



MNsuranceSM

Where you choose health coverage

Board of Directors Meeting

March 18, 2026

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Public Comment

Chair Update

Administrative Items

- Discuss & vote January 28, 2026, meeting minutes
- Discuss & vote technical updates to MNsure Compensation Plan

2025 Annual Report Overview, Discussion & Vote

Annual Report: Sign-ups and Savings

- Record-setting open enrollment: **167,163 QHP sign-ups**
 - Over **400,000 total sign-ups** across all coverage types
 - Continued growth in QDP sign-ups
- MNsure delivered **\$376M in savings** to Minnesotans
 - **62%** of private plan households received premium tax credits
 - **11%** received cost-sharing reductions — highest in recent years

Annual Report: Operational Excellence

- Contact center focused on consumer experience
 - Migrated to **cloud-based technology**
 - **82% improvement** in calls answered within five minutes despite record demand
 - Enhanced routing, reporting, and forecasting capabilities
- We launched the Easy Enrollment Program
 - **Over 110,000** Minnesotans requested information (twice what we expected)

Annual Report: Community Partnerships



- MNsure supported **2,200+ assisters** (brokers, navigators and certified application counselors) statewide
 - Awarded **\$4.1M** in grants to support 35 navigator agencies
 - Broker enrollment centers in **22 cities**
 - **Multilingual support** including Spanish, Hmong, and Somali

Annual Report: Looking Ahead

- Focused on stability and sustainability in an uncertain time
- Continuous improvements through improved technology and strategic staffing investments
- Strengthening partnerships and consumer outreach



CEO Report & Year-Over-Year Comparison

CEO Report Overview

- General updates
 - Federal update
 - Terminology update
- Year-over-year review
- Plan year 2026 activity

General Updates

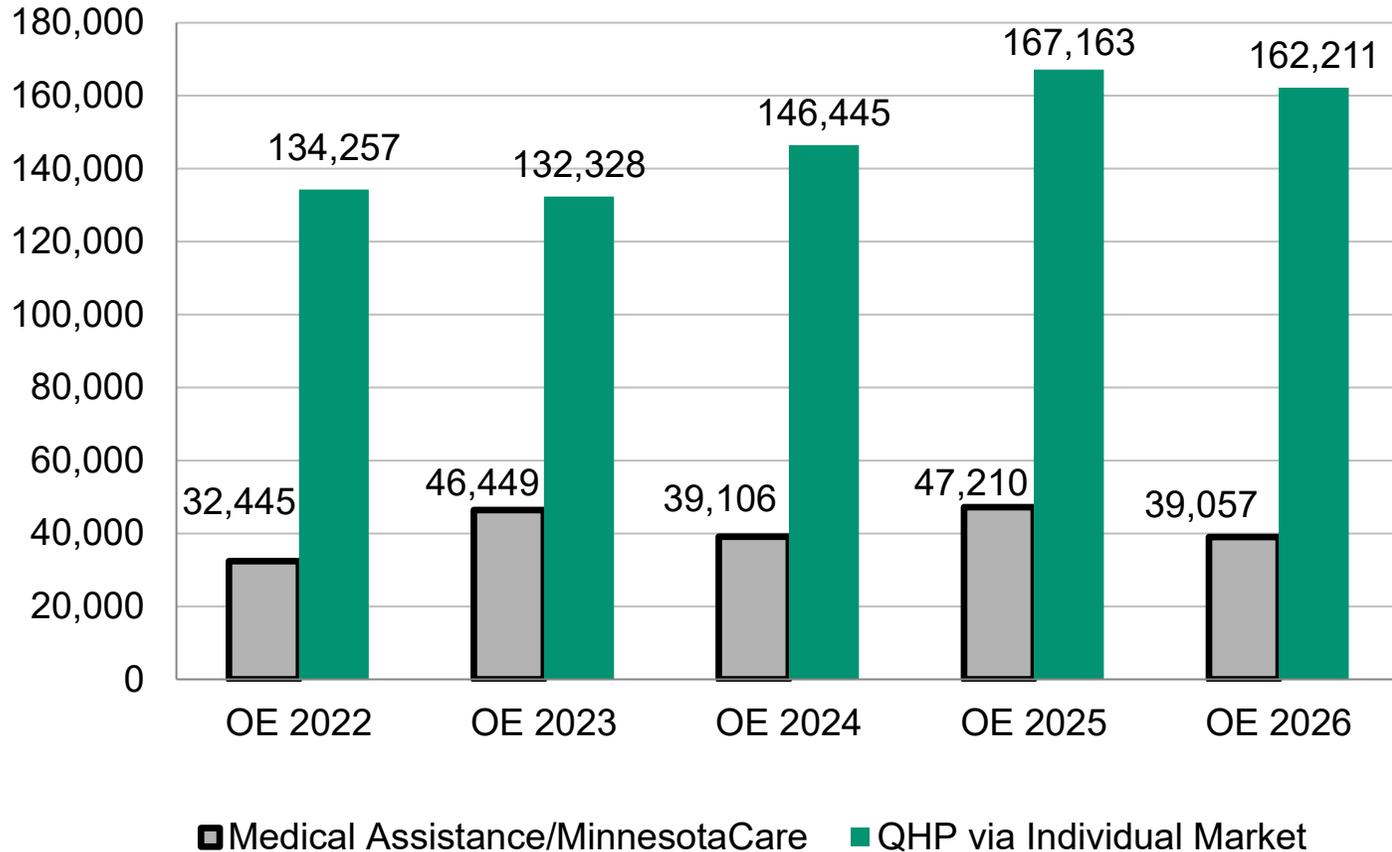
Terminology Update

- MNsure's new system
 - Formal / legal name: MNsure Eligibility and Enrollment System
 - Shorthand names: MN-EES or MNsure System
- Other terms
 - IT modernization project: QHP Eligibility System Transition (QUEST)
 - DHS system: Minnesota Eligibility Technology System (METS)



