



Board of Directors Meeting

March 12, 2014

Discussion slides



Agenda

- Welcome and new business
- Customer story: John Grobe, Minnetonka (phone)
- Administrative items:
 - Approve February 26 minutes
 - Advisory Committee reports
- CEO report
- Public comment
- 2015 finance discussion
- Lead vendor RFP: status update and next steps
- Closed session: lead vendor contract negotiation strategy
- Wrap up and any new business
- 2 ▪ Adjourn

Administrative

- Approve February 26, 2014 meeting minutes
- Advisory Committee reports
 - Anna Odegaard, Consumer and Small Employer Advisory Committee Chair
 - Reuben Moore, Health Industry Advisory Committee Chair

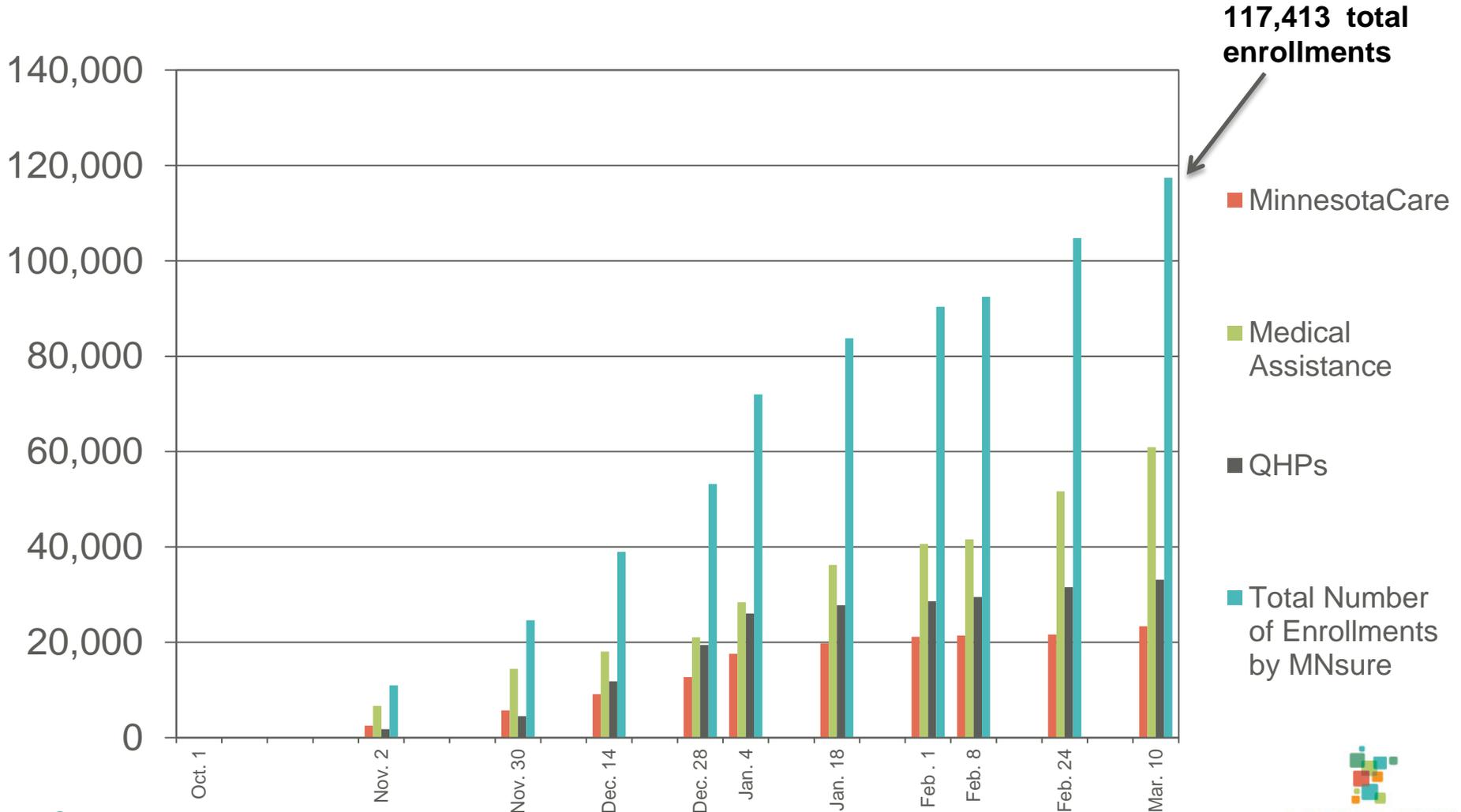
CEO Report

- Two March deadlines
 - March 15 for April coverage
 - March 31 to meet the insurance requirement and avoid penalty
 - Coverage effective for May
 - No QHP enrollment until November 15 fall open enrollment begins
 - Exception of life events
 - Enrollment in Medical Assistance, MinnesotaCare and SHOP run year-round

