



# Board of Directors Meeting

## December 3, 2014

Discussion slides



# Agenda

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- Welcome and any new business
- Consumer story – Rachelle Christianson, Grand Marais (phone)
- Public comment
- Administrative items
  - Approve November 19 meeting minutes
  - Work Group updates
  - Board action: EngagePoint contract amendment – Mike Turpin, MNsure
- CEO report – Scott Leitz
- Financials
  - Presentation of 3-year financial plan
  - Board action: updated FY 2015 budget
- Open Enrollment update
  - Technology – Jesse Oman, MNIT
  - Operations – Scott Leitz, Allison O’Toole, Katie Burns, MNsure
- Wrap up and any new business
- Adjourn – next meeting is December 17

# Consumer Story

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- Rachel Christianson, Grand Marais (phone)

# Public Comment

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- Please sign up for public comment at back table

# Administrative Items

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- Approve November 19 meeting minutes
- Work Group updates
- Board action: EngagePoint contract amendment – Mike Turpin

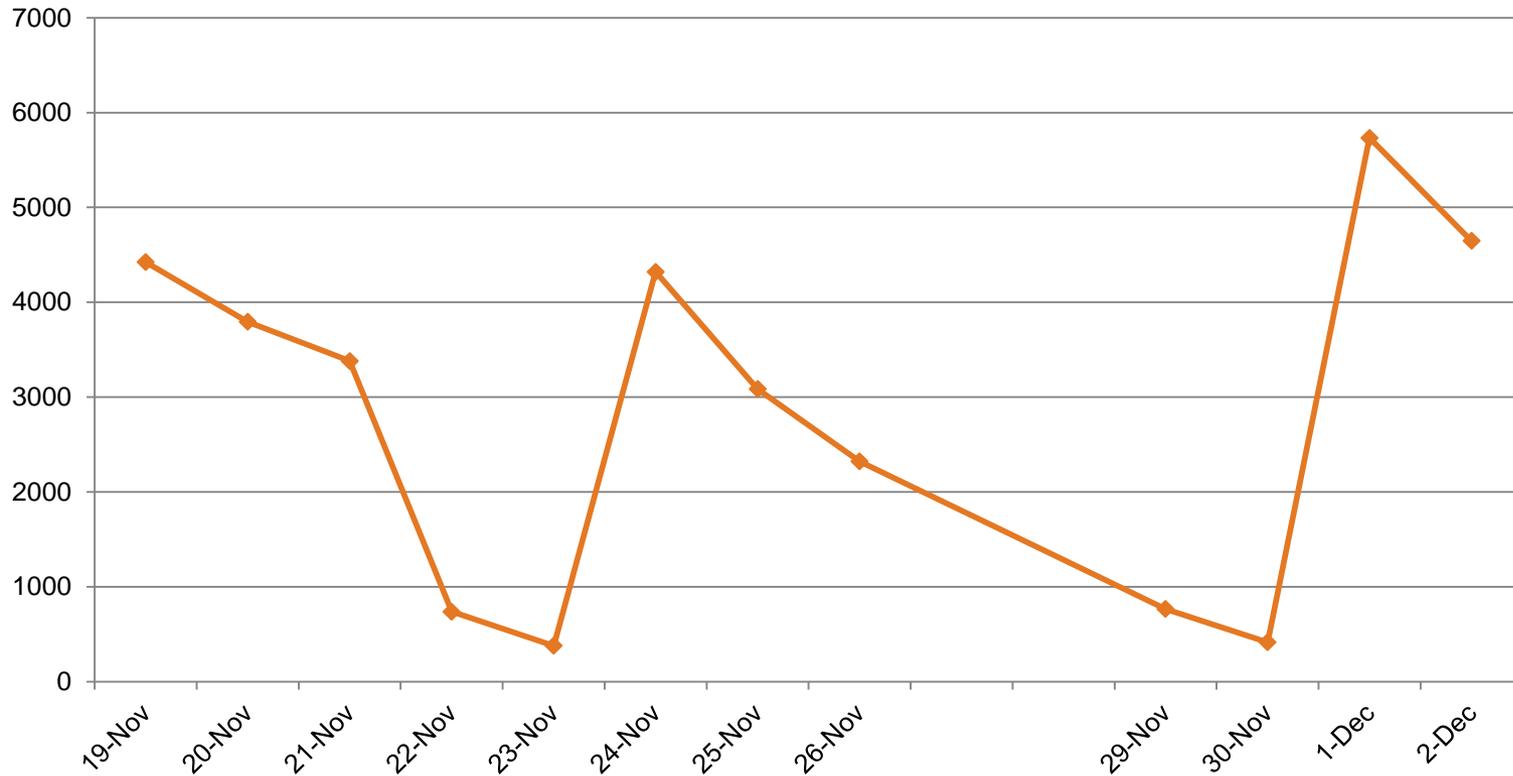
# CEO Report

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- Enrollments as of 9 am today and since November 15, 2014:
  - QHP 7,106
  - MinnesotaCare 2,954
  - Medical Assistance 8,874
  - TOTAL 18,934