Year-Over-Year Review

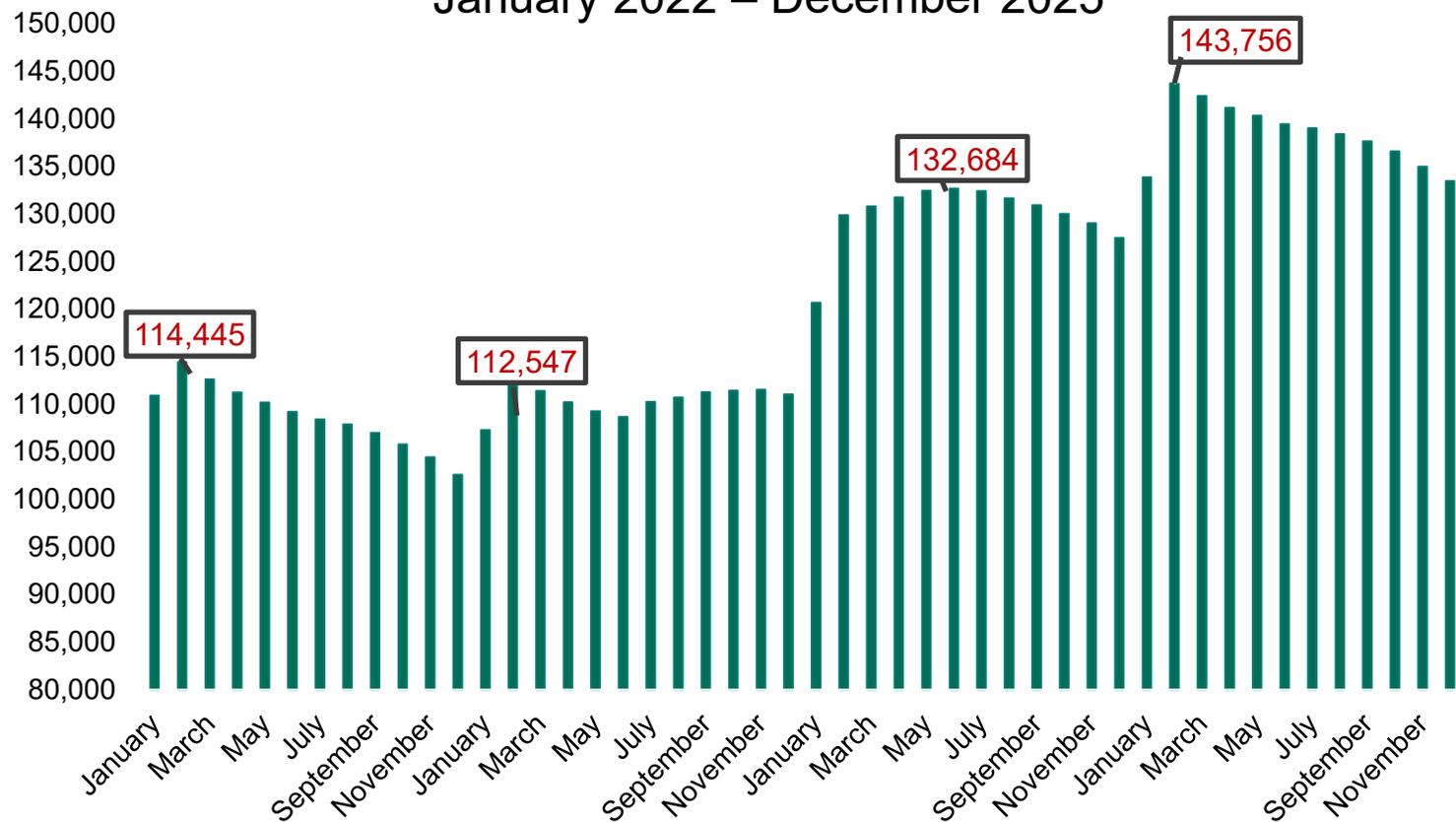
Sign-ups by Program OE 2022 – OE 2026



- Qualified health plan (QHP) “sign-ups” decreased by 3% from last year.
- The decrease in OE sign-ups can largely be attributed to federal policy changes including the end of enhanced premium tax credits which expired at the end of plan year 2025.
- Public program sign-ups, also down from last year, reflect new applicants found eligible for MA or MinnesotaCare during the open enrollment period.

Effectuated Enrollments 2022 – 2025

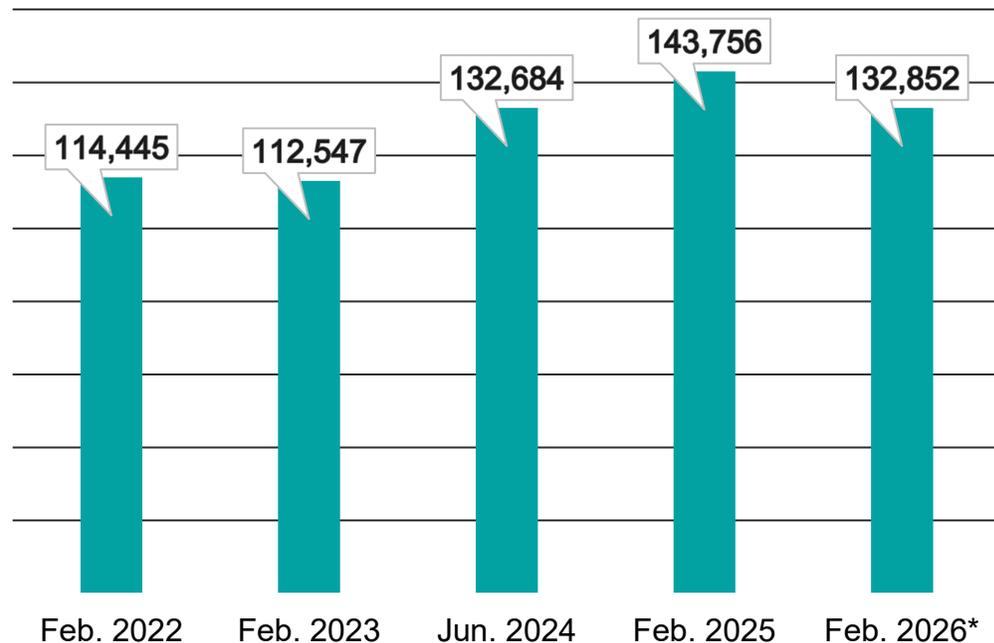
Monthly Effectuated Enrollments
January 2022 – December 2025



- Monthly effectuated enrollments represent the number of Minnesotans who are enrolled and paying their policy premiums.
- Increased affordability due to enhanced tax credits led to record numbers of effectuated QHP enrollments in plan years 2024 and 2025.
- The enhanced tax credits expired at the end of 2025. MNsure expects lower effectuated enrollments due to that federal policy change.

Effectuated Enrollment Peak: 2022 - 2026

Peak Effectuated Enrollments
2022 - 2026



*MNsire assumes 2026 was in February.

- MNsure effectuated enrollment typically peaks in February of each year.
- In 2024, the peak was in June due to the end of the pandemic era Medicaid continuous coverage policy.
- MNsure is assuming our peak in 2026 was in February as in typical years.
- Peak effectuated enrollments dropped by nearly 11,000 between 2025 and 2026 due to federal policy changes like the end of enhanced tax credits.