CEO Report: Enrollment

- Enrollment as of March 11:
 - 118,629 total enrollments
 - 61,643 Medical Assistance
 - 33,362 QHP
 - 23,624 MinnesotaCare

Enrollment in Process

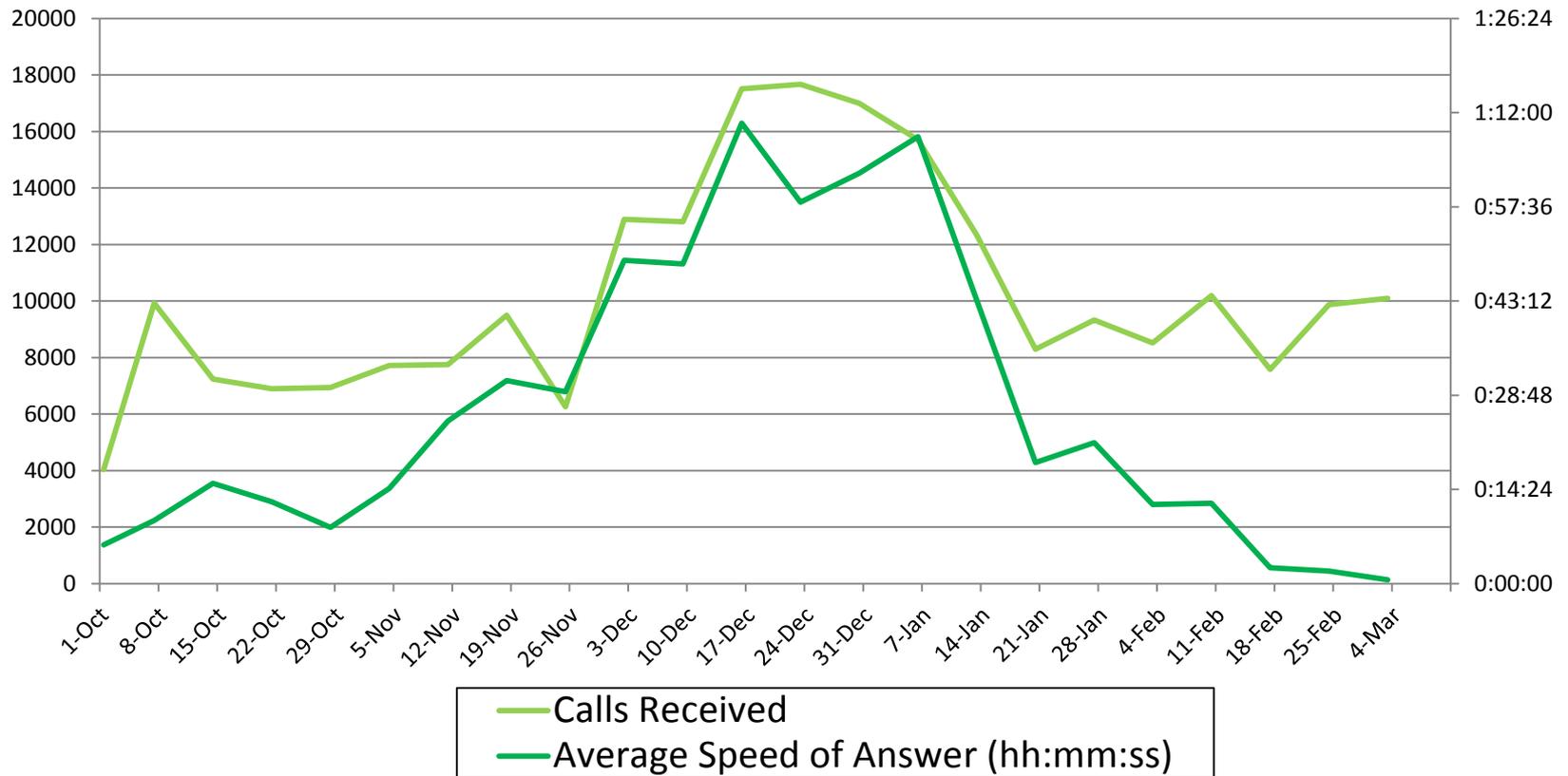


CEO Report: Call Center

- Significant increase in call volume this week
 - Last week average daily volume: 1,984
 - This week average daily volume: 3,738
- Average wait time this week is 1 minute, 30 seconds