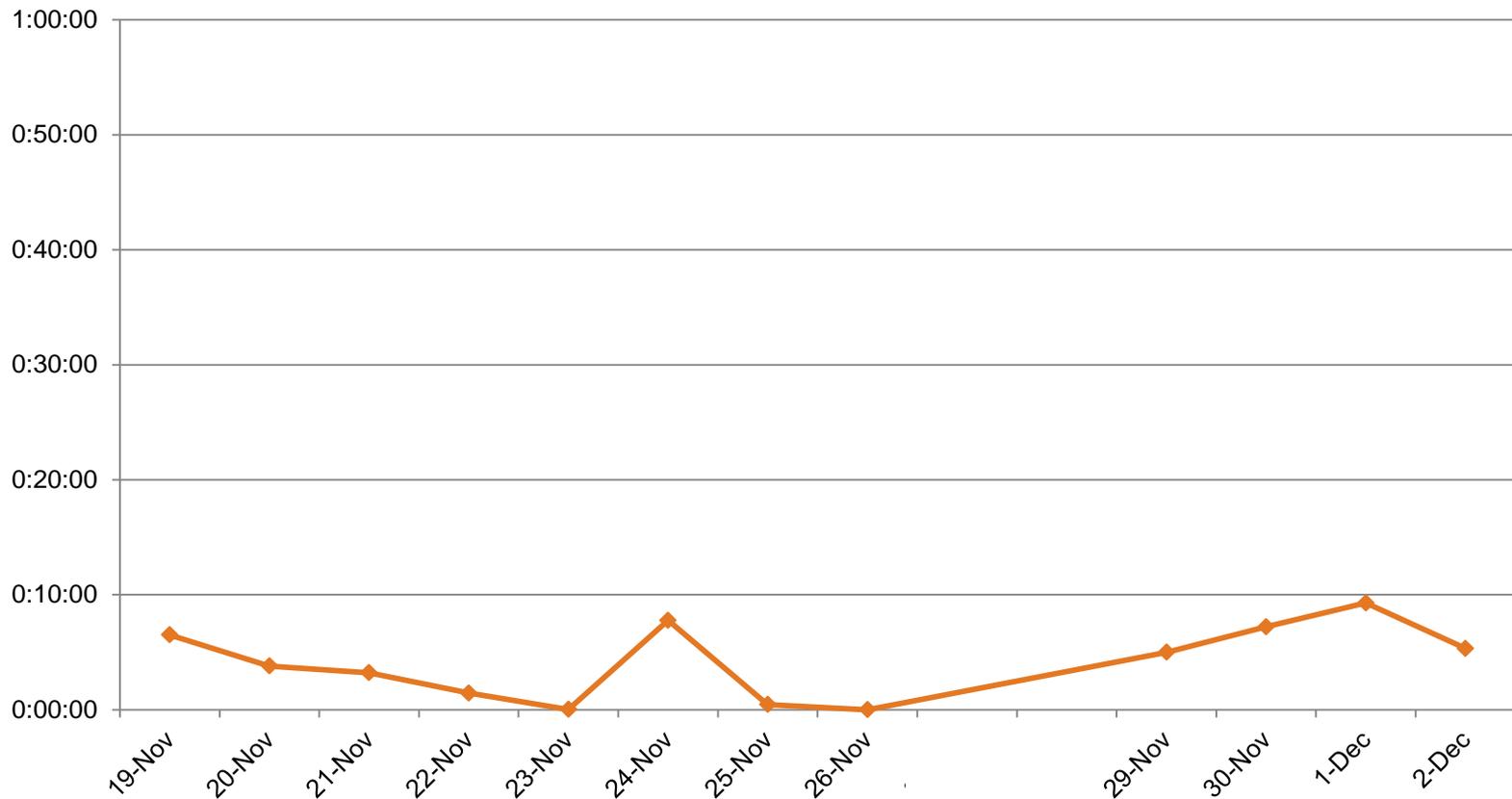
# CEO Report

## MNsure Contact Center Call Volume Nov 19, 2014 - Dec 2, 2014



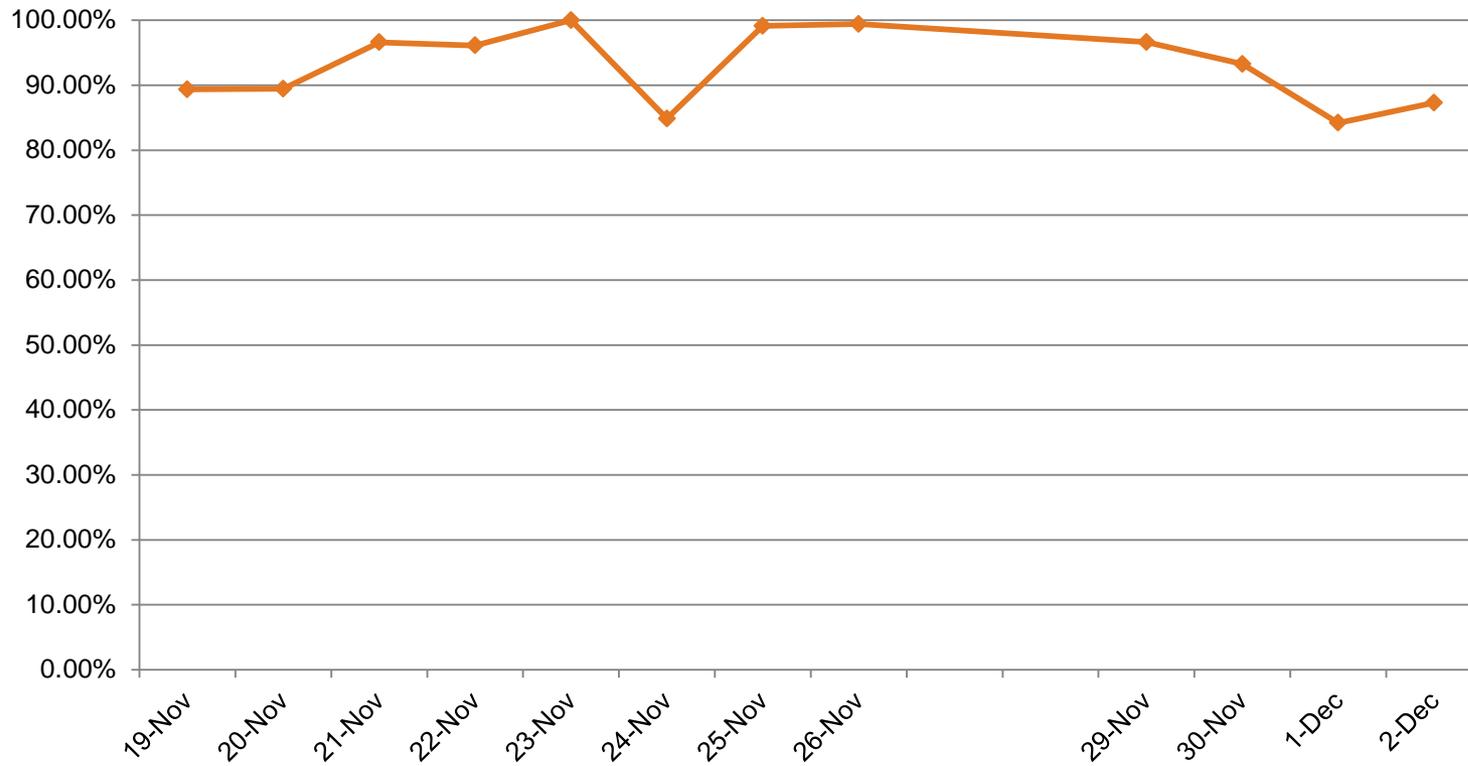
# CEO Report

## MNsure Contact Average Speed of Answer Nov 19, 2014 - Dec 2, 2014



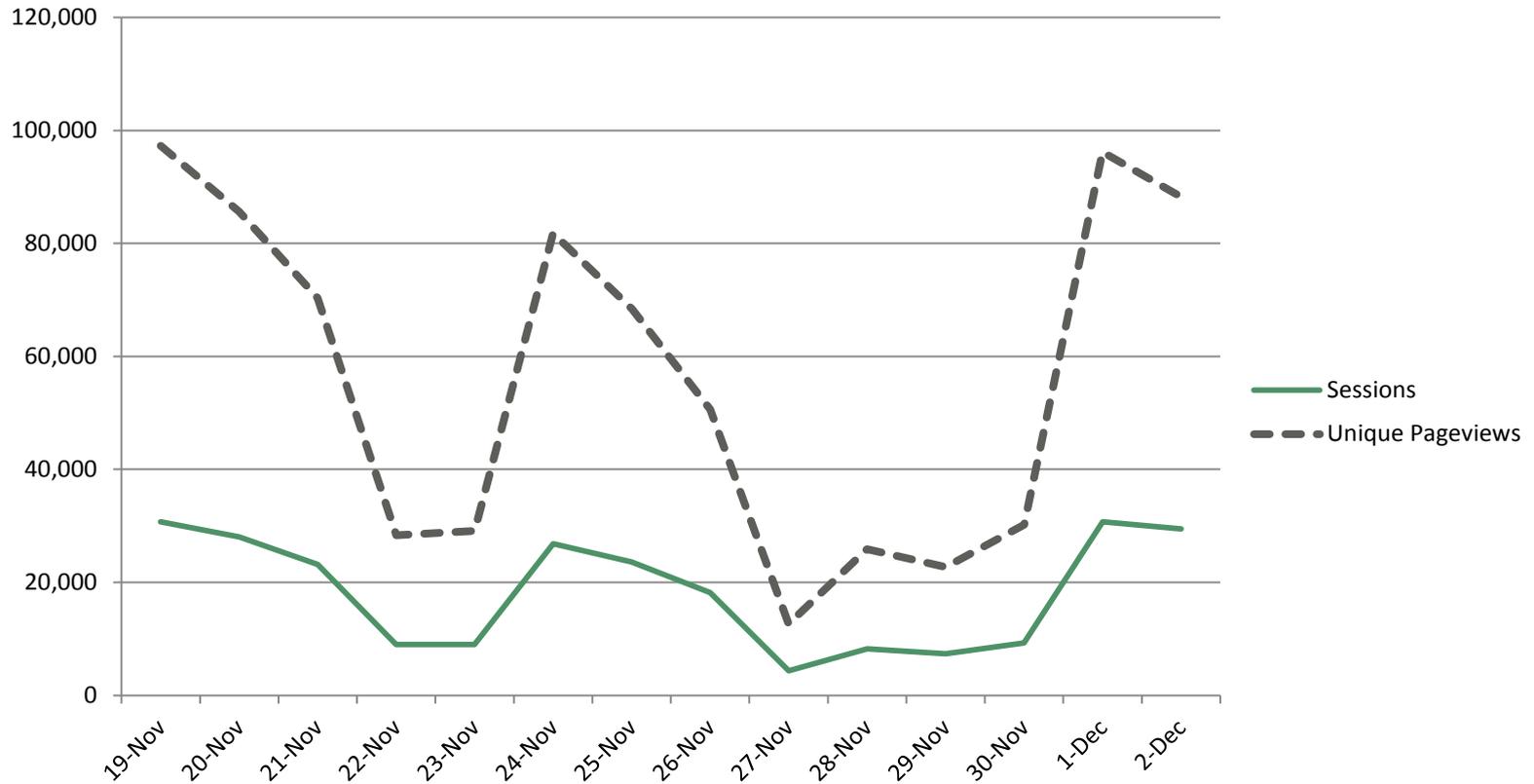
# CEO Report

**MNsure Contact Center Percent of Calls Answered in Five Minutes or Less  
Nov 19, 2014 - Dec 2, 2014**



# CEO Report

## MNSure.org Sessions and Unique Page Views, Nov. 19 – Dec. 2



# Financials

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- Presentation of 3-year financial plan
- Board action: updated FY 2015 budget
  - *See handout “MNsure FY 2015-17 Financial Plan”*

# Open Enrollment Update

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- Technology update
  - Jesse Oman, MNIT
- Operations update
  - Scott Leitz, Katie Burns, Allison O'Toole

# Open Enrollment Update

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- November 15, 2014 – February 15, 2015
  - Qualified Health Plans (QHP)
- Public program enrollment is year-round
  - MinnesotaCare
  - Medical Assistance
  - Current public program enrollees should sit tight – DHS will be in touch with you.

# What Should ALL Consumers Do?

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- Take some time to shop and compare on [mnsure.org](https://mnsure.org)
- Get expert help
  - Free in-person and phone help is available in every corner of the state
- Find out if you qualify for financial help
- Act now for January 1 coverage

# Coverage Deadlines

For a plan selected:	The effective date of coverage is:
On November 15, 2014 through December 15, 2014	January 1, 2015
On December 16, 2014 through January 15, 2015	February 1, 2015
On January 16, 2015 through February 15, 2015	March 1, 2015

