



MNsure

Building a partnership with agents and brokers

To Minnesota Association of Health Underwriters

April 24, 2014

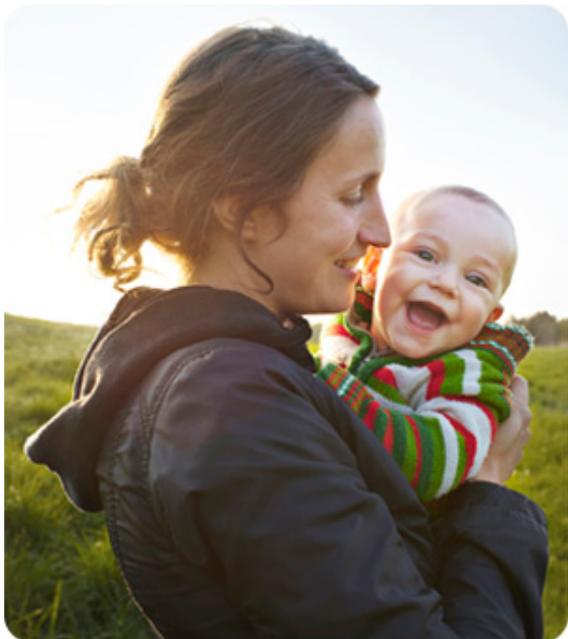
presented by Scott Leitz
Interim CEO





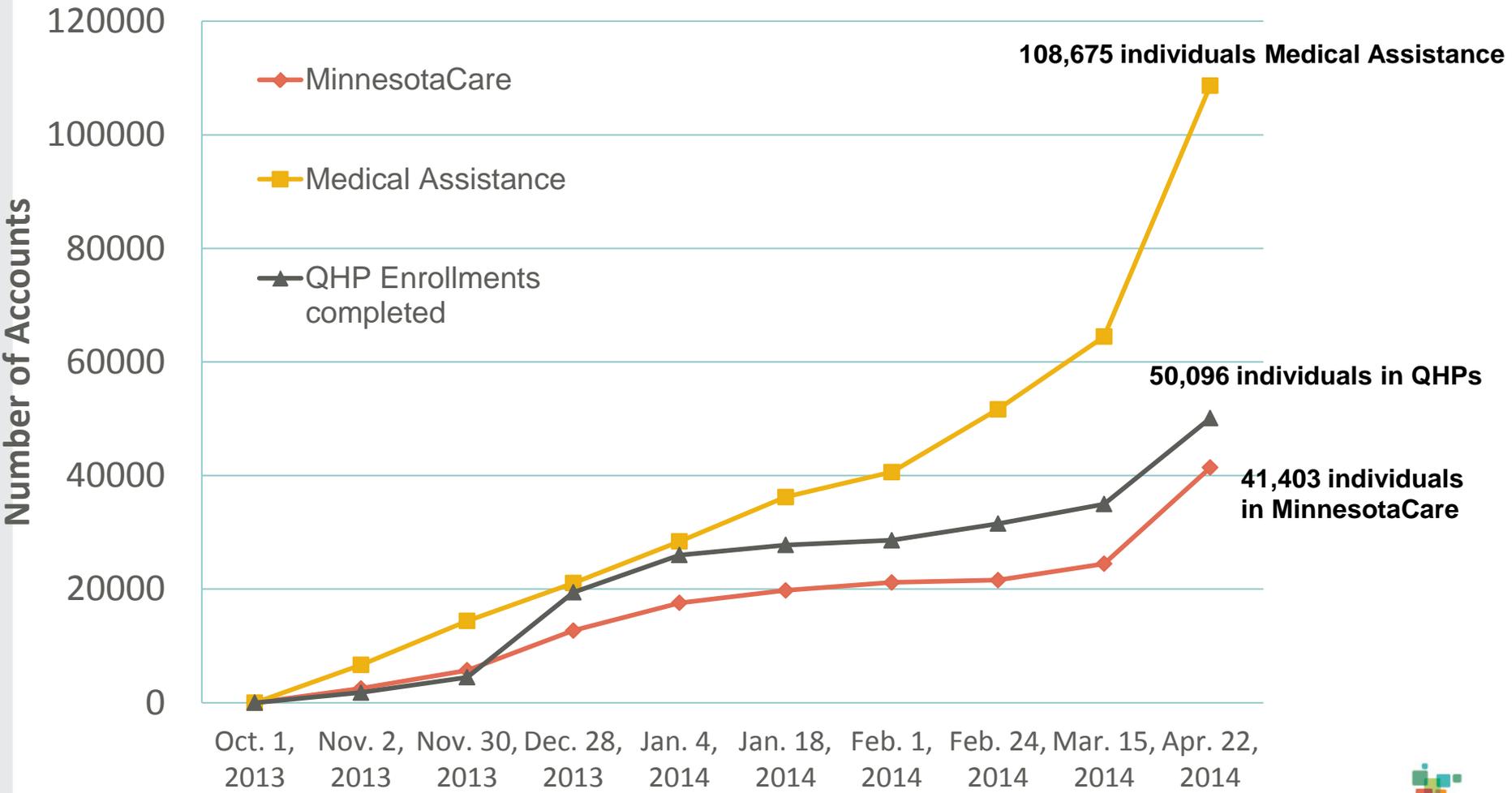
what have we
accomplished?