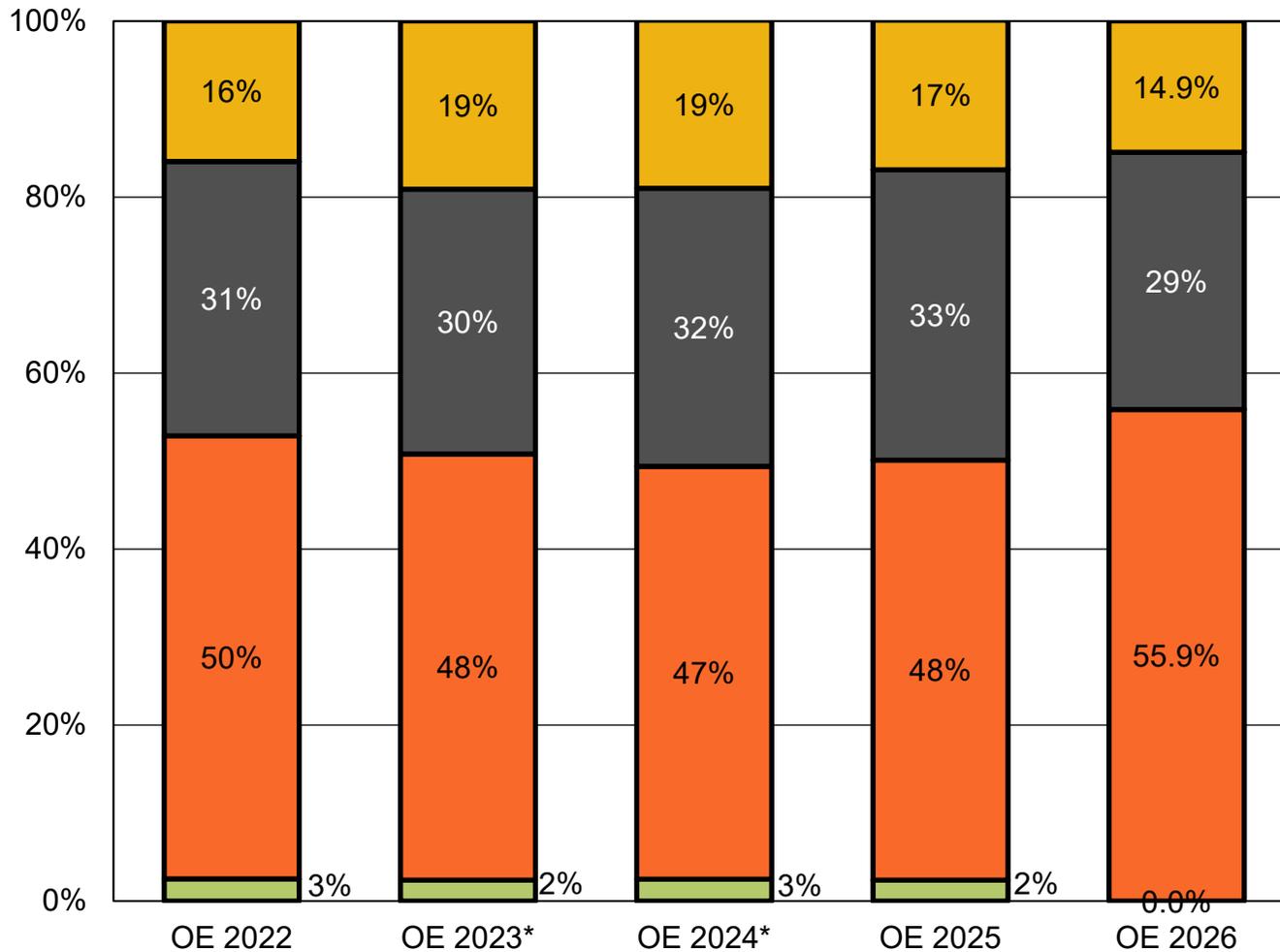
Financial Help Comparison Dashboard

OE 2022 – OE 2026

QHP Households Receiving Financial Help	OE 2021 ending 12/22/20	OE 2022 ending 1/15/22	OE 2023 ending 1/15/23	OE 2024 ending 1/15/24	OE 2025 ending 1/15/25	OE 2026 ending 1/15/26
Households APTC	49%	58.3%	57.2%	58.0%	60.8%	50.3%
Households with cost-sharing reductions	10%	9.9%	8.3%	9.5%	11.0%	9.9%
Average monthly APTC by household	\$411	\$507	\$520	\$538	\$555	\$610
Projected cumulative APTC through full calendar year	\$228M	\$267M	\$264M	\$329M	\$401M	\$305M

- Federal policy changes like the loss of enhanced tax credits mean fewer Minnesotans qualify for financial help to lower the cost of health insurance.
- The percentage eligible for APTC has dropped to 50% in 2026 – a level not seen since 2021.
- Including 2026, the estimated cumulative value of savings through tax credits since 2013 is \$2.8 billion.

Individual Market: QHP Enrollees by Metal Level OE 2022 – OE 2026



- The loss of enhanced tax credits meant higher costs for consumers and resulted in a drop in Gold and Silver plans and an increase in Bronze.
- In 2026, carriers chose not to offer Catastrophic plans through MNsure.

Individual Market: QHP Enrollees by Insurance Company OE 2022 – OE 2026

Enrollees by Insurance Company

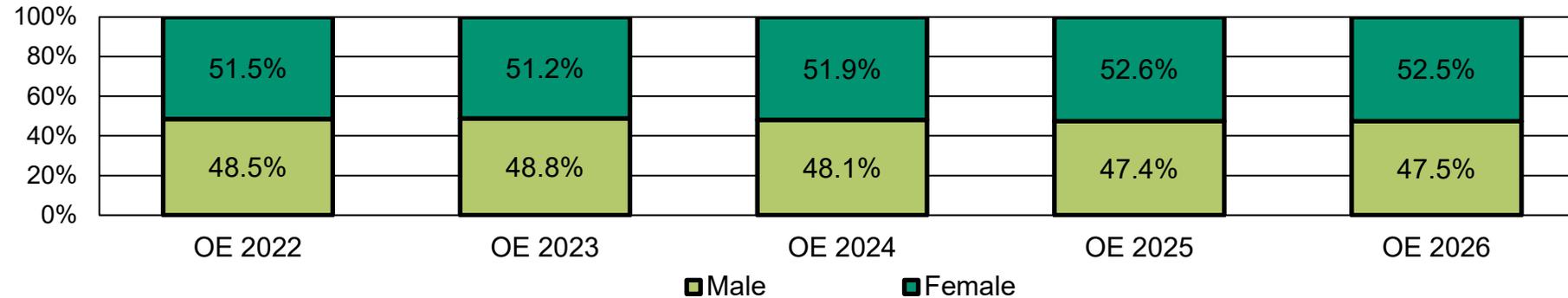
Insurance Company	OE 2022 ending 1/15/22	OE 2023 ending 1/15/23*	OE 2024 ending 1/15/24	OE 2025 ending 1/15/25*	OE 2026 ending 1/15/26
Blue Plus	17.4%	20.7%	25.3%	27.6%	33.8%
HealthPartners	21.3%	20.1%	19.7%	18.6%	25.2%
Medica	14.7%	13.4%	13.9%	19.5%	19.0%
Quartz	1.2%	1.1%	1.1%	0.9%	0.7%
UCare	45.4%	44.8%	40%	33.3%	21.3%

- Consumers shifted toward HealthPartners and Blue Plus plans during the open enrollment period for 2026.
- At the end of 2025, Medica acquired UCare, though consumers could still purchase plans under the UCare brand in 2026.

