



Board of Directors Meeting

February 26, 2014

Discussion slides



Agenda

- Welcome and new business
- Customer story: Michael Sherman, Minneapolis
- Administrative items: approve February 12th minutes
- CEO report
- Public comment
- Break
- 2015 finance discussion
- Lead vendor RFP: status update and next steps
- Closed session: lead vendor contract negotiation strategy
- Wrap up and any new business
- Adjourn

Administrative: Minutes

- Approve February 12, 2014 meeting minutes

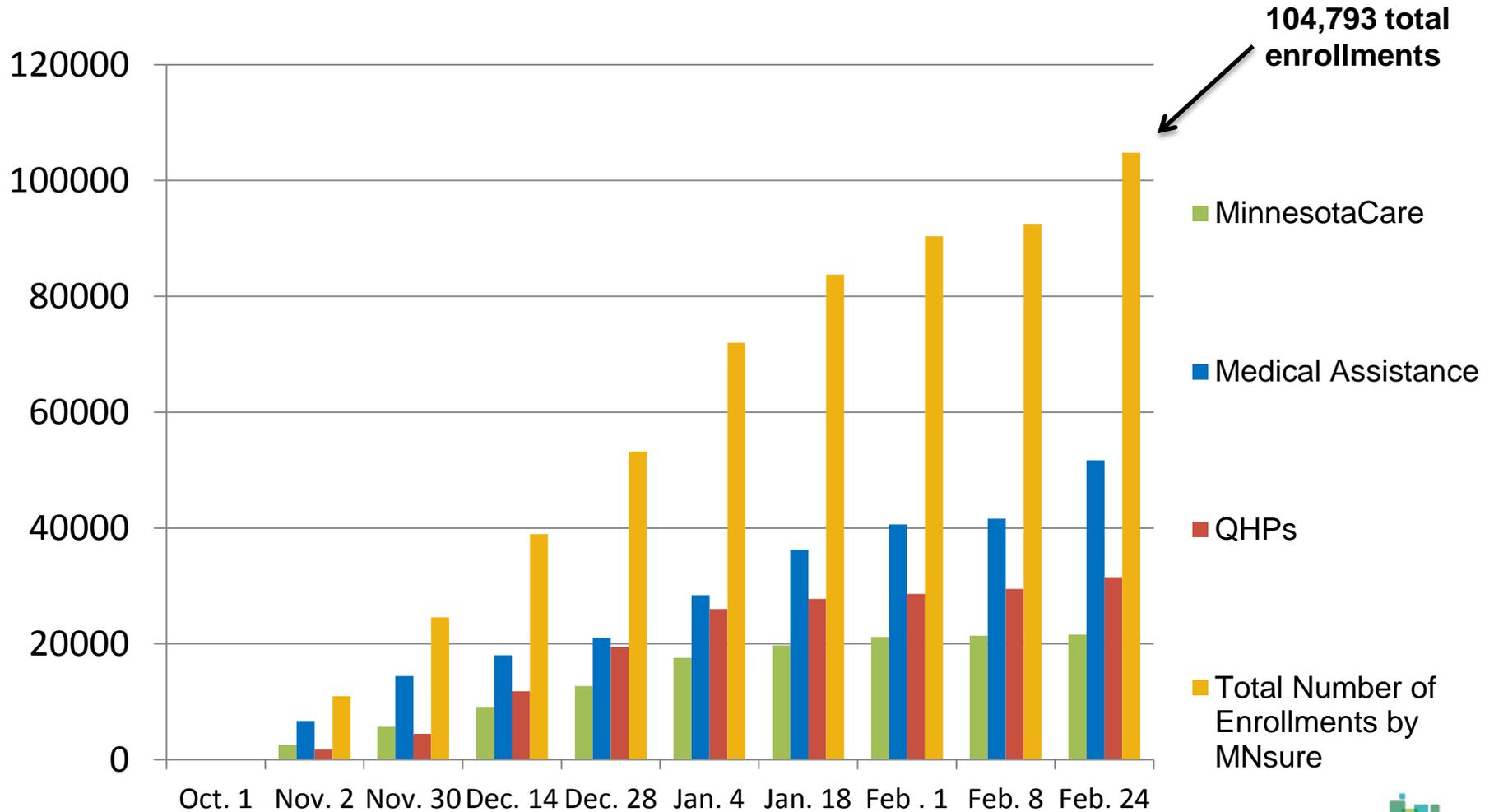
CEO Report

- Scott Leitz, MNsure Interim CEO

CEO Report: Enrollment

- Enrollments up 51% since January 1, 2014
- As of February 24th:
 - 104,793 total enrollments
 - 51,678 Medical Assistance
 - 31,522 QHP
 - 21,593 MinnesotaCare