individuals and families



- **200,174 Minnesotans enrolled (as of April 22)**
 - **50,096 in qualified health plans**
 - **41,403 in MinnesotaCare**
 - **108,675 in Medical Assistance**

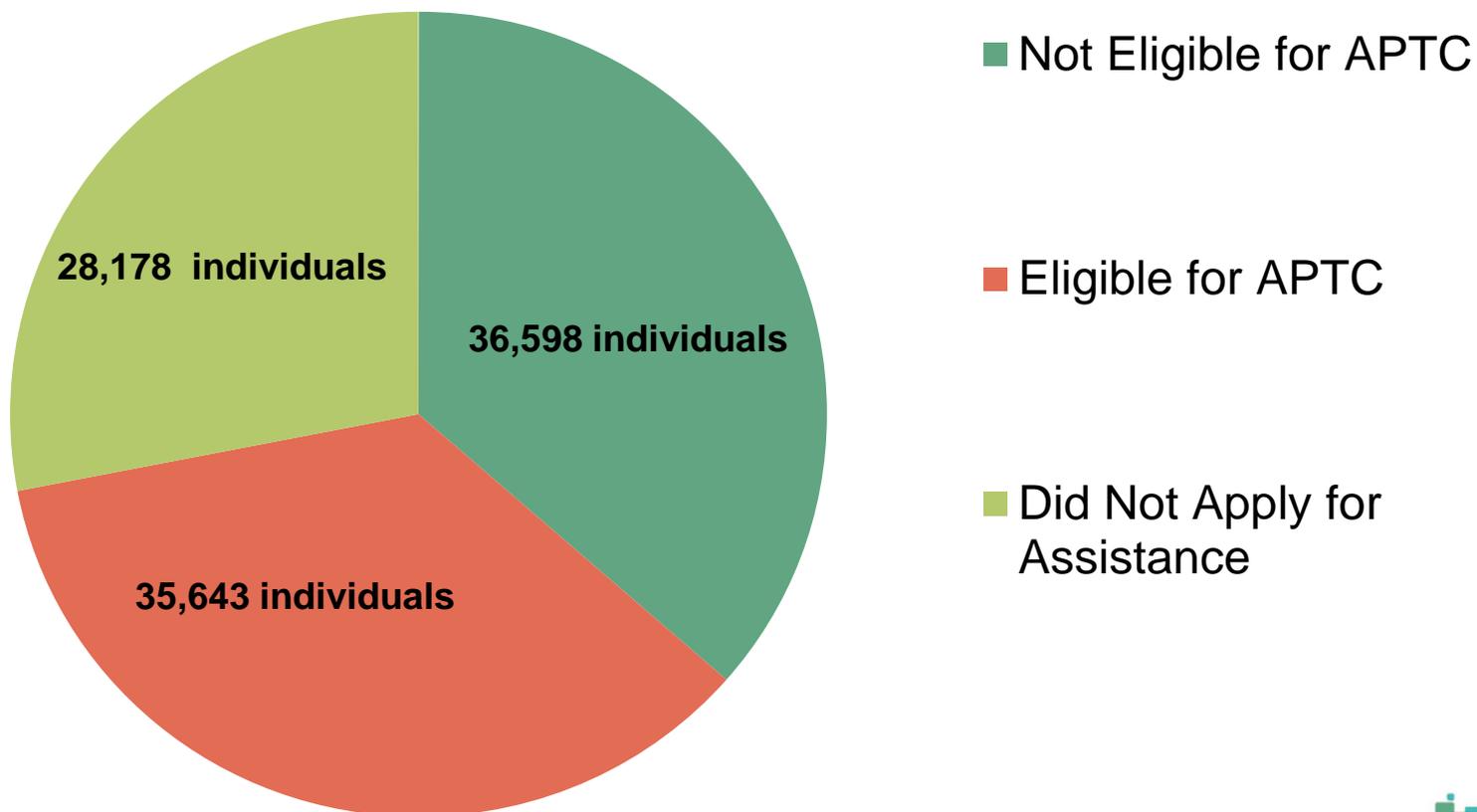