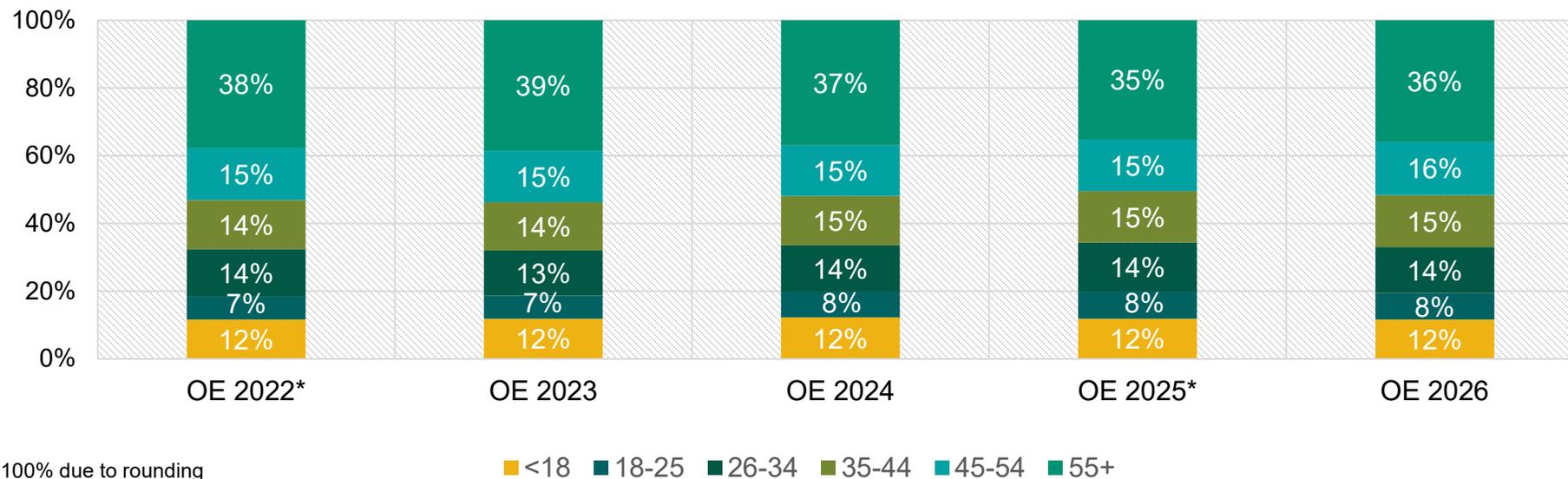
*Total not = 100% due to rounding

Individual Market: QHP Enrollee Demographics OE 2022 – OE 2026

Sex



Age



Contact Center Dashboard OE 2022 – OE 2026

Key Contact Center Metrics

Contact Center Metrics	OE 2022 ending 1/15/22	OE 2023 ending 1/15/23	OE 2024 ending 1/15/24	OE 2025 ending 1/15/25	OE 2026 ending 1/15/26
Average Daily Call Volume	1,109	965	1,068	1,686	2,484
Service Level (% of calls answered in 5 min. or less)	60%	91%	39%	26%	46%
Calls Abandoned While in Queue	4%	1%	10%	16%	20%
Average Speed to Answer (mm:ss)	04:53	0:00:59	0:13:48	0:26:33	0:51:44

- Average daily call volume rose sharply in OE 2026 – nearly double what we saw in 2025.
- Despite the increase in calls and longer wait times, consumers gave the Contact Center high marks for service.
- Nearly half of all calls were answered in 5% (up 20% from last year) and we maintained a 98% connection rate on our courtesy call back feature.

Appeals & Resolution Review Dashboard 2021 – 2025

Appeals and RRT Metrics	2021 Full-Year	2022 Full-Year	2023 Full-Year	2024 Full-Year	2025 Full-Year
Resolution Review Tickets Created	1,555	1,030	1,302	1,888	2516
Average Days Tickets Open	2	2	2	2	6
Appeals Filed	594	469	662	832	713
Average Days Appeals Open	57	36	36	42	42

- The Resolution Review process is a consumer-friendly way that MNsure expedites the review of a consumer’s issue. Cases that go through the Resolution Review are usually resolved without the need to file a formal appeal.
- While RRTs were up from previous years (largely due to the higher number of enrollments), the process helped keep appeals numbers down.
- Despite the increase in enrollments, there was a slight decrease in the number of appeals filed.

Plan Year 2026

MNsure Dashboard — Plan Year 2026

METS Activity, Plan Year 2025 November 1, 2025 – February 28, 2026	
Total (Medical Assistance, MinnesotaCare, QHP)	215,013
Medical Assistance Applicants	41,194
MinnesotaCare Applicants	8,669
Qualified Health Plan (QHP) Sign-ups	165,150
QHP New Consumers	28,885
Qualified Dental Plan Sign-ups	51,810

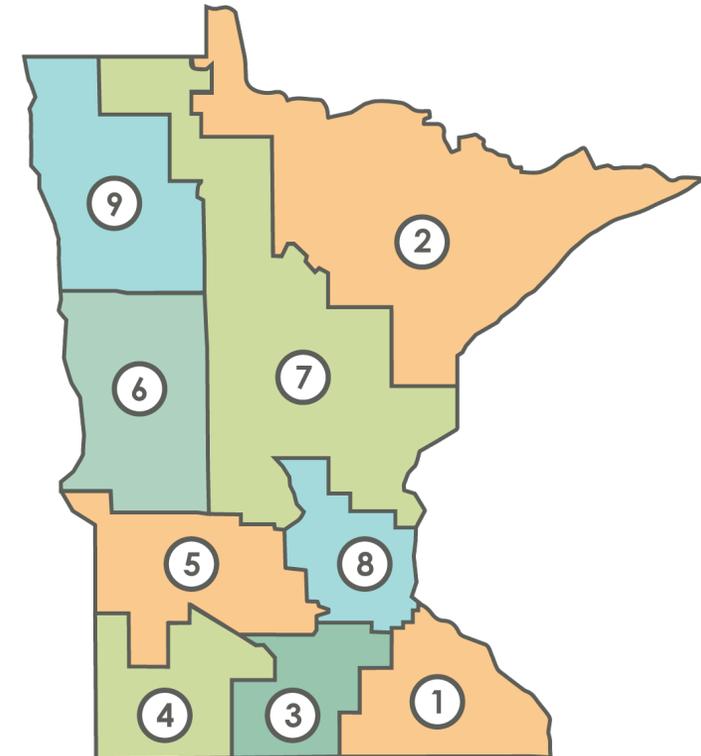
Financial Assistance – Plan Year 2026, as of February 28, 2026		
Financial Assistance Type	Individuals	Households
Percentage with Advanced Premium Tax Credit (APTC)	50.5%	51.3%
Percentage with Cost-Sharing Reductions	8.5%	10.0%
January Average Monthly APTC	\$411.70	\$600.94
Estimated January APTC for Households Receiving APTC	N/A	\$54,716,518.83

Plan Year 2025 QHP Enrollment by Rating Region

as of February 28, 2026

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region*	Average Monthly Tax Credit per Household Receiving APTC
1	7.8%	6.0%	\$908.51
2	5.4%	5.4%	\$724.74
3	4.6%	4.3%	\$866.99
4	2.0%	2.4%	\$724.48
5	3.5%	3.7%	\$720.12
6	4.1%	4.3%	\$700.76
7	7.7%	8.8%	\$712.93
8	63.5%	64.0%	\$456.14
9	1.4%	1.2%	\$667.86

*Total not = 100% due to rounding



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

QHP Dashboard – Plan Year 2026

as of February 28, 2026

Carriers	2026 Enrollment to Date	2025 Enrollment*
Blue Plus	34.4%	27.9%
HealthPartners	25.4%	18.9%
Medica	19.2%	20.1%
Quartz	0.7%	0.9%
UCare	20.4%	32.3%

Metal Level	2026 Enrollment to Date	2025 Enrollment
Gold	15.1%	17.0%
Silver	29.3%	33.9%
Bronze	55.6%	47.3%
Catastrophic	0.0%	1.8%