**Open enrollment:  
November 15, 2014 – February 15, 2015**

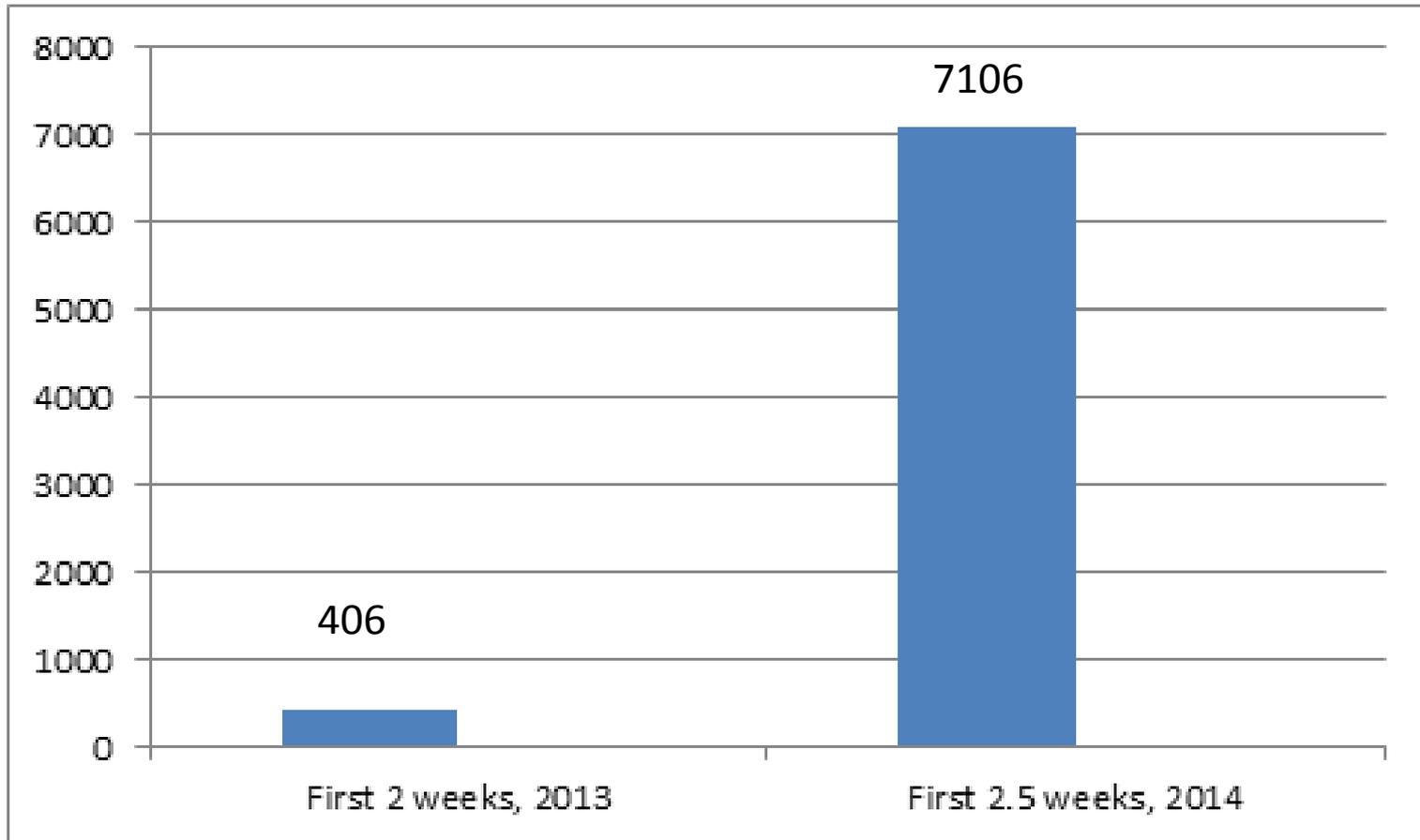
# Extended Call Center Hours

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