Enrollments



Eligibility of QHP Applicants

April 13, 2014

Number of Applicants Applying for Coverage



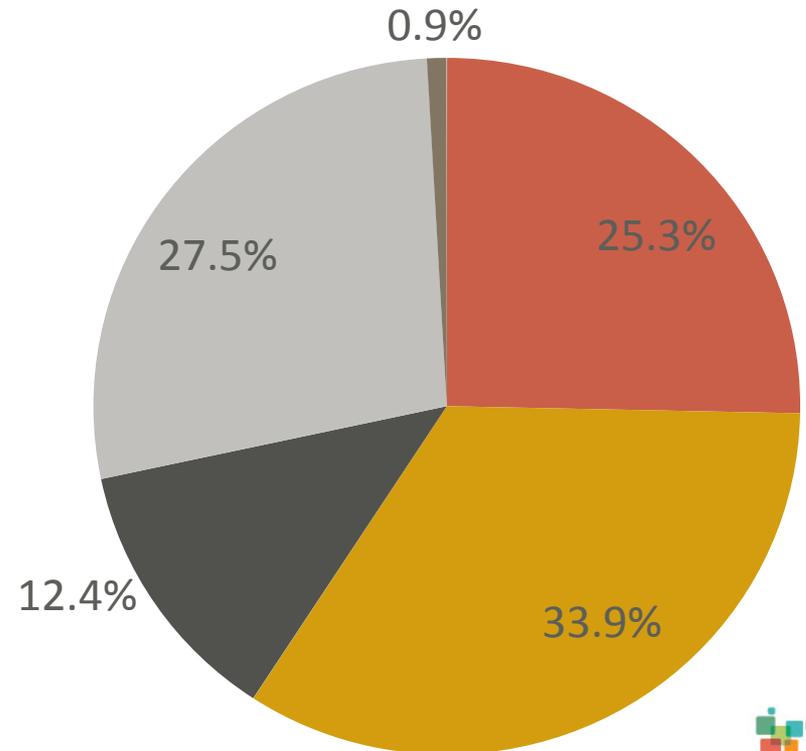
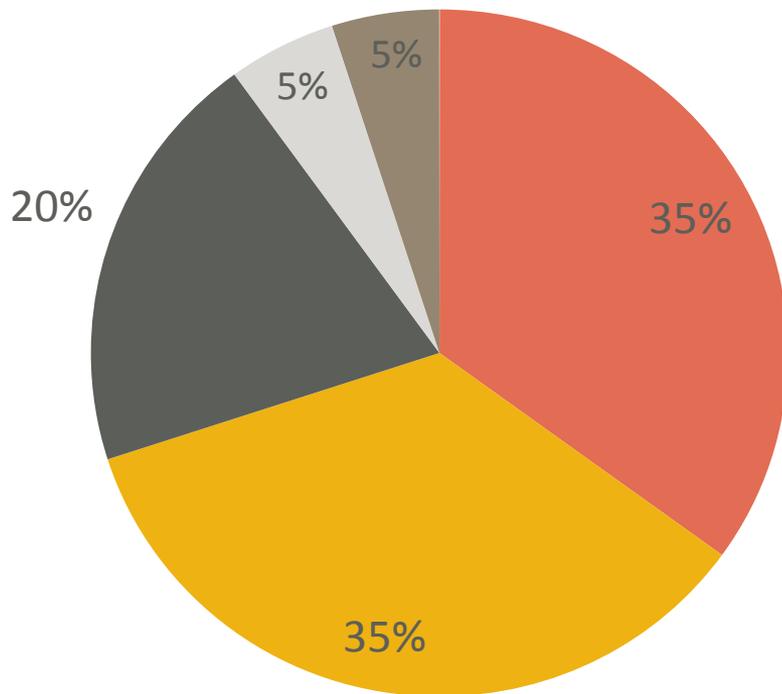
Individual Market: Metal Levels