Sex	2026 Enrollment to Date	2025 Enrollment
Male	47.5%	47.2%
Female	52.5%	52.8%

Age	2026 Enrollment to Date	2025 Enrollment*
<18	11.7%	12.6%
18-25	7.7%	7.7%
26-34	13.4%	13.3%
35-44	15.3%	15.2%
45-54	15.8%	16.0%
55+	36.2%	35.2%

Language Preference	2026	2025
English	95.2%	94.7%
Hmong	0.5%	0.6%
Somali	0.8%	1.0%
Spanish	1.8%	1.9%
Other	1.7%	1.8%

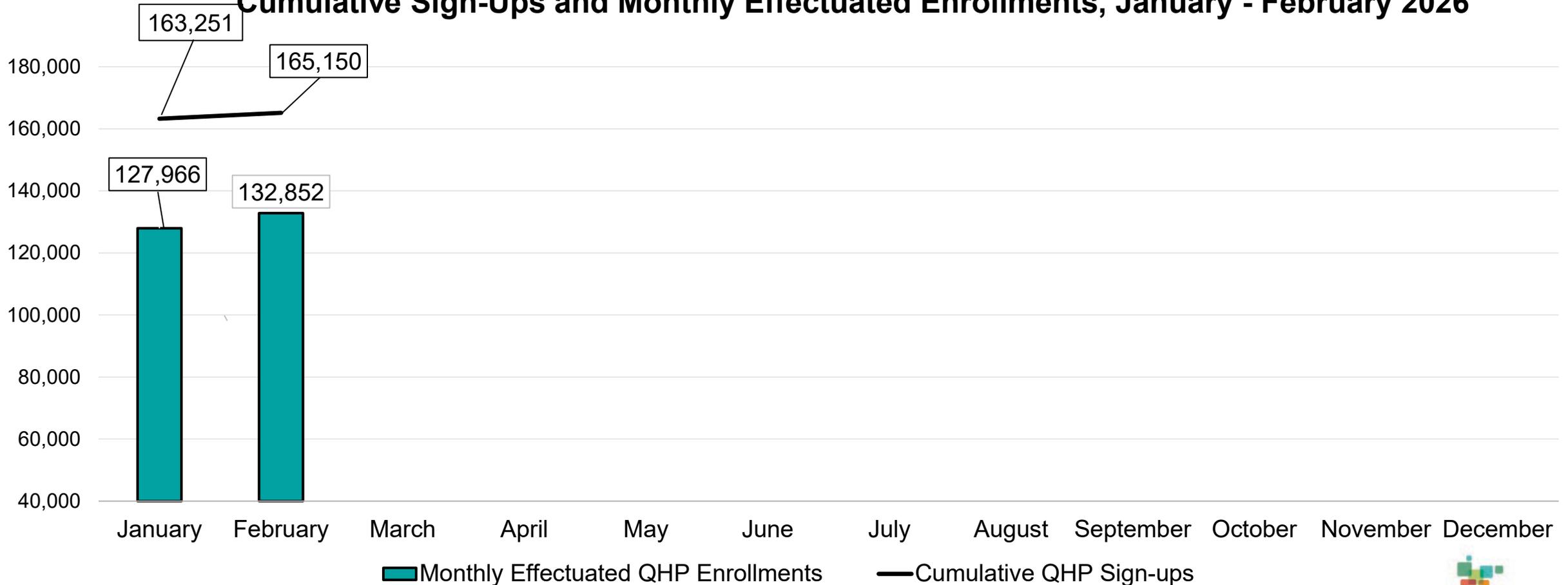
Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of February 28, 2026.

*Total not = 100% due to rounding

Sign-Ups and Effectuated Enrollments



Cumulative Sign-Ups and Monthly Effectuated Enrollments, January - February 2026

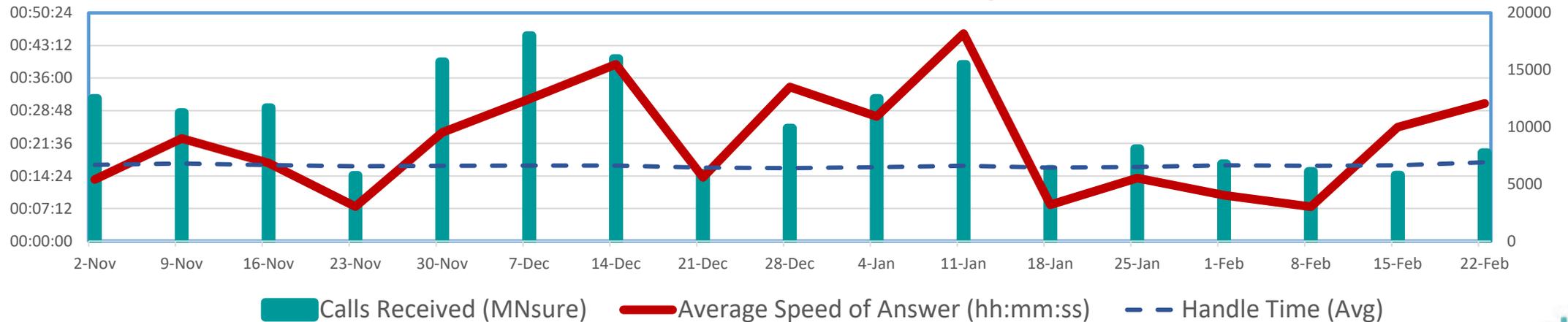


Contact Center Dashboard



Contact Center Main Line – 2025-2026	December	January	February
Average Daily Call Volume	2,878	2,233	1,391
Service Level (% of calls answered within 5 min.)	45.0%	54.6%	60.3%
Calls Abandoned While in Queue	21.3%	13.4%	10.3%

MNsire Contact Center Performance
November 1, 2025 - February 28, 2026



Call volumes represent weekly totals for week beginning with date.

Prepared for March 18, 2026 board meeting

Call Inquiries Dashboard



Contact Center Main Line Top Inquiries, February 2026	
1. MCRE/Counties	18.0%
2. How To Enroll in a Plan	6.2%
3. How Do I Apply	4.2%
4. How Do I Update My Application	3.8%
5. Gain of ESI/MEC	3.3%

