internal and external stakeholders on plain language suggestions. (Jan-Mar)

❑ Use audit findings and feedback to update and refine plain language guidelines and practices. (Mar – Jun)

❑ Collaborate with legal and compliance teams to identify opportunities for simplification without compromising accuracy. (Mar - Jun)

❑ Create a process to develop plain language summaries for complex documents. (Mar – Jun)

❑ Create a process to conduct plain language audits on a variety of communication materials. (Jul - Oct)

Progress
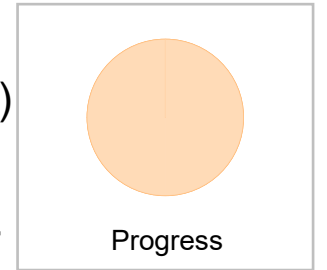
#3: Advocate for 2024 Legislative Proposals

2024 Deliverables

1. MNsure legislative priorities and proposals included in the Governor's policy and supplemental budget recommendations

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. Develop 2025 legislative priorities and proposals

Key Activities

❑ Develop legislative proposals and Health Care Subcabinet budget recommendations (Jan – Feb)

❑ Present proposals in Senate/House committees (Feb – May)

❑ Develop and present information and other materials for legislators and other stakeholders (Feb – May)

❑ Develop and execute communication plan (Feb – May)

❑ Develop implementation plans for adopted proposals (Jun – Dec)

❑ Develop 2025 legislative priorities and proposals (Sep – Dec)

Progress
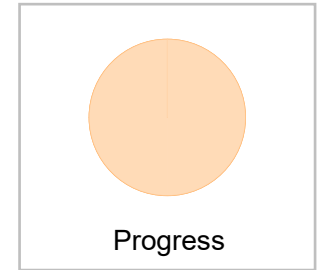
#4:QEST Project Implementation

2024 Deliverables

1. System design documents
2. User acceptance testing plan
3. Renewals plan
4. Operational readiness plan
5. Data migration plan
6. METS decoupling plan
7. Go-live plan

Key Activities

- ❑ Perform METS fit-gap analysis (Jan – Feb)
- ❑ Document and approve GetInsured business and solution requirements (Jan – May)
- ❑ Perform GetInsured fit-gap analysis (Feb – Aug)
- ❑ Develop implementation plans (April – Dec)

Progress
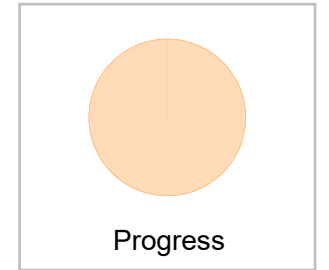
#5: Health Insurance Easy Enrollment Implementation

2024 Deliverables

1. Develop and implement technology solution and operational processes to support the Easy Enrollment program

2. Partner with Department of Revenue (DOR) to develop necessary tax forms and other supporting documents for the Easy Enrollment program

3. Raise public and stakeholder awareness of Easy Enrollment program

   - Consumers
   - Assisters
   - Tax preparers
   - Tax filing software companies

Key Activities

- ❑ Document and approve business and solution requirements (Jan – Mar)
- ❑ Develop and execute Data Sharing Agreement with DOR (Feb – Jul)
- ❑ Create and execute Change Request for GetInsured (Mar – Apr)
- ❑ Amend GetInsured contract (Apr – May)
- ❑ Develop eligibility notice (Jun – Aug)
- ❑ Develop marketing and communication plan (Jun – Aug)
- ❑ User Acceptance Testing (Aug – Sep)
- ❑ Develop training for MNsure Ops team (Nov – Dec)
- ❑ Develop assister education campaign (Nov – Dec)
- ❑ Design MNsure.org content (Nov – Dec)

Progress
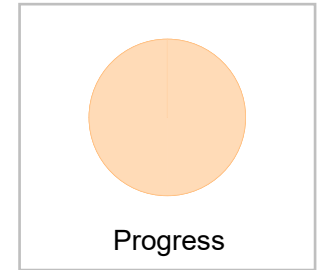
#6: Broker/Navigator Awareness and Use

2024 Deliverables	**Key Activities**	Progress

2024 Deliverables

1. Increase broker awareness and usage of the unassisted application path

Key Activities

- ❑ Review open enrollment activity to assess volume of broker-assisted clients without advanced premium tax credits (Feb)

- ❑ Develop key messages and resources to use with brokers (Mar – Apr)

- ❑ Outreach to brokers to encourage use of unassisted application path instead of direct enrollment with carriers (May – Jun)

- ❑ Reminder outreach to brokers prior to open enrollment (Oct)
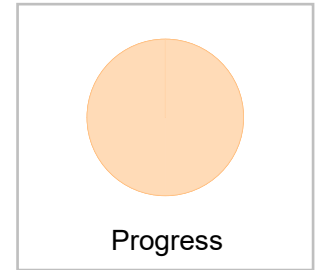
Progress

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

2024 Deliverables

1. Develop and launch a DEI program for MNsure

2. Quarterly reporting on DEI progress

3. Develop ongoing DEI objectives

Key Activities

❑ Engage vendor to assist in defining the DEI program (Jan)

❑ Develop the DEI program, including an implementation plan and progress measurement metrics (Mar - Jun)