April 13, 2014

Projected Metal Level Selection

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

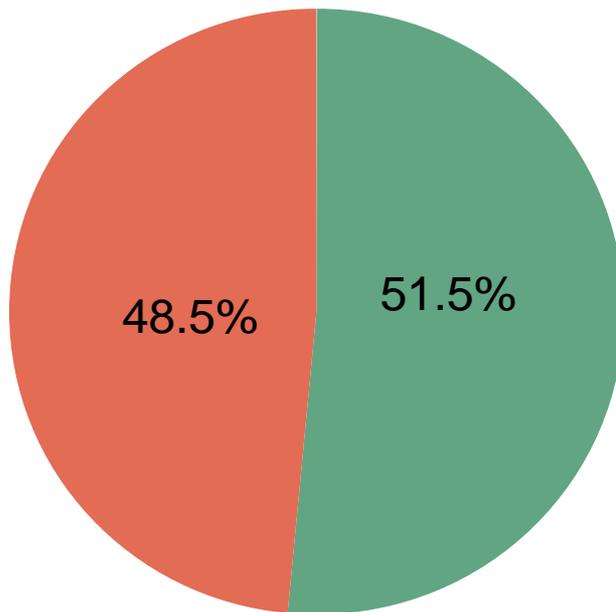


Individual Market: QHP Enrollee Demographics