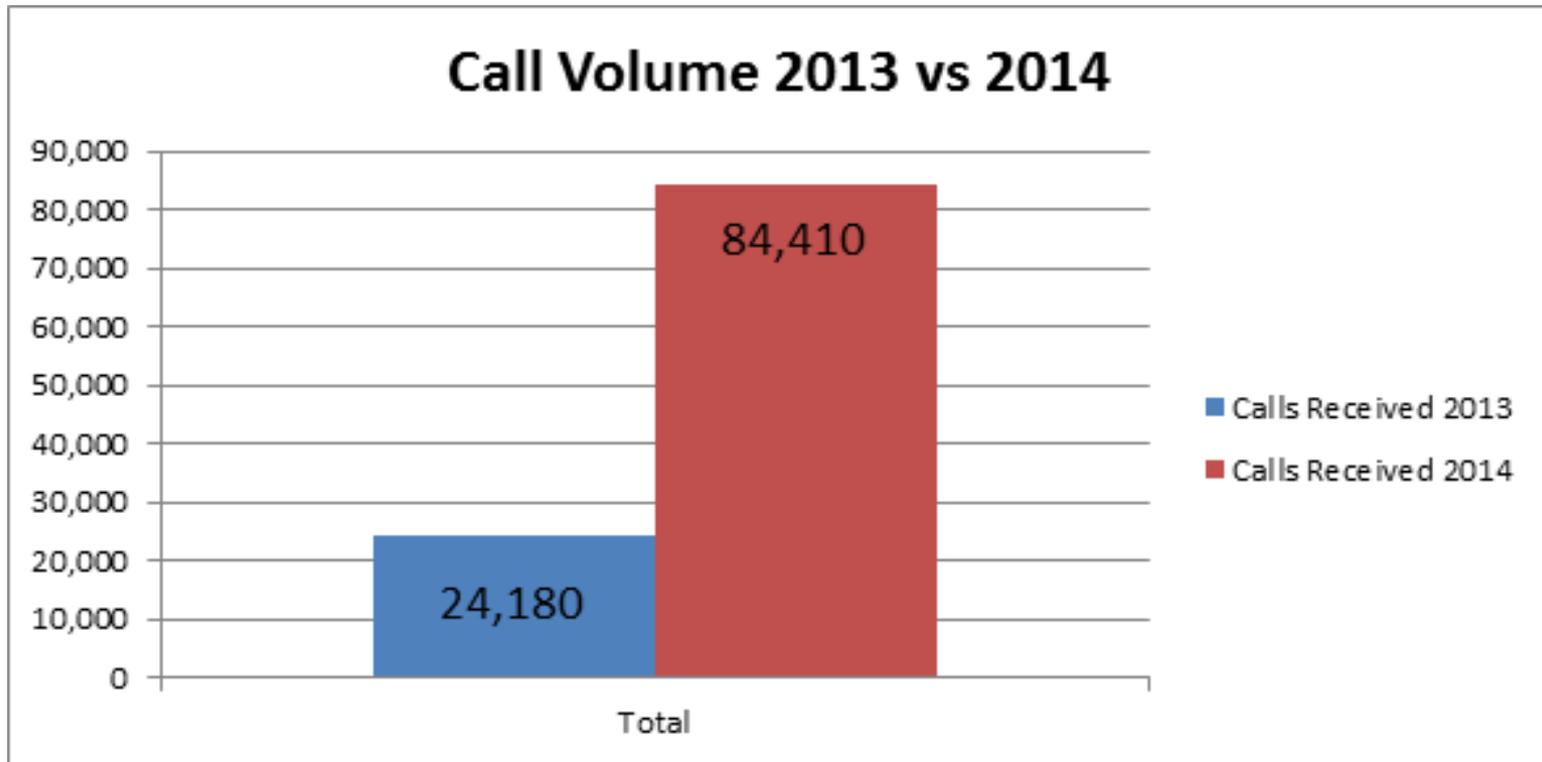
- Monday – Friday, December 8 – 12
  - 8AM - 8PM
- Saturday and Sunday, December 13 – 14
  - 8AM - 8PM
- Monday, December 15
  - 8AM - midnight

