



Matt Ehling  
Public Record Media  
2375 University Ave. W.  
Suite 200  
St. Paul, MN 55114

September 10, 2015

Dear Mr. Ehling,

Please find enclosed four contracts and two final payment orders in response to your request for data that document the cost of operating MNSure's contact center. Each of these vendors supports MNSure's contact center and customer service operations. APAC and The Connection have provided call overflow support to MNSure to ensure calls to the contact center are quickly answered. PowerObjects supports MNSure's customer service platform, CRM. MNSure has waived the copy charges for this data.

I am also working to identify additional accounting data regarding cost of operating the contact center and MNSure's online eligibility system. I will contact you as soon as that data is available.

Thank you,

Lindsey Millard  
Data Practices Coordinator