April 13, 2014

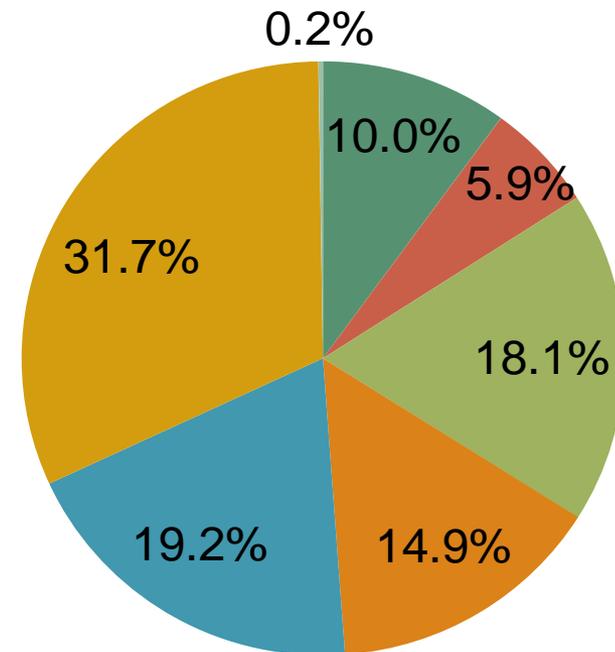
Gender in QHPs

■ Female ■ Male



Age of Enrollees

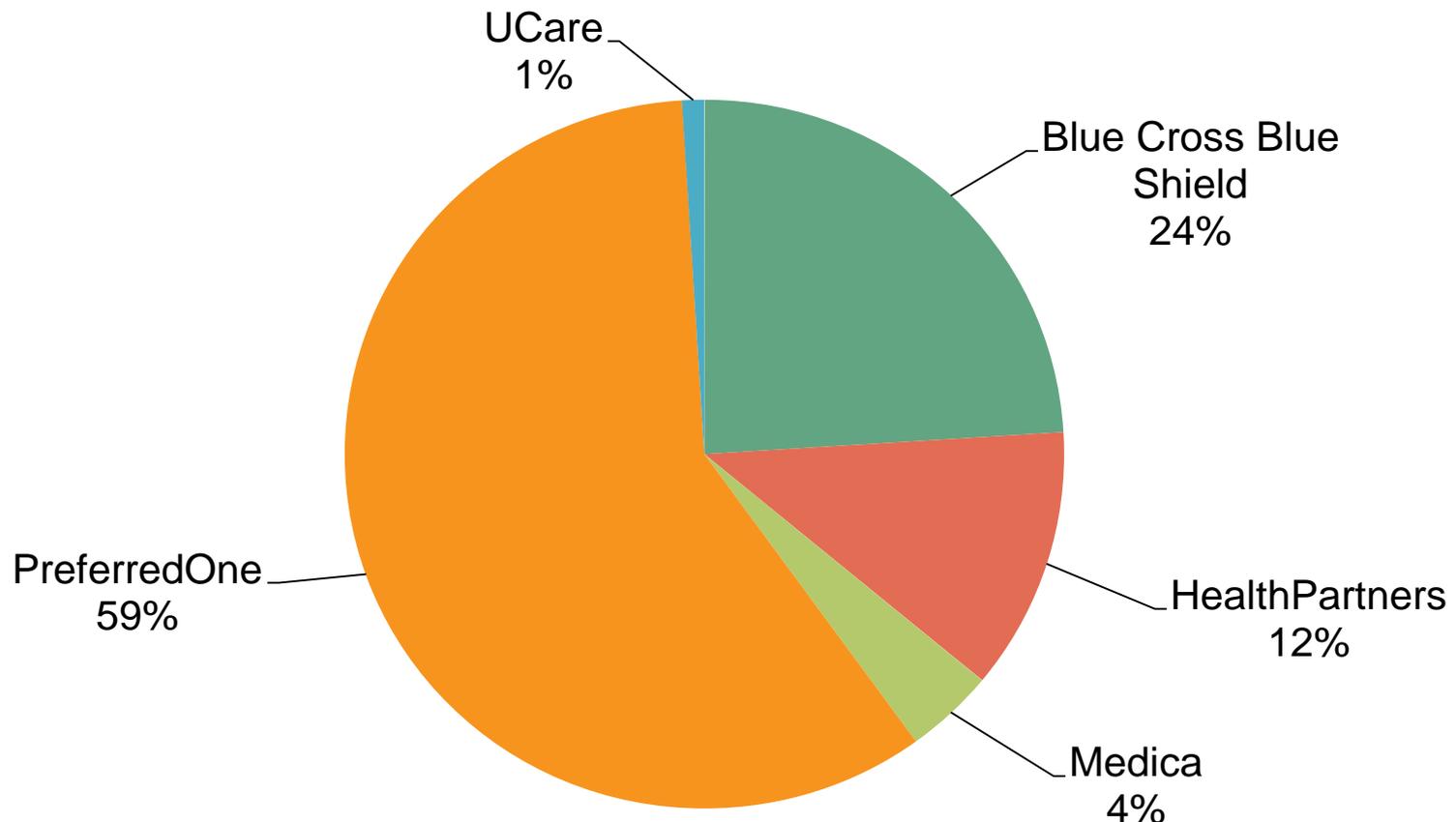
■ 0-18 ■ 19-25 ■ 26-34
■ 35-44 ■ 45-54 ■ 55-64