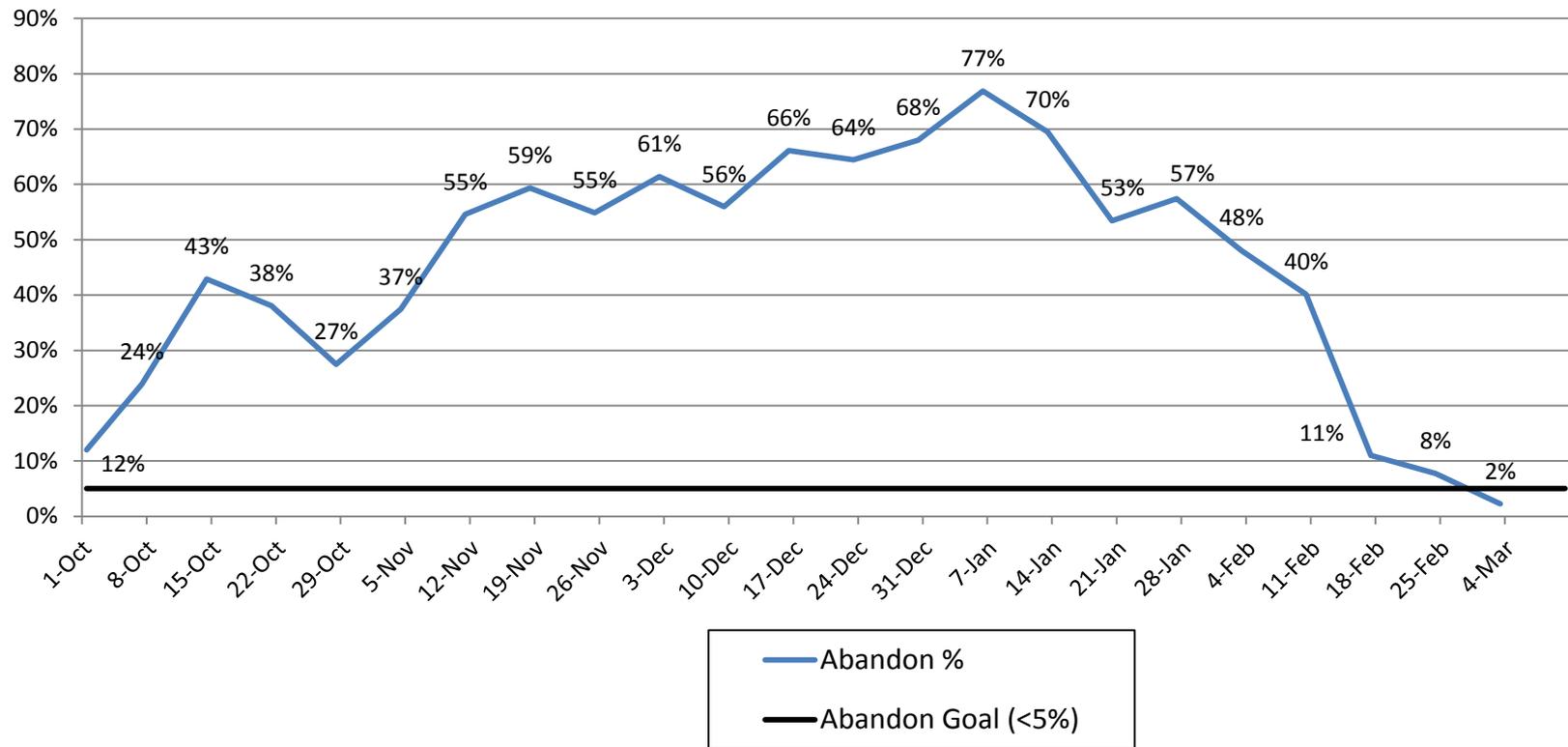
Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct. 1, 2013-Mar. 6, 2014