# Strong Enrollment

## QHP Enrollment 2013 vs 2014



# High Public Interest



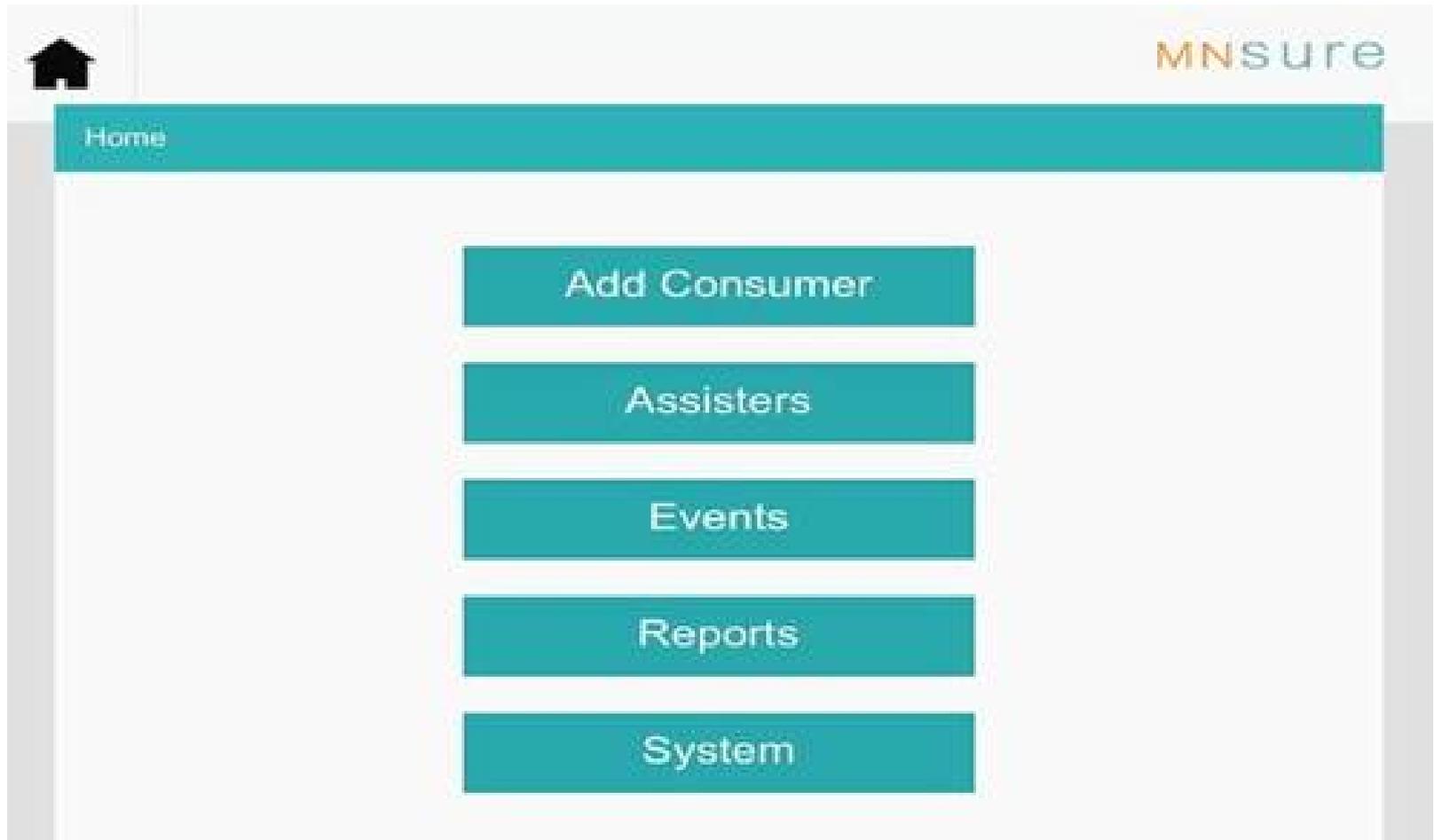
**For the first 18 days of open enrollment**

# More Help for Consumers

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- Make a Plan mobile app
  - Connects consumers to MNsure's assisters
  - Proactive communication from MNsure
  - Remind them how easy it is to shop for a plan on MNsure
- Minnesotans can also text ENROLL to 30644 to receive text message reminders

# More Help for Consumers



# More Help for Consumers

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- Pharmacy week – December 6-12, 2014
  - Thrifty White – greater Minnesota
  - CVS – metro area
- Brokers and navigators onsite to help at pharmacy locations
  - Answer questions
  - Schedule enrollment appointment
- Locations on website calendar

# More Help for Consumers

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- New statewide enrollment centers
  - Six health insurance agencies across the state offering free, in-person enrollment assistance
    - Woodbury
    - Austin
    - Roseville
    - Waconia
    - Willmar
    - Bloomington
  - Signage, print, digital search and radio

# More Help for Consumers

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# More Help for Consumers



## GET FREE HELP ENROLLING FOR HEALTH INSURANCE THROUGH MNSURE.

Everyone deserves health insurance they can afford. MNsure can help you get it. Visit the professionals at ABC Broker to compare health plans, find the best coverage for you and determine if you qualify for financial help.

February 15th is the deadline to enroll for 2015 coverage. Call or visit ABC Broker today for free assistance with MNsure enrollment.



Broker address  
Broker phone number  
Broker website



# Open Enrollment Update

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- Strong enrollment
- High public interest
- Consumer reminders:
  - Shop and compare
  - Get free help - in-person, online, phone
  - Qualify for financial help



# Questions?

# Wrap Up and New Business

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# Adjourn

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Next meeting date:

December 17, 2014 • 1:00 pm  
81 East 7<sup>th</sup> Street, St. Paul, MN  
1<sup>st</sup> floor atrium