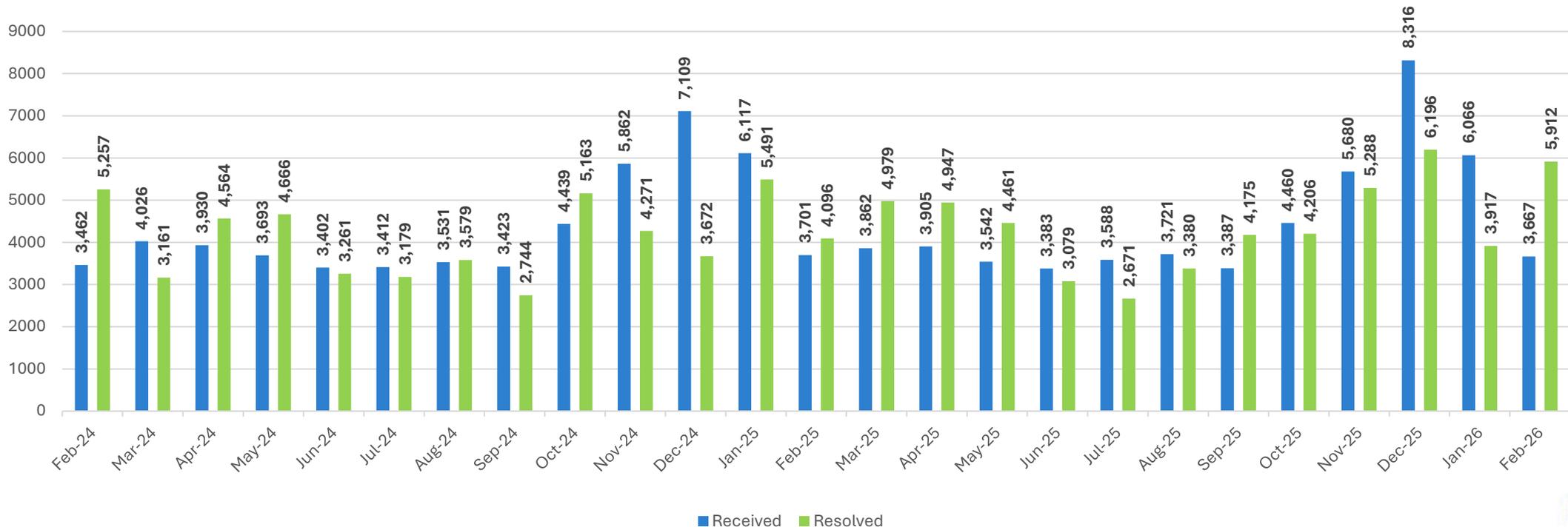
Assister Resource Center (ARC) Top Inquiries, February 2026	
1. Public Program Status	44.5%
2. Determination Result	26.3%
3. QHP Status	11.8%
4. Newborn Status	7.1%
5. Password Reset	5.7%

Broker Service Line Top Inquiries, February 2026	
1. Status Before Appointment	18.4%
2. Status of Enrollment	7.5%
3. Lost or Will Lose Other Health Care Coverage	6.7%
4. Lost or Will Lose Employer Health Care Coverage	6.2%
5. Status of SEP	5.5%

Qualified Life Events Processing

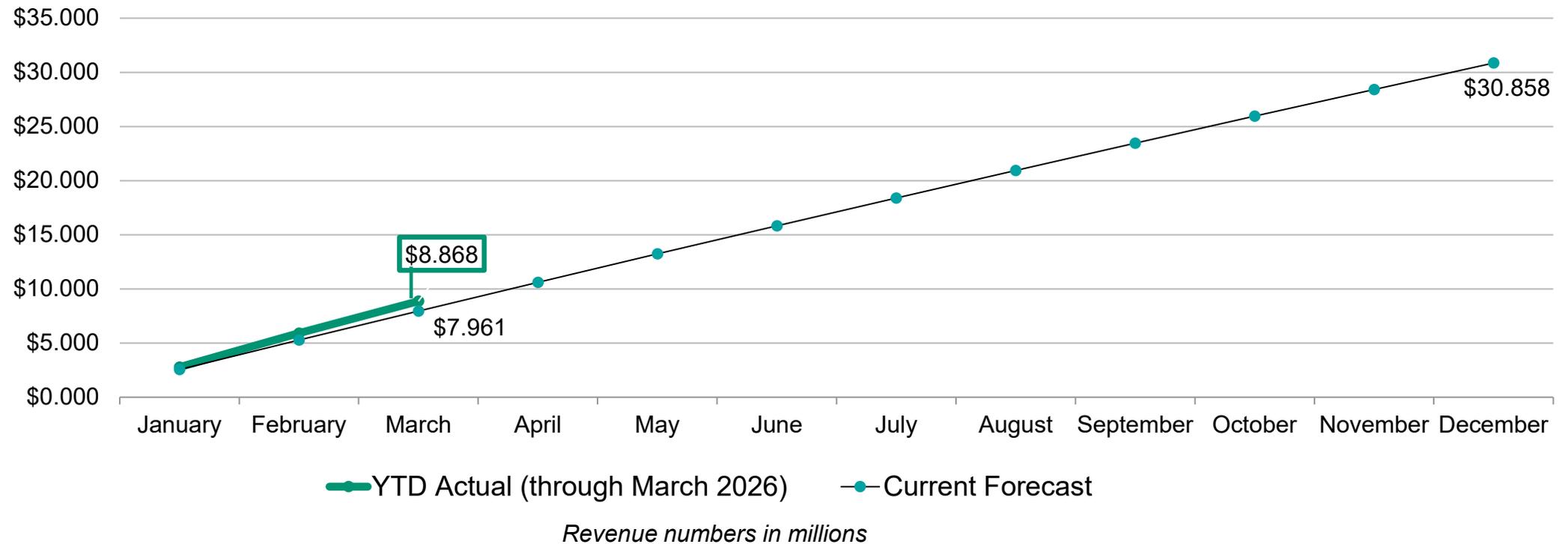
Workable life event cases: 865
 Average time to process: 8 days

Life Event Change Processing By Month February 2024- February 2026



MNsure Premium Withhold Revenue Calendar Year 2026

Forecast and YTD Actual



Note: CY2026 forecast for February through December is based on updated numbers from January 2026, using assumptions from the FY26 budget (approved in July 2025).



MNsure Preliminary Three-Year Financial Plan

Agenda

- Current FY26 Forecast
- Reminder: HR1 Likely to Decrease Enrollment
- Themes for Developing FY27 Budget
- Three Year Plan (Proposed)
- Long Term Financial Planning Considerations
- Discussion

Current FY26 Forecast

- Revenue
 - Premium Withhold Revenue coming in slightly higher than expected
 - State revenue (DHS reimbursements) forecasted under budget due to postponed hiring up for HR1
 - Interest growth due to delayed spending on MN-EES

Funding Category	FY26 Revised Budget	FY26 Estimated Actuals
Premium Withhold Revenue	\$29,255,219	\$32,300,916
State Revenue	\$21,267,991	\$16,234,408
Other Revenue	\$900,000	\$2,110,051
Total Operating Revenue	\$51,423,210	\$50,645,374

Current FY26 Forecast (continued)

■ Expenses

- Under budget in personnel due to delays in hiring, some planned and some due to resource constraints
- HR1 items planned for FY26 are still in planning phases and will move into implementation over the next few quarters
- MN-EES project forecast remains slightly over budget (no changes since the January update)

Funding Category	FY26 Revised Budget	FY26 Estimated Actuals
Administration	\$ 7,925,353	\$ 6,993,834
Communications	\$ 3,086,484	\$ 3,084,934
Customer Service	\$ 31,629,956	\$ 26,917,129
Eligibility & Enrollment/IT Systems	\$ 19,536,781	\$ 21,446,652
Total Operating Expenses	\$ 62,178,575	\$ 58,442,548

Current FY26 Forecast (continued)

- Summary
 - Reinsurance transfer in is expected in Q4 per MMB
 - Forecasted deficit of \$4.3 million is expected and largely due to drawdown of earmarked reserves to pay for MN-EES
 - Year end forecasted reserves balance of \$43.9 million represents just over 9 months of working capital, which is just above the CMS requirement of 6-9 months