Enrollment in Process



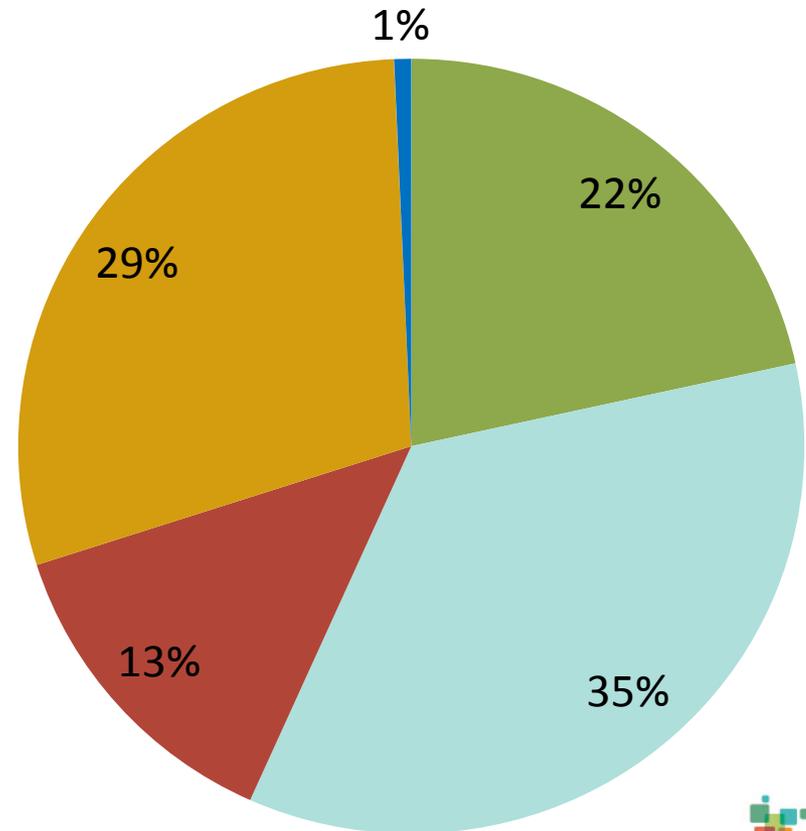
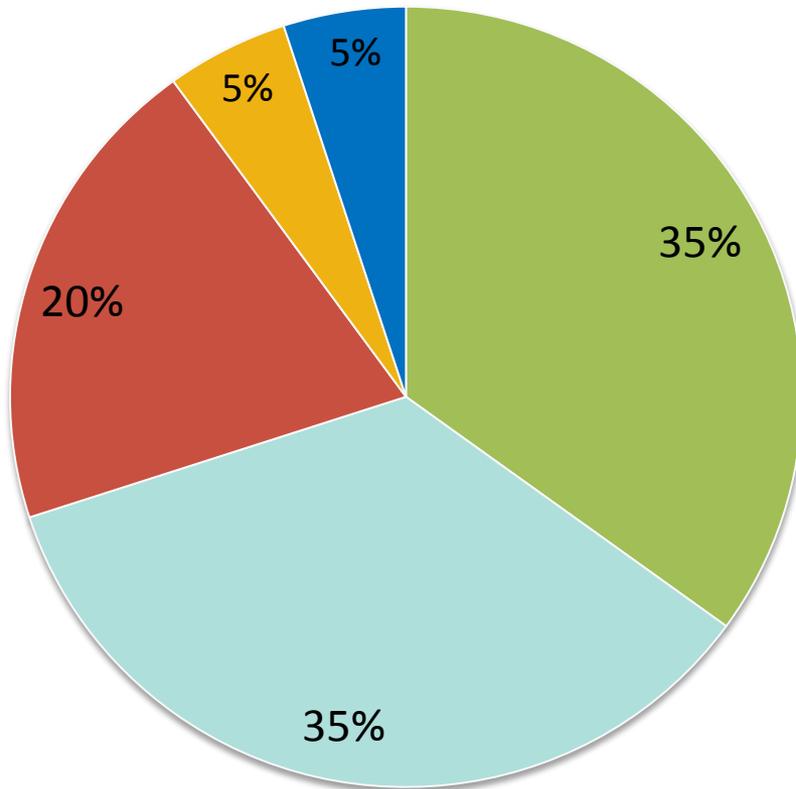
Individual Market: Metal Levels