Individual Market: Enrollees by Carrier

April 13, 2014

Percent of Enrollees by Carrier



small employers

- Employers
 - 144 actual YTD
- Employees
 - 715 actual YTD



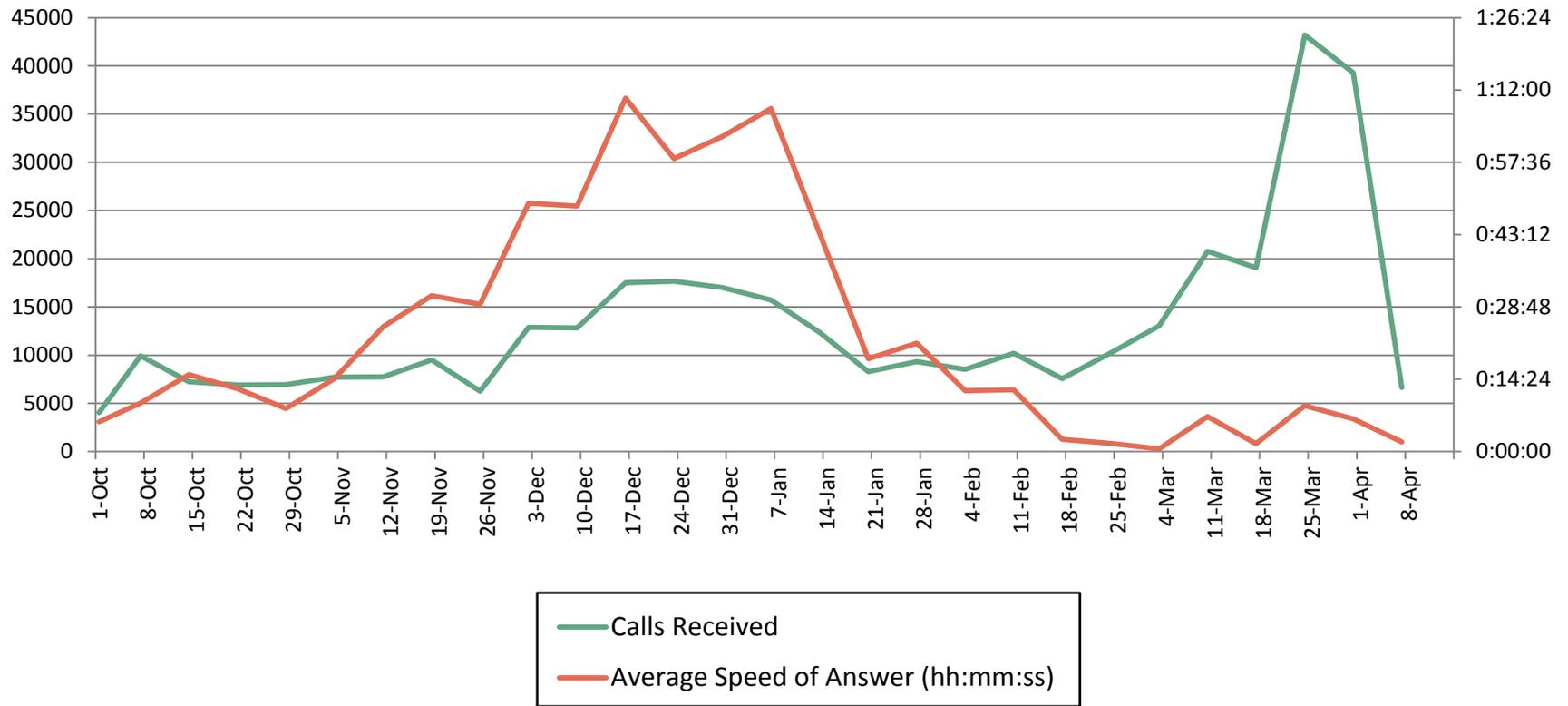
- **We want to support your efforts around growing SHOP!**