Reminder: HR1 Likely to Decrease Enrollment

- Shortened open enrollment
- Sunset of enhanced premium tax credits
- Prohibition of auto-renewals
- Manual verification of income and citizenship data
- Excludes most lawfully present enrollees from accessing premium tax credits

Themes for FY27 Budget Development

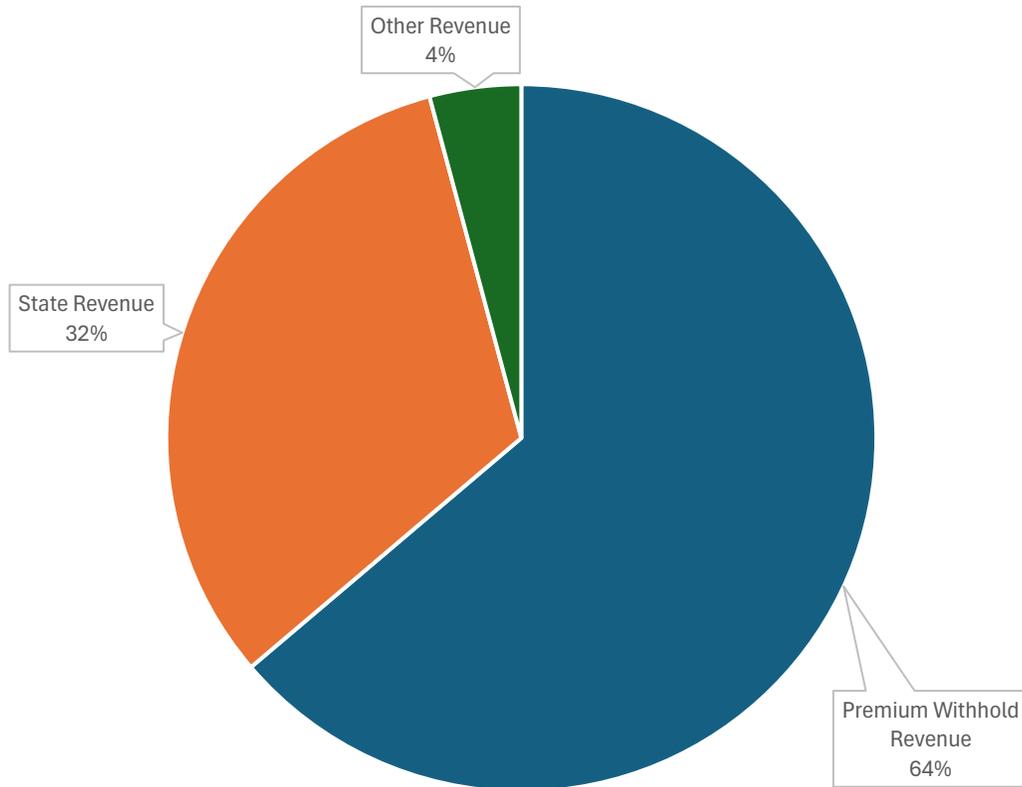
- MN-EES go-live in June 2026
- Ongoing operations costs of the new system
- Evaluating operational changes needed due to MN-EES & HR1 changes
- Continued investment in supporting technologies
- Update processes and agreements around shared systems and services with DHS
- Long term financial planning

Three Year Plan (Proposed)

Funding Category	FY26 Revised Budget	FY26 Estimated Actuals	FY27 Budget (Proposed)	FY28 Plan (Proposed)
Operating Revenue				
Premium Withhold Revenue	\$29,255,219	\$32,300,916	\$32,399,226	\$29,568,187
State Revenue	\$21,267,991	\$16,234,408	\$12,806,716	\$11,990,305
Other Revenue	\$900,000	\$2,110,051	\$1,637,416	\$2,116,335
Total Operating Revenue	\$51,423,210	\$50,645,374	\$46,843,358	\$43,674,827
Transfers In	\$70,000	\$3,533,000	\$3,243,000	\$6,255,000
Total Resources	\$51,493,210	\$54,178,374	\$50,086,358	\$49,929,827
Operating Expenses				
Administration	\$ 7,925,353	\$6,993,834	\$9,007,390	\$9,685,881
Communications	\$ 3,086,484	\$3,084,934	\$3,280,424	\$3,321,011
Customer Service	\$ 31,629,956	\$26,917,129	\$29,494,761	\$29,183,294
IT Systems	\$ 19,536,781	\$21,446,652	\$8,915,198	\$8,062,770
Contingency for HR1	\$0	\$0	\$2,000,000	\$2,000,000
Total Operating Expenses	\$ 62,178,575	\$ 58,442,548	\$ 52,697,773	\$ 52,252,956
Surplus/(Deficit)		(\$4,264,174)	(\$2,611,415)	(\$2,323,129)
Reserves held per CMS requirements (9 months)		\$43,831,911	\$39,523,330	\$39,189,717
Remaining Reserves (earmarked for future use)		\$83,484	\$1,871,650	\$2,290,695