February 19, 2014

Projected Metal Level Selection

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic



Pended Cases in Eligibility Determination

February 15, 2014

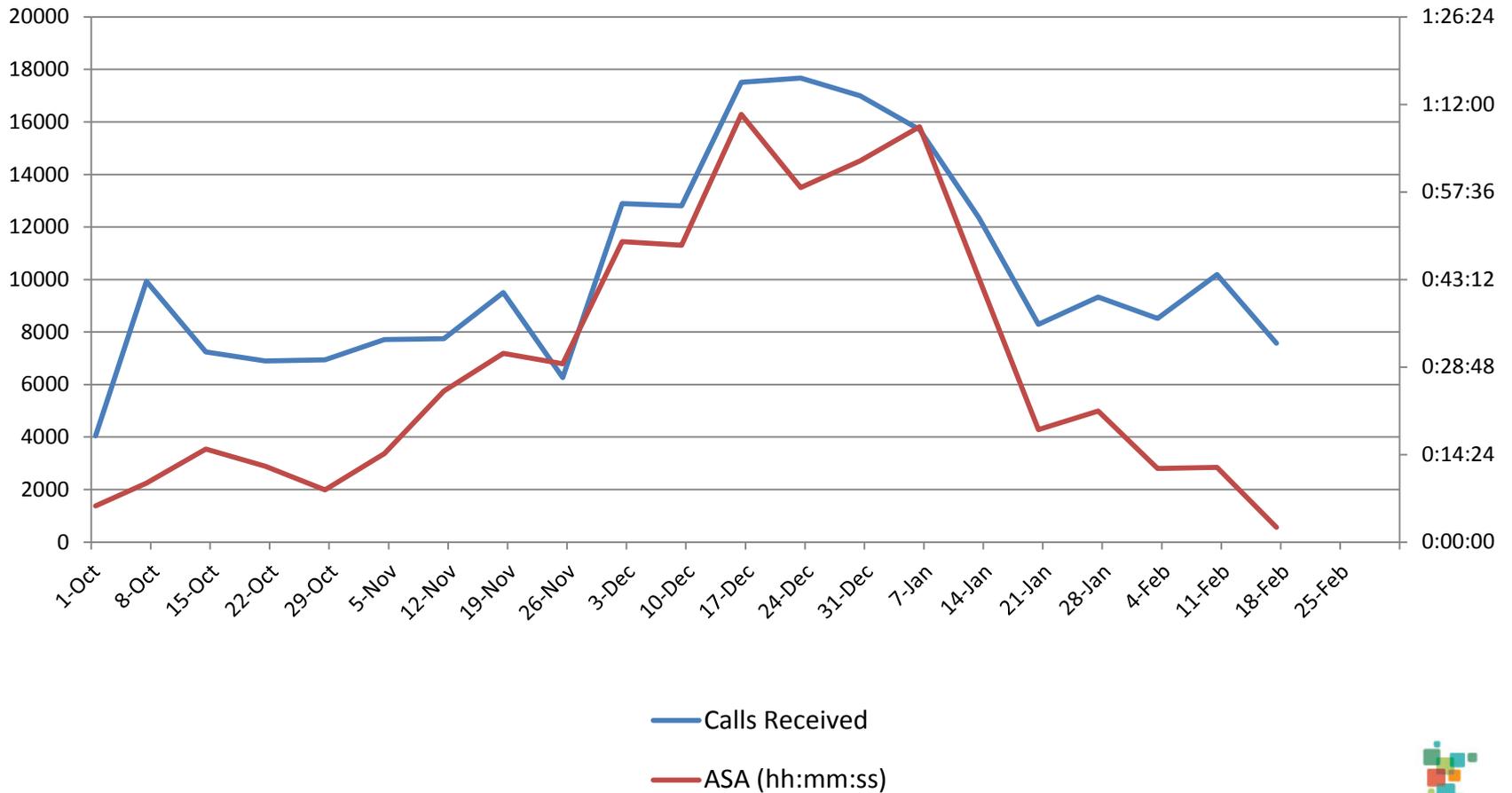


CEO Report: Contact Center

- APAC contact center staffing additions
 - 50 additional agents starting today (February 26)
 - Total 100 additional agents taking calls
 - Contract signed February 21, amount not to exceed \$750,000
- Hold times reduced by more than 90%
 - Now average less than 3 minutes

Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013-Feb 25, 2014



CEO Report: New Numbers

- **Enrollment**

- October-December: 67,805 total enrollments
- January-Mid-February: 104,793 total enrollments
- NET CHANGE: 36,988 new enrollments

- **Submitted Applications**

- October-December: About 72,000 applications submitted
- January-Mid-February: About 128,000 total applications submitted
- NET CHANGE: About 56,000 new applications

CEO Report: New Numbers

- **Paper Applications**

- October-December: 4289 total paper applications
- January-Mid-February: 16,487 total paper applications
- NET CHANGE: 12,198 new paper applications

- **Average Contact Center Wait Times**

- End of December: Average 60 minute hold time
- Mid-February: Average 3 minute hold time
- NET CHANGE: 57 few minutes on hold

CEO Report: New Numbers

- **Pending Due to Software Issues**

- End of December: 7,103 pending applications
- Mid-February: 811 pending applications
- NET CHANGE: 6,292 fewer pending applications

Public Comment

Please sign up for public comment at back table

Break

2015 Finance Discussion

- Tom Forsythe, Lead MNsure Board Finance and HR Work Group Member
- Barb Juelich, MNsure CFO

CY2015 Budget Planning

- Update enrollment estimates based on current performance
- Medicaid/ MinnesotaCare projection based on November 2013 Forecast (to be updated when new forecast is announced)
- Project revenue based on:
 - Updated enrollment projection
 - \$290 average premium for CY2014
 - Flat \$290 average premium for CY2015
- Adjust estimated budget expenses accordingly

CY2015 Budget Inputs

- Adjust CY15 expenses to reflect projected enrollment
- Adjust CY15 program operation expenses for utilization
- Update cost allocation for enrollment adjustments
- Update staffing projections (e.g., contact center)
- Update Information Technology

CY2015 Enrollment Projection

- QHP/SHOP Enrollment based on:
 - CY 2014 YTD actual through February
 - Plus estimated enrollment for balance of open enrollment
 - Plus estimated enrollment for balance of year
- CY 14 year-end projection: 51,000
- CY 15 year-end projection: 101,000
- Medicaid/ MinnesotaCare enrollment based on:
 - November 2013 forecast (to be updated with new forecast)
 - Assumes movement of existing Medicaid and MinnesotaCare enrollees into system
- Revenue calculation is based on member months (handout) times estimated \$290 average premium for CY 14 and CY 15

CY14 -15 Revised Enrollment/Revenue Estimates

	CY 14 - Revised	CY 15 - Proposed
Total Members	1,016,588	1,111,517
MA/MnCare	964,758	1,008,262
QHP/SHOP	51,830	103,255
Total Members Months	7,452,663	13,197,556
MA/MnCare	6,948,188	12,038,671
QHP/SHOP	504,475	1,158,885
Estimated Revenue from Premiums		
	CY 14 - Revised	CY 15 - Revised
QHP SHOP member months	504,475	1,158,885
Average premium	\$290.00	\$290.00
Projected Premium Collection	1.50%	3.50%
Projected Revenue	\$2,194,465.75	\$11,762,680.38

CY2015 Expense – Next Steps and Future Considerations

- Update utilization assumptions for other operation activities (appeals, notices, and Navigator payments)
- Plan / Project CY14 IT expense
- Plan / Project CY15 IT expense
- Update staffing projections
- Balance 2015 expenses to revenue
 - Expenditure reduction
 - Federal grant flexibility (e.g., carry-forward request/expense timing)
- Exit premium processing for individual QHP enrollees?
- Exit / continue premium processing for SHOP enrollees?
- Additional recommendations to be presented at March 12 board meeting

Lead Vendor RFP: Status and Next Steps

- Mike Turpin, MNsure General Counsel

Lead Vendor RFP: Status and Next Steps

- Process:
 - RFP posted: Saturday, February 8, 2014
 - Responses due to MNsure: 3pm Friday, February 21, 2014
 - 7 responses received
 - Evaluation team: MNsure, DHS and MN.IT staff, individuals representing counties, private sector Information Officer, and a representative from the MNsure Board Advisory Committees
 - Next steps: Board discusses and provides direction on contract negotiation strategy

Closed Session: Lead Vendor Contract Negotiation Strategy

Wrap Up and Any New Business

Adjourn

Next meeting date:

March 12, 2014, 1-4 pm

81 East 7th Street, St Paul, MN

1st floor atrium