faced
challenges,
made
improvements

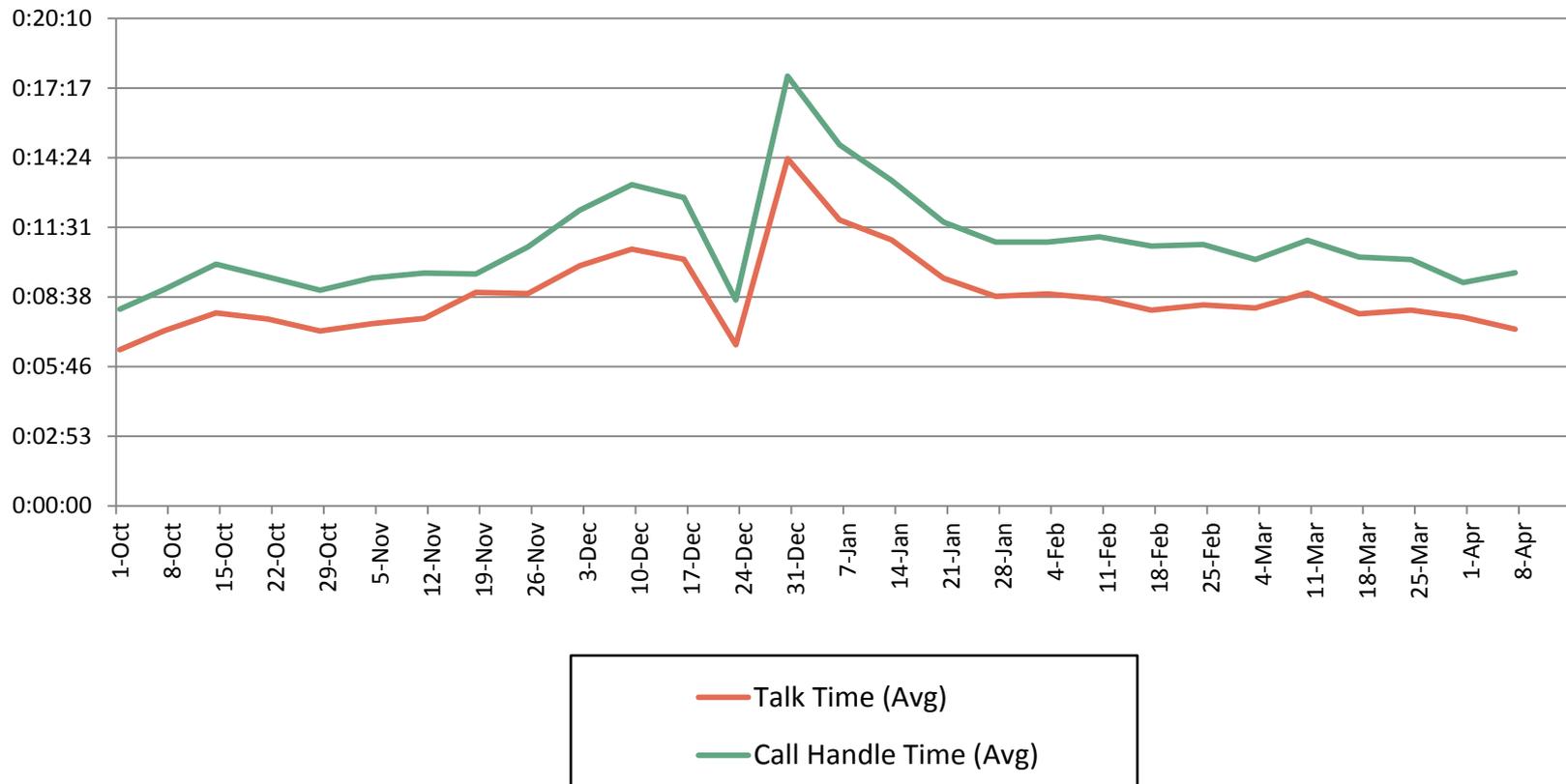
Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - Apr 10, 2014



Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct 1, 2013 - Apr 10, 2014





more
improvements
are happening...

OPTUM review

- Contact Center Recommendations
 - Reengineer call prompts to better match caller needs with appropriate resources
 - Implement simple call routing options
 - Proactive call avoidance
- Technical Program Management Recommendations
 - Need for improvements in:
 - Program governance
 - Program reporting and communication
 - Program issue and risk management
 - Program schedule management
 - Program scope management
 - Program process and operational readiness

OPTUM Review and Updates

- Software and Data Recommendations
 - Architecture
 - Application
 - Database and data quality
 - Security
 - Testing
 - Operations
 - Process

Primary Vendor Update

- Deloitte Consulting, Inc.
 - Selection Process
 - Timeline
 - What To Expect
 - Impact
 - MNsure
 - 2015 enrollment

Creating opportunities for input

- MNsure program development
 - Broker Relations Director
 - Advisory Groups
 - Broker Coordinators
 - Surveys (quarterly/monthly)
- Currently in development
 - Broker Portal
 - Web forms/AOR, Agency Roster, and more
 - Agent and Agency Dashboard