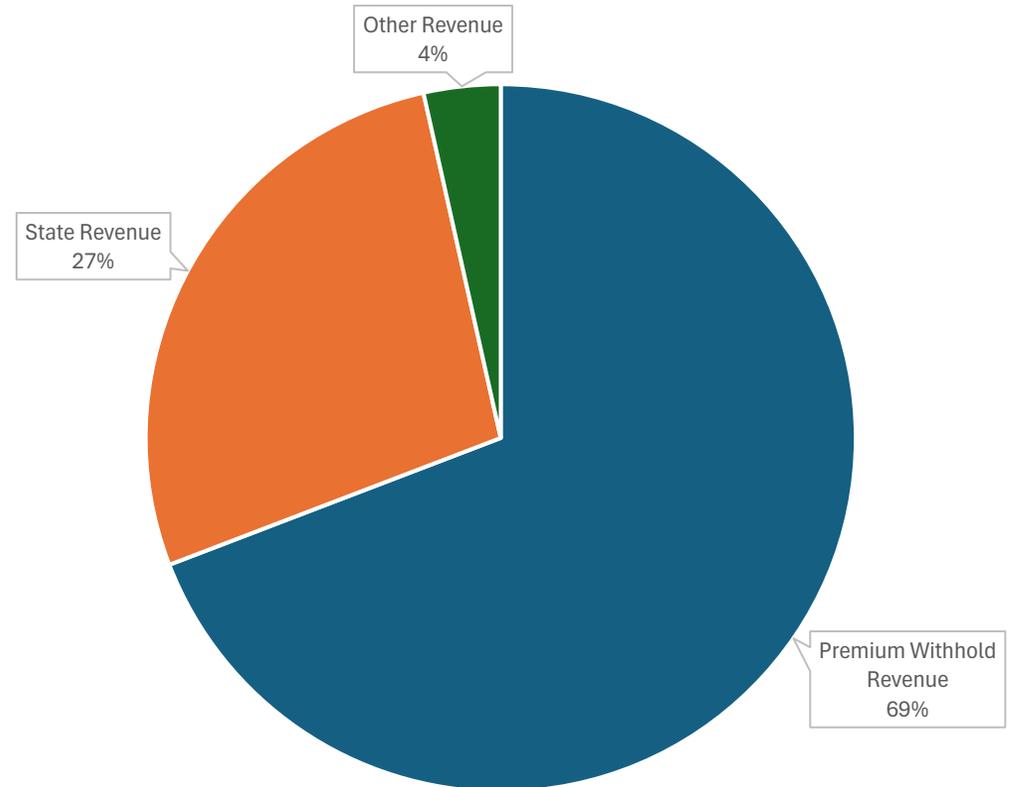
Revenue Budget Category %

FY26 Estimated Actuals



■ Premium Withhold Revenue ■ State Revenue ■ Other Revenue

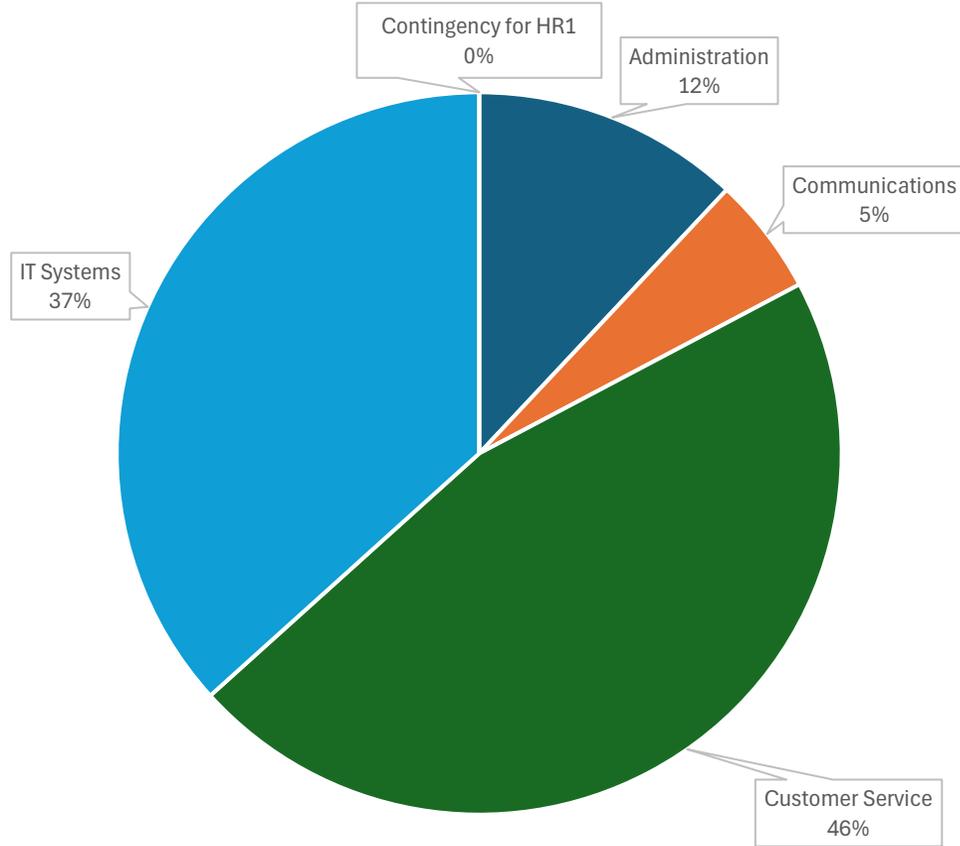
FY27 Budget (Proposed)



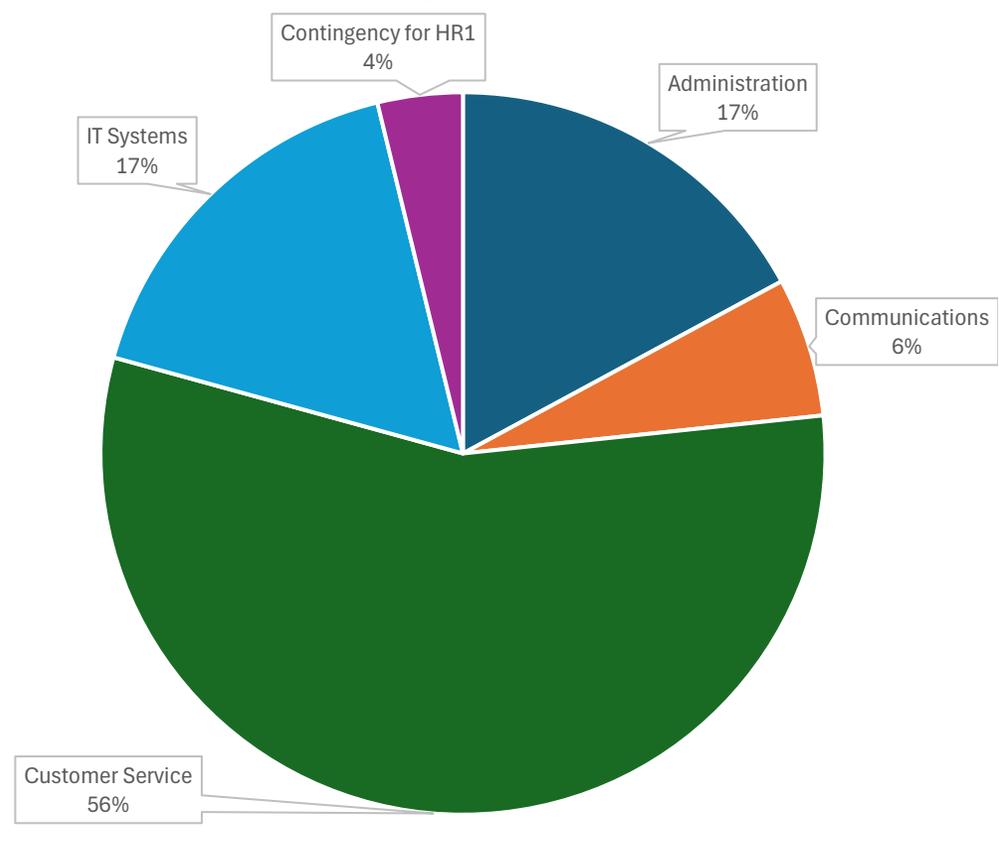
■ Premium Withhold Revenue ■ State Revenue ■ Other Revenue

Expense Budget Category %

FY26 Estimated Actuals



FY27 Budget (Proposed)



■ Administration ■ Communications ■ Customer Service ■ IT Systems ■ Contingency for HR1

■ Administration ■ Communications ■ Customer Service ■ IT Systems ■ Contingency for HR1

Long Term Financial Planning Considerations



- Large portion of reserves drawn down with the implementation of MN-EES
- HR1 impacts to operations forthcoming
- New technologies could create efficiencies that reduce operating expenses
- Decrease in effectuated enrollment reduces revenue
- Uncertainties about future potential transfers in such as reinsurance

Long Term Financial Planning Considerations



- Budget and long term planning is based on current law
- Decisions we make now regarding ongoing operations have a ripple effect on future years
- CMS requires state based exchanges to keep 6-9 months of operating expenses in reserves
- Reserves above the 6-9 month requirement can be earmarked

Discussion

Legislative Update

QEST Project Update

QEST Project Update

- On track for June 2026 launch
- Focused on mitigating key risks:
 - Testing and training resourcing
 - Coordination with agency partners
 - Effective vendor management
- Preview for assisters
 - Demonstration of new system and functionality
 - Gathering feedback for training and communications

New Business

Adjourn