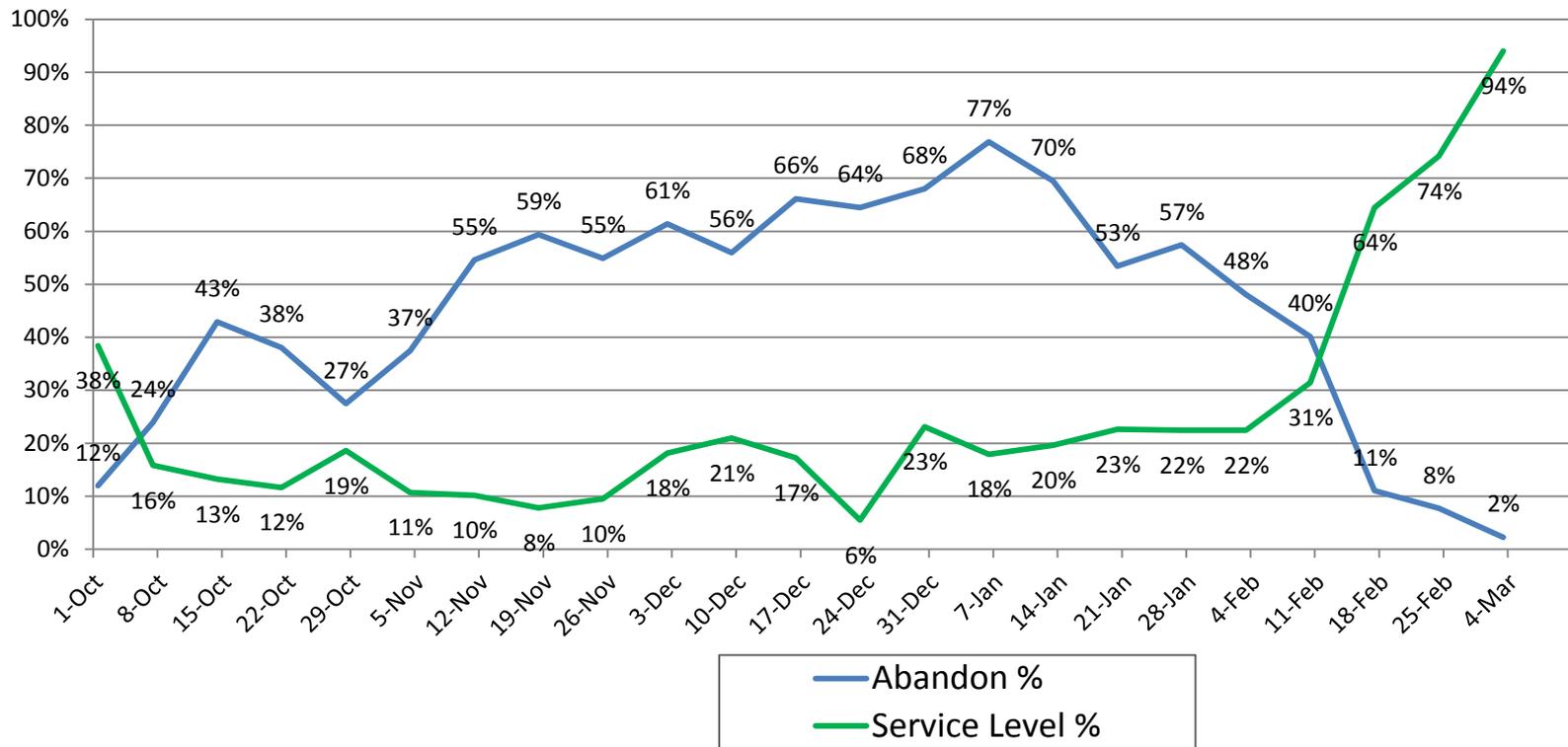
Call Center Abandon Rate/Goal

Abandon Rate vs. Abandon Goal Oct. 1, 2013 – Mar. 8, 2014



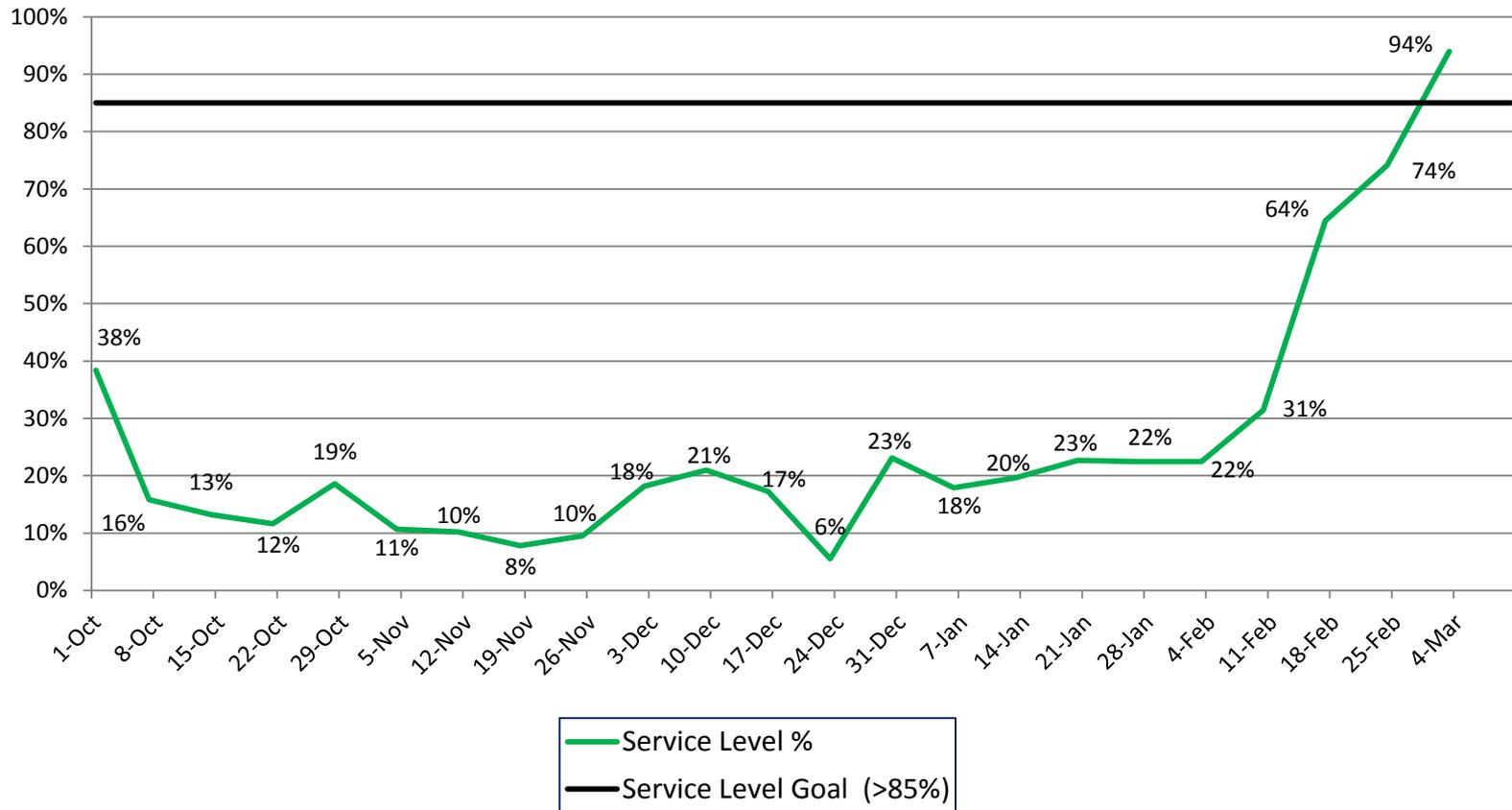
Call Center SLA - Abandon Rate/SLA

SLA - Abandon Rate/Service Level Oct. 1, 2013 – Mar. 8, 2014



Call Center Service Level/ Goal

Service Level vs. Service Level Goal Oct. 1, 2013 – Mar. 8, 2014



CEO Report: Communications and Outreach

- New testimonial ad started earlier this week with open enrollment deadline message
- March to Enroll
 - More than 750 events statewide
- 20 Days, 20 Stories
 - Started March 11, highlighting a success story each day via social media and our website
- Social media
 - 49% increase in reach on Facebook and 20% increase on Twitter last week

Public Comment

Please sign up for public comment at back table

2015 Finance Discussion

- Tom Forsythe, Lead MNsure Board Finance and HR Work Group Member (via phone)
- See handout: “Preliminary MNsure Budget for Calendar 15 – by Business Area”

2015 Budget

- Preliminary budget for calendar year 2015
- MNsure is required to report a board approved, 2015 budget to the Legislature by March 15
- The proposed budget is smart and balanced; it reflects recent experience for costs and revenues
- The budget does not require additional money from the Legislature
- It is consumer-focused – we are investing in areas to help Minnesotans get health care coverage
- The final 2015 budget will be presented for Board approval in October

Lead Vendor RFP: Status and Next Steps

- Mike Turpin, MNsure General Counsel

Closed Session: Lead Vendor Contract Negotiation Strategy

- As allowed under Minnesota Statutes, Chapter 62V, the Board will enter a closed session to discuss contract negotiation strategy related to the proposals submitted for the RFP for Lead Vendor for Phase 2 of the MNsure Project

Wrap Up and Any New Business

Adjourn

Next meeting date:

March 26, 2014, 1-4 pm

81 East 7th Street, St Paul, MN

1st floor atrium