Broker Resources

- Broker Resource Page
 - www.mnsure.org/assisters/broker-resources
- SHOP website
 - www.mnsure.org/employer-employees/
- Broker Directory
 - **67,960 VIEWS since January 15, 2014**
- Newsletters & FAQs
- Broker Manual
- Small Business Guide to MNsure *New
- Training Links

SHOP Opportunities

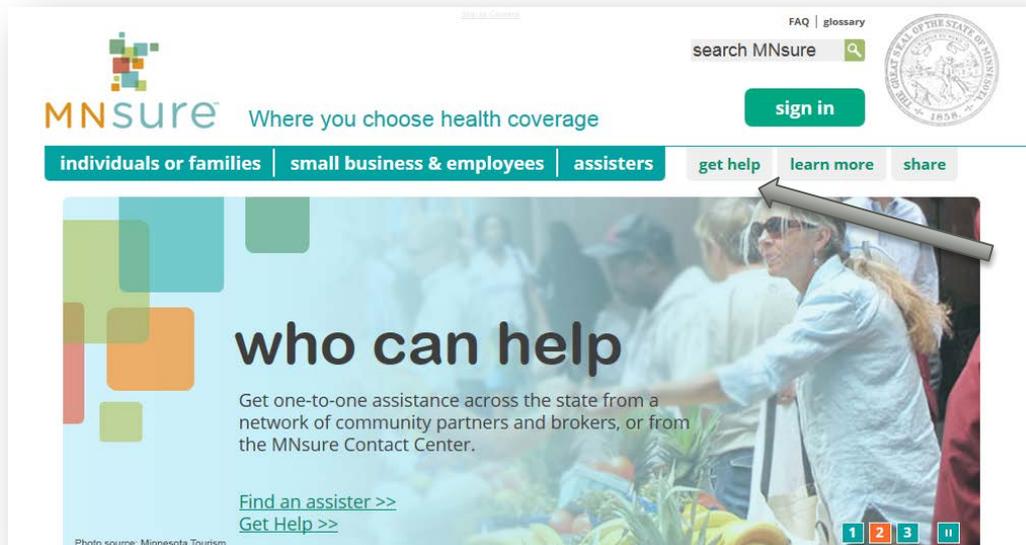
We strongly encourage small employers to align with a MNsure certified broker to garner the benefits of SHOP:

- Ongoing opportunity for Small Businesses to participate in SHOP
 - Effective dates at the time of their choosing
- Plan selection options
 - 85 medical and dental plans currently available
- Small Business tax credits
- Reduced employer costs
 - Defined contribution and reference plan options

get help: contact center

1-855-3-MNSURE or 1-855-366-7873, toll free

- Monday – Friday, 8:00 AM – 8:00 PM
- Saturday, 9:00 AM – 4:30 PM
 - Staff fluent in Spanish, Hmong and Somali
 - Access to interpreter services for more than 140 languages



The screenshot shows the MNSure website interface. At the top left is the MNSure logo with the tagline "Where you choose health coverage". To the right is a search bar labeled "search MNSure" and a "sign in" button. Below the search bar is a navigation menu with links for "individuals or families", "small business & employees", "assistors", "get help", "learn more", and "share". The "get help" link is highlighted with a grey arrow. Below the navigation menu is a large banner image of a woman in a white shirt at a market. The banner text reads "who can help" and "Get one-to-one assistance across the state from a network of community partners and brokers, or from the MNSure Contact Center." Below the banner are two links: "Find an assister >>" and "Get Help >>". At the bottom left of the banner is the text "Photo source: Minnesota Tourism".

get help: AEO office

Accessibility and Equal Opportunity Office

- Commitment to equal, meaningful access
- Dedication to meeting individual needs
- Serves individuals with disabilities and people with limited English proficiency
- Answers all accessibility-related questions, requests, or complaints
- On the website:
 - <http://www.mnsure.org/help/get-help.jsp>
 - <http://www.mnsure.org/help/general-resources.jsp>
 - <http://www.mnsure.org/help/civil-rights.jsp>

Questions?

MNsure.org



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