❑ Launch the DEI program (Jul)
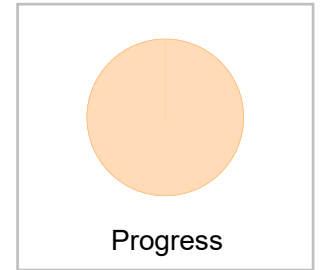
Progress

#8: Develop a MNsure Strategic Plan

2024 Deliverables

1. Develop a Strategic Plan for MNsure board approval

2. Quarterly reporting on Strategic Plan planning progress

Key Activities

❑ Gather input from MNsure board and staff to design and develop a vendor solicitation (Jan – Mar)

❑ Develop and launch a vendor solicitation and engage a vendor to facilitate a strategic planning process with staff (Apr – Jun)

❑ Work with vendor to develop a strategic plan for Board consideration (Jul – Sep)

❑ Board votes on strategic plan (Oct)

❑ Develop 2025 Reporting and Measurement Goals based on Strategic Plan (Oct – Dec)

Progress
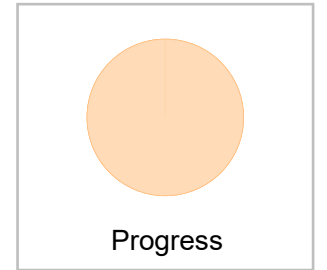
IT and Executive Steering Committee Update

MNsure Board Update
Minnesota Eligibility Technology System (METS)

Mike Wright| Deputy CBTO| MNIT Services @ DHS/MNsure
January 10, 2024

- Open Enrollment Update

- QHP Eligibility System Transition Project (QEST) Update

- METS FFY2024 Roadmap Update

Open Enrollment Update:

- Processes and procedures in place have ensured stability and smooth operations (virtual command center and the MNIT change freeze).

- Experienced some issues that were quickly resolved.

QHP Eligibility System Transition Project (QEST) Update

MNIT Status Update:

- Project continues in the planning stage.

- A fit-gap analysis was done on the stakeholder requirements and high-level solutions options presented to the team for METS/MNIT.

- Joint sessions have begun to elicit solution requirements and work through the design needs.

- Working through the existing joint notices to provide feedback based on where MNIT identified probable changes.

- Continue to work through the existing reports.

- Determining when GetInsured becomes the system responsible for determining QHP eligibility.

Changes from last report = Δ

Work Effort	Status	Work Type	End Date	Program Funding	APD	AC2 Code
Continuous Eligibility for Children	In Progress	Development	12/17/23	Public	Yes	47088
Passive Renewal	In Progress	Development	12/17/23	Public	No	47062
Auto Renewals (AR) Future State	In Progress	Development	01/16/24	Public	Yes	47115
Infrastructure Improvements - IAM MNsure MFA & Dev Enhancements	In Progress	Development	01/18/24	Public	No	47063
HCCS IVR Phone System	In Progress	Development	TBD	Public	No	47086
METS Individual Renewals	In Progress	Development	05/05/24	Public	Yes Δ	47119 Δ
Data Mart 1.5	In Progress	Development	06/12/24	Public and Private	No	47036
Curam 8.1 Upgrade	In Progress	Scheduled M&O Task	06/23/24	Public and Private	No	47036
QHP Eligibility System Transition Project (QEST)	In Progress	Development	07/13/25	Private	No	47089
M&O: Non Project work	In Progress	Scheduled M&O Task	On Going	Benefitting Agency	No	BA
METS Citizen Engagement (CE)	Complete	Development	08/06/23	Public and Private	No	47085
Auto Renewal "Enhancements"	Complete	Development	10/08/23	Public	No	47062
ExParteRenewals – Mitigation (Mitigation 2.0)	Complete	Development	10/08/23	Public	No	47062
Tribes as Processing Entities	Complete	Development	11/07/23	Public	Yes	47066

Thank You!

New Business

Adjourn

Board of Directors Meeting Slide Deck Addendum 1/10/2024

Effectuated Enrollments and Average Premiums, 2023, page 10

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

Month / Year	Monthly Effectuated QHP Enrollments	Cumulative QHP Sign-ups
January 2023	107,317	130,488
February 2023	112,589	132,327
March 2023	111,464	134,209
April 2023	110,261	135,903
May 2023	109,314	138,140
June 2023	108,686	142,056
July 2023	110,234	145,483
August 2023	110,649	149,279
September 2023	111,204	152,761
October 2023	111,356	156,300
November 2023	111,431	158,772
December 2023	110,883	159,139

Contact Center Dashboard, page 12

MNsure Contact Center Call Performance, January 1 – December 31, 2023

- Calls received were highest at 13,894 during the week of December 10, and another spike of 8,900 calls occurred the week of December 3, 2023. As of the week starting December 26, 2023, there were 200,949 calls received.

- The lowest number of calls received were 1,951 the week of May 7, 2023.

- The highest average speed of answer was 0:35:29 for the week of December 10, 2023. As of the week starting December 26, 2023, the average speed of answer was 0:03:55.

- As of the week starting December 26, 2023, the average speed of answer was 235 seconds.

- The lowest average speed to answer was 0:00:22 for the week of May 14, 2023.

- The highest call handle time of 0:17:16 was during the week of October 15, 2023. As of the week starting December 26, 2023, the average call handle time was 0:15:42.

Qualified Life Events Processing, page 14

Life Event Changes by Month, November 2021 – December 2023

Month / Year	Received Changes	Resolved Changes
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
June 2023	3,222	3,018
July 2023	2,954	2,662
August 2023	3,489	3,551
September 2023	3,049	3,588
October 2023	4,464	2,317
November 2023	5,539	3,444
December 2023	6